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## EFFECT OF DEMOGRAPHICAL VARIABLES ON PSYCHOLOGICAL WELL-BEING AND JOB PERFORMANCE OF IT EMPLOYEES

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### ABSTRACT

*The aim of this study is to examine the relationship between demographic variables such as Gender, Age, Marital Status, Number of Children, Educational Qualification, Income, Overall Work Experience and Work Shift with Psychological well-being and Job Performance of IT employees. The study was conducted among 200 IT employees of the Coimbatore city. The obtained data was analyzed through Independent sample t- test and ANOVA test to find out the relation of demographical variables with psychological well-being and job performance; Pearson correlation was also used to find the relation between psychological well-being and job performance. It was found that there exists positive and strong relationship between the variables psychological well-being and job performance. Findings and suggestions were given to enhance psychological well-being of an individual to motive the performance of employees.*

### KEYWORDS

psychological well-being, job performance, demographical variables, IT employees.

### INTRODUCTION

Psychological well-being generally speaks about how people evaluate their own lives. These evaluations may be in the form of cognitions or in the form of affect (Diener & Suh, 1997). Carol Ryff (1995) proposed six components model of Self-Acceptance, Environmental Mastery, Purpose in Life, Positive Relations with Others, Personal Growth, and Autonomy). And it can be defined as the state of feeling healthy and happy, having satisfaction, relaxation, pleasure and peace of mind (Joshi, Kumari & Jain, 2008).

The core concept of individual performance is organizational psychology and work. For an organization, the performance of employee plays a vital role. Especially, for the industries like IT, every individual performance of an employee is being monitored. This monitoring and evaluation of individual make an employee stress as they follow a unique and modern way of doing the jobs. IT/ITeS sector has led to the creation of a new global workforce which has an effect on lifestyle, sociality and identity that are taking place within this new global workforce (Bhatt and Verma, 2008). So the study helps to find out the relationship between the variables psychological well-being and job performance along with demographical variables.

### REVIEW OF LITERATURE

Moore., et al., (2012) discussed about well-being is related to some facets of health, including the psychological, spiritual, social and physical and all the intercorrelation were shown. This explains that well-being is a concept which has been modified over the ages and it is being defined differently in current days. To put up clearly, its stated that, well-being is defined as happiness i.e., it just represents the current circumstances and incidents, and life satisfaction is just introspective of past experiences and is more stable over time. Well-being is not just explains people in a single aspect rather it does more thing to look in health and psychological aspects.

Fischer and Boer (2011) tested whether money or autonomy which contribute more to subjective well-being of people. Thus, measured psychological health, anxiety and stress to evaluate well-being of people in 63 countries including India. The study revealed that autonomy has overall a larger and more effect on well-being than money and also reported that money lead to autonomy (Welzel & Inglehart, 2010), but never taken account to provide well-being or happiness.

Bashir and Ramay (2010) conducted a research among bankers to find out will job stress affects job performance. Bankers are exposed to job stress such Overload, Role ambiguity, Role conflict, Responsibility for people, Participation, Lack of feedback, keeping up with rapid technological change. The study proved that job stress has a negative relationship with job performance and the study also revealed that extra hours of working time is also plays an important role that the employer face job stress. The results recommend that organization should ease employees by bringing supportive culture within the working atmosphere of the organization.

Sonnentag, Volmer and Spychala (2010) explains that job performance is a multidimensional concept. Performance of the individuals are measure by task performance, adaptive performance and contextual performance and all this types of performance are multidimensional in itself. And also added that performance vary with from situation to situation (mental abilities) and person to person (experience, cognitive and non-cognitive abilities).

Hansen *et al.*, (2009) aims to study how parental status (i.e., childless persons, parents with residential children and empty nest parents) has an impact on the psychological well-being in there midlife and old age. Psychological well-being has measured in the terms of cognitive well-being (life satisfaction & self-esteem) and affective well-being (positive and negative affect). Parental status a overall effect on cognitive well-being among women, but childless women lower cognitive well-being than mothers with residential children and empty nest mothers. And the result shows that mother hood is inconsequential for affective well-being. At the other hand, parental status is unrelated to on both of aspects of well-being. Parental status effects are not modified with the demographical variables like age, marital status & education.

Wright and Cropanzano (2000) conducted a study to find out how psychological well-being and job satisfaction predict job performance. The researchers intend to conduct another study to scrutinize well-being, composite job satisfaction and composite job performance where employee performance was assessed by the supervisor with four specific performances were rated are work facilitation, goal emphasis, team building and support. And these two independent studies show that psychological well-being was related to job performance more than job satisfaction.

### NEED FOR RESEARCH

As the IT industry follows a contemporary work style though the majority of the employees were young. The study measures the individuals well-being as they face many physical and psychological issues and it also measures job performance to understand the relationship between the variables. This study was conducted

to analyze the impact of demographical variables like age, gender, Number of Children, Educational Qualification, Income, Overall Work Experience and Work Shift of employees.

**OBJECTIVES**

1. To find out the relationship between and among the select demographic variables (gender, age, marital status, Children, Educational Qualification, Income, Overall Experience and Work Shift) and psychological well-being and job performance.
2. To find out the relationship between psychological well-being and job performance.

**HYPOTHESES**

Hypothesis 1: There is a significant relation between demographic variables (gender, age, marital status, number of children, educational qualification, overall experience, income and work shift) and psychological well-being and job performance.

Hypothesis 1 a: There is a significant relation between gender and psychological well-being and job performance.

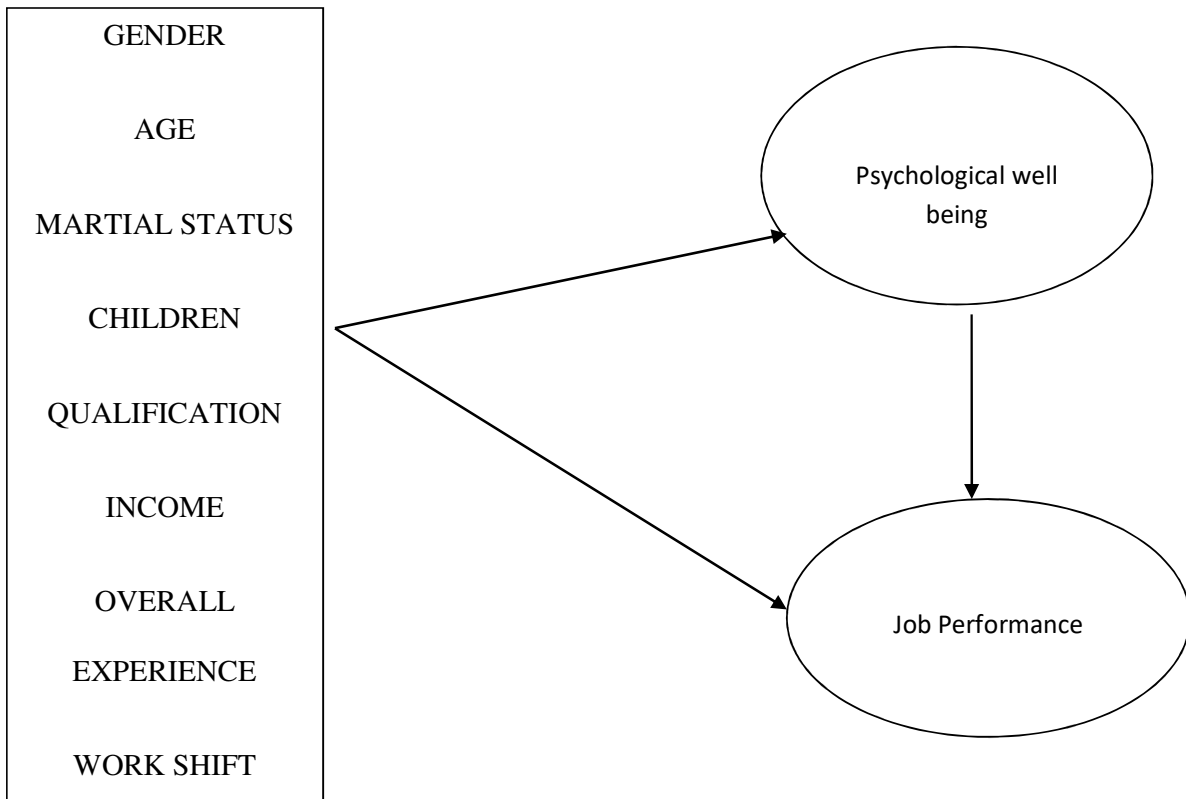
Hypothesis 1 b: There is a significant relation between demographic variables age, marital status, number of children, educational qualification, overall experience, income and work shift and psychological well-being and job performance.

Hypothesis 2: There is a significant relationship between psychological well-being and job performance.

**RESEARCH METHODOLOGY**

**RESEARCH MODEL**

FIGURE 1



**SAMPLING PROCEDURE AND DATA COLLECTION**

The study was conducted among 200 employees of IT industry in Coimbatore city. The questionnaire was administered personally with demographic variables for the study elicited information such as gender, age marital status, number of children, educational qualifications; overall work experience and work shift. Figure 1 shows the research model of the study.

The structured questionnaire developed by Ryff was used to measure the Psychological well-being with the components Autonomy, Environmental Mastery, Purpose in Life, Positive Relations, Personal Growth and Self-Acceptance; By doing extensive literature survey and structured questionnaire Job performance tool is also developed by the researcher with the components of Task performance, Contextual Performance, Adaptive Performance and Counter Productive behavior. The questionnaire comprises of 78-items of which 54 measures psychological well-being and 24 measures job performance with the rating scale of 1 to 5 1-Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree and 5- Strongly Agree. The distribution of demographic characteristics of the sample is shown in Table 1.

TABLE 1: DEMOGRAPHIC DISTRIBUTION OF THE SAMPLE

Demographic variables and groups			Mean	Standard Deviation (S.D.)
Variables	Groups	Percentage/Frequency		
Gender	Male	57	2.09	.514
	Female	43		
Age	Below 20	8	1.43	.498
	20-30	76		
	31-40	16		
Marital Status	Single	55	1.50	.689
	Married	43		
	Live in Relationship	2		
No. of children	No child	19	3.42	1.711
	Only one	20		
	Two	7		
	Not Applicable	49		
Educational Qualification	Diploma	19	2.18	1.041
	Undergraduate	47		
	Postgraduate	31		
	Others	3		
Income	<15000	32	1.98	1.005
	15001-25000	40		
	25001-35000	14		
	35001-45000	14		
Overall Experience	<1 year	30	2.13	1.041
	1 yrs-5 yrs	42		
	>5 yrs – 10 yrs	16		
	>10 yrs-15 yrs	12		
Work Shift	Only Day Shift	64	1.86	1.443
	Only Night Shift	36		

Table 1 shows the respondent’s demographic profile of 100 respondents which of 57 are males and 43 are females with the mean and S.D of 2.09 and .514. There were 8% respondents who are aged below 20 years, 76 % of the respondents are 20-30 years and 16 % of the respondents are 31-40 years with the mean 1.43 and S.D of .498. 55 % of the respondents are single, 43% of the respondents are married, 2 % of the respondents are into live in relationship with the mean of 1.50 and S.D of .689. 19% of the respondents have no child, 20 % of the respondents have only one child, 7 % have two children and 49 % of the respondents into not the applicable category with the mean of 3.42 and S.D of 1.711. 19 % of the respondents studied diploma, 47% are undergraduates 31 % are postgraduates and 3% of respondents have other degrees with the mean and S.D of 2.18 and 1.041. 32 % of the respondents have the income of <15000, 40 % of the respondents have the income of 15001-25000, 14% have the income of 25001-35000 and 35001-45000 respectively and with the mean of 1.98 and S.D of 1.005. 30 % of respondents have less than 1 year of experience, 42, 16 and 12 percentage of the respondents have 1 to 5 yrs, >5 – 10 yrs and >15 yrs of work experience with the mean of 2.13 and S.D of 1.041. 64% of the respondents work in day shift, 36 percentage work in night shift with the mean 1.86 and S.D 1.443.

**DATA ANALYSIS AND INTERPRETATION**

Hypothesis 1: There is significant relation between demographic variables (gender, age, marital status, number of children, educational qualification, overall experience, income and work shift) and psychological well-being and job performance.

Hypothesis 1 a: There is significant relation between gender and psychological well-being and job performance. The result is shown in the Table 2.

TABLE 2: INDEPENDENT SAMPLE T TEST FOR SIGNIFICANT DIFFERENCE BETWEEN GENDER AND PSYCHOLOGICAL WELL-BEING & JOB PERFORMANCE

Variables	Gender	Mean	S.D	t Value	P value
Psychological well-being	Male	2.77	.30	2.679	.001*
	Female	2.72	.31		
Job Performance	Male	2.71	.53	2.287	.002*
	Female	2.57	.41		

\*Significant values

Table 2 shows that the P value for psychological well-being is .001, and job performance is .002 as the P values are lesser than 0.05 for the two variables which shows that there is significant relation between gender and psychological well-being and job performance. Based on the mean score, male employees have higher psychological well-being and Job performance than female employees. Hence, alternate hypothesis is accepted. Their study revealed that there is difference between male and female employees in respective of their psychological well-being and job performance.

Hypothesis 1- b: There is significant relation between demographic variables (age, marital status, number of children, educational qualification, overall experience, income and work shift) and psychological well-being and job performance.

TABLE 3: ANOVA FOR SIGNIFICANT DIFFERENCE BETWEEN THE DEMOGRAPHICAL VARIABLES WITH PSYCHOLOGICAL WELL-BEING AND JOB PERFORMANCE

Variable	Psychological well-being		Job Performance	
	F value	P value	F Value	P value
Age	2.843	.002*	1.545	.003*
Marital Status	3.864	.004*	.987	.030*
Children	.527	.665	1.889	.137
Education Qualification	.688	.562	.980	.405
Overall Experience	.682	.606	1.190	.040*
Income	1.278	.001*	1.718	.139
Work Shift	1.127	.348	2.655	.038*

\*Significant values

ANOVA test is used to examine whether there exists difference among the different groups of employees categorized by age, marital status, number of children, educational qualification, overall experience, income and work shift.

Table 3 shows the results of P value for the demographic variable age with the variable psychological well-being is .002 and job performance is .003. It is revealed that there is a significant difference between the different age groups as the P values are lesser than .005. For the demographic variable marital status, the P value for psychological well-being is .004 and job performance is .030 which implies that there is a significant difference between the variables with the marital status. Thus, the alternate hypothesis is accepted for the demographical variables age and marital status.

P value for psychological well-being with the demographical variable children (.665), and non-job performance (.137) shows that there is no significant difference between the number of children with the variable psychological well-being and job performance. P value for psychological well-being with the variable educational qualification (.562), and job performance (.405) shows that there is no significant difference between the qualifications and the study variables. There is no significant difference between the demographic variable overall experiences with psychological well-being (.606) and there is a significant difference between the variable job performance (.040) and experience. For the psychological well-being (.001), there is a significant difference exists with this demographic variable, income and job performance (.139) there exist no significant difference exists with this demographic variable, income. The P value for psychological well-being is .348 which indicates that there is no significant difference with work shift and the P value for job performance is .038 this indicates there is a significant difference.

#### HYPOTHESIS 2

Hypothesis 2: There is significant relationship between psychological well-being and job performance

The Pearson correlation analysis was used to find out the correlation between the study variables psychological well-being and job performance. The result of correlation analysis is shown in the Table 4.

TABLE 4: CORRELATION ANALYSIS

Variables	psychological well-being	job performance
psychological well-being	1.000	.792**
job performance	-	1.000

\*Significant value

Table 4 reveals shows the correlations between the variables psychological well-being and job performance. The correlation coefficient between psychological well-being and job performance is .792 and is significant at 5 % level. Hence the alternate hypothesis is accepted. Thus the study found out that there exists a strong and positive relationship between the variables psychological well-being and job performance.

#### FINDINGS AND CONCLUSION

The study concludes that there exist significant relationships between the demographical variable gender with psychological well-being and job performance; age with psychological well-being and job performance; marital status with psychological well-being and job performance; experience with job performance; income with psychological well-being and work shift with job performance. And also the study found out that there are no significant relationships between the demographical variable children with psychological well-being and job performance; experience with psychological well-being; income with job performance and work shift with psychological well-being. The correlation between the variable psychological well-being and job performance is strong. Thus the study proves that the performance of the employee depends on the harmony of the organization as well as the family. So it's important to make the employees maintain the individual well-being for the benefit of the organization as well as for the personal life. And the organization plays an important role to make their employees to maintain the well-being of the IT employees.

#### RECOMMENDATION

The results show the discrepancy between the study variables psychological well-being and job performance. This may affect the performance of individual which ultimately affects the organizational performance. So the organization should concentrate on employees psychological well-being by providing training, give a proper break time, meditate and other leisure time activities.

#### LIMITATION AND SCOPE FOR THE FUTURE RESEARCH

The study finds out the correlation between the variable psychological well-being and job performance by measuring certain important components, there could be so many other components to measure the study variables due to the vast nature of the study and the higher possibility to mislead, the study components has been limited. The study was conducted among 100 IT employees due to constraints like lack of time, money. And it is impossible to meet many employees personally as they work on shift basis. The study just covers the Coimbatore city, if the samples were taken from other cities the results may be varied. And some of the employees were less interested to participate for the study.

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