

# A Study on Psychological Well Being and Job Satisfaction of Employees in Information Technology (IT) Sector in Coimbatore District

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**Abstract**— *Psychological wellbeing is the cognitive assessment of individuals on their satisfaction with entire life and it is mixture of mental, physical, social and emotional aspects of individuals and it affects performance and satisfaction of employees and business success of organization. Significant difference is prevailing among psychological well being and profile of employees of Information Technology (IT) sector. The employees are satisfied with work atmosphere, chance for career development and cooperation among employees in IT sector. The psychological well being has positive, significant and high degree of relation with job satisfaction of employees in IT sector. To enhance psychological well being of employees in IT sector, they must be pleased with things happened to them and they should change few things in them and they must always complete their work timely. Further, they should be very good listener when problems are discussing with their friends and they must obtain many things from others through managing better relation with them.*

**Key Words:** *Employees, IT Sector, Job Satisfaction, Psychological Well Being*

## 1. INTRODUCTION

Information Technology (IT) sector in India is one of the important service sectors and it plays an important role in transforming image of India in the global map (Nagesh, 2001). IT potential in India is on a solid walk towards global competitiveness, enhancing protective competences and fulfilling energy and environmental problems among others in the world and Indian IT sector emerges as a main global source for employment and development (Vijayasri, 2013). The contribution of IT sector to Gross Domestic Product (GDP) of India is increasing from 1.20 per cent in the year 1998 to 8.02 per cent in the year 2018 and it creates 100,000 to 120,000 jobs every year and it is anticipated to reach US\$ 225 billion in the year 2020 (Singh and Kaur, 2017)

Psychological well being is the quality of life that consists of peacefulness, gladness, accomplishment and satisfaction of individuals in their life (Ryff, 1991). Psychological well being is objective and subjective in nature and objective elements are usually concerned with standard of living of individuals and satisfaction of individuals is subjective and depending on their anticipation and actual realization (Sell and Nagpal, 1992). Psychological well being is also the

cognitive assessment of individuals on their satisfaction with entire life and it is mixture of mental, physical, social and emotional aspects of individuals (Kaur, 2013).

Psychological well being is considerably and significantly associated with absenteeism, rate of turn over, performance, satisfaction of employees and is also related with performance and profitability of organizations (Parry and Sherman, 2015). Coimbatore district is the second IT hub in Tamil Nadu and it provides sizeable employment opportunities to IT professionals. Therefore, it is necessary to study psychological well being and job satisfaction of employees in IT sector in Coimbatore district.

## 2. REVIEW OF LITERATURE

Green and Heywood (2011) concluded that job satisfaction of employees was highly depending on their psychological well beings and they were significantly related with other. Burke et al (2012) found that demands in job had negative relation with well beings of nurses, while, psychological well being had significant and positive relation with their job satisfaction.

Marzuki (2013) revealed that personality traits of employees were influencing their psychological well beings and job satisfaction was affected by psychological well beings of employees. Emerald and Genevieve (2014) concluded that psychological well beings of employees were positively and significantly correlated with their job satisfaction.

Rahim and Rohaida (2015) found that psychological well beings had significant and positive association with career satisfaction of professional engineers. Wadhawan (2016) revealed that positive and significant relation was prevailed among psychological well being and job satisfaction of employees. If psychological well being of employees was higher, their satisfaction towards job was also high and they were happy to work in the organization.

Baruti and Gwandure (2017) concluded that significant and positive relation existed among psychological well beings of employees and their satisfaction towards jobs and psychological well beings forecasted job satisfaction not commitment of employees. Lorente et al (2018) found that job satisfaction of employees mediated relation among work nature and their psychological well beings and age category of employees had also moderating relation with psychological well beings.

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**3. METHODOLOGY**

The present study is carried out in Coimbatore district. Employees of IT sector are selected by using simple random sampling method and structured questionnaire is used to collect data from 320 employees of IT sector. Percentages are calculated to know profile of employees of IT sector and mean and standard deviation are worked out to understand dimensions of psychological well being and job satisfaction of employees in IT sector. t-test and Analysis of Variance (ANOVA) test are used to scrutinize difference among profile of employees of IT sector and their psychological well being. Simple correlation analysis is carried to study relation among psychological well being and job satisfaction of employees in IT sector.

**4. RESULTS AND DISCUSSION**

**4.1. Profile of Employees of IT Sector**

The profile of employees of IT sector is given in Table-1. The findings clarify that 54.69 per cent of employees are males, while, 45.31 per cent of them are females and 34.69 per cent of them are falling under age category of 26 – 30 years, while, 14.38 per cent of them are falling under age category of 21 – 25 years.

The findings disclose that 32.19 per cent of them are B.E. holders, while, 12.19 per cent of them are M.Tech holders and 35.31 per cent of them are software programmers, while, 9.69 per cent of them are software testers.

The findings explicate that 29.38 per cent of them are having 5 – 8 years of work experience, while, 18.75 per cent of them are having 13 – 16 years of work experience and 33.75 per cent of them are earning monthly income of Rs.30,001 – Rs.40,000, while, 15.62 per cent of them are

earning monthly income of Rs.50,001 – Rs.60,000.

**Table-1. Profile of Employees of IT sector**

Profile	Number of Employees	Percentage
<b>Gender</b>		
Male	175	54.69
Female	145	45.31
<b>Age Category</b>		
21 – 25 Years	46	14.38
26 – 30 Years	111	34.69
31 – 35 Years	98	30.62
36 – 40 Years	65	20.31
<b>Education</b>		
B.E.	103	32.19
M.E.	46	14.37
B.Tech.	51	15.94
M.Tech.	39	12.19
M.C.A.	81	25.31
<b>Designation</b>		
Software Developer	91	28.44
Software Designer	85	26.56
Software Programmer	113	35.31
Software Tester	31	9.69
<b>Work Experience</b>		
1 – 4 Years	89	27.81
5 – 8 Years	94	29.38
9 – 12 Years	77	24.06
13 – 16 Years	60	18.75
<b>Monthly Income</b>		
Rs.20,001 – Rs.30,000	96	30.00
Rs.30,001 – Rs.40,000	108	33.75
Rs.40,001 – Rs.50,000	66	20.63
Rs.50,001 – Rs.60,000	50	15.62

**4.2. Psychological Well Being of Employees In IT Sector**

The dimensions of psychological well being of employees in IT sector were studied and the results are given as below.

**4.2.1. Self-Acceptance**

The self-acceptance of employees in IT sector is given in Table-2.

**Table-2. Self-Acceptance**

Self-Acceptance	Mean	Standard Deviation
I have self confidence and positive	3.92	0.84
I admire my personal characters	3.81	0.97
I am pleased with things happened to me	3.38	1.02
I obtain a lot of things out of my life	3.85	0.88
I want to change few things in me	3.36	1.01

The employees of IT sector are agreed with they have self confidence and positive, they admire their personal characters and they obtain a lot of things out of their life, while, they are neutral with they are pleased with things happened to them and they want to change few things in them.

**4.2.2. Environmental Mastery**

The environmental mastery of employees in IT sector is given in Table-3.

**Table-3. Environmental Mastery**

Environmental Mastery	Mean	Standard Deviation
I am accountable for state of my personal life	3.94	0.58
I have capacity to manage different tasks in my life	3.89	0.59
I always complete my work timely	3.33	0.73
I have efficient time management abilities to match myself with various things to be carried out	3.87	0.68
All my attempts are highly successful to get relations and in doing different activities	3.79	0.67

The employees of IT sector are agreed with they are accountable for state of their personal life, they have capacity to manage different tasks in their life, they have efficient time management abilities to match themselves with various things to be carried out all their attempts are highly successful to get relations and in doing different activities, while, they are neutral with they always complete their work timely.

**4.2.3. Positive Relation with Others**

The positive relation with others of employees in IT sector is given in Table-4.

**Table-4. Positive Relation with Others**

Positive Relation with Others	Mean	Standard Deviation
Others normally glance me as warm and friendly	3.83	0.76
I have good relation with my colleagues and friends	3.76	0.67
I am a very good listener when problems are discussing with my friends	3.35	1.01
Others generally portray me as eager to help and allot my time sufficiently for them	3.73	0.75
I acquire so many things through my relation with others	3.39	1.08

The employees of IT sector are agreed with others normally glance them as warm and friendly, they have good relation with their colleagues and friends and others generally portray them as eager to help and allot their time sufficiently for them, while, they are neutral with they are very good listener when problems are discussing with their friends and they acquire so many things through their relation with others.

**4.2.4. Purpose in Life**

The purpose in life of employees in IT sector is given in

Table-5.

**Table-5. Purpose in Life**

Purpose in Life	Mean	Standard Deviation
I have clarity on purpose of my life	3.41	1.02
I am concentrating on my present day life	3.84	0.96
I enthusiastically execute plans for my personal life	3.77	0.93
I am happy about achievements in my life until now	3.70	0.91
I am focusing on my future life and endeavours	3.31	1.05

The employees of IT sector are agreed with they are concentrating on their present day life, they enthusiastically execute plans for their personal life and they are happy about achievements in their life until now, while, they are neutral with they have clarity on purpose of their life and they are focusing on their future life and endeavours.

**4.3. Profile of Employees of IT Sector and Psychological Well Being**

To scrutinize difference among profile of employees of IT sector and psychological well being, t-test and ANOVA test are done and the results are given in Table-6.

**Table-6. Difference among Profile of Employees of IT Sector and Psychological Well Being**

Particulars	t-Value / F-Value	Sig.
Gender and Psychological Well Being	3.561** (t-value)	.000
Age Category and Psychological Well Being	5.384** (F-value)	.000
Education and Psychological Well Being	5.295** (F-value)	.000
Designation and Psychological Well Being	4.497** (F-value)	.000
Work Experience and Psychological Well Being	6.930** (F-value)	.000
Monthly Income and Psychological Well Being	5.146** (F-value)	.000

\*\* Significant at 1 % level

The F-values are explaining that significant difference exists in psychological well being among profile of employees of IT sector at one cent level. As an outcome, the null hypothesis is not accepted.

**4.4. Job Satisfaction of Employees In IT Sector**

The job satisfaction of employees in IT sector is given in Table-7.

**Table-7. Job Satisfaction**

Job Satisfaction	Mean	Standard Deviation
Work atmosphere	3.96	0.88
Salary and benefits	3.34	0.96
Chance for career development	3.93	0.92
Security for job	3.29	1.02
Cooperation among employees	3.86	0.90

The employees of IT sector are satisfied with work atmosphere, chance for career development and cooperation among employees, while, they are neutral with salary and benefits and security for job.

**4.5. Relation among Psychological Well Being and Job Satisfaction of Employees in IT Sector**

The relation among psychological well being and job satisfaction of employees in IT sector was studied through correlation analysis and the results are shown in Table-8.

**Table-8. Relation among Psychological Well Being and Job Satisfaction of Employees in IT Sector**

Particulars	Correlation Co-efficient
Psychological Well Being and Job Satisfaction of Employees in IT Sector	0.71**

\*\* Significant at one per cent level

The correlation coefficient psychological well being and job satisfaction of employees in IT sector is 0.71 that implies that it is positively and highly related with each other at one per cent level of significance. As a result, the null hypothesis is not accepted.

**5. CONCLUSION**

The above findings elucidate that significant difference is prevailing among psychological well being and profile of employees of IT sector. The employees are satisfied with work atmosphere, chance for career development and cooperation among employees in IT sector. The psychological well being has positive, significant and high degree of relation with job satisfaction of employees in IT sector. To enhance psychological well being of employees in IT sector, they must be pleased with things happened to them and they should change few things in them and they must always complete their work timely. Further, they should be very good listener when problems are discussing with their friends and they must obtain many things from others through managing better relation with them. Additionally, they should have clarity on purpose of their life and they must focus sincerely on their life and endeavours.

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