

Anxiety And Its Demographic Correlates – A Study Among ITes Employees

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ABSTRACT

The purpose 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 and Work and Non-Work Related Emotional Anxiety among ITes employees. The study also intends to test the relationship between the work and non-work related emotional anxiety. The sample size of 118 ITes employees of Coimbatore city has been chosen for the study based on stratified sampling method. Independent sample t-test and ANOVA test were used to find the relation between the demographic variables and emotional anxiety (work and non-work related emotional anxiety). The results show that there is significant relation between the demographic variables and emotional anxiety (work and non-work related emotional anxiety). Pearson Correlation test was used to find out the relationship between work and non-work related emotional anxiety and the result shows that there is positive and strong relationship between these two variables. Proper training, counseling, job rotation and occupational therapy may help the employees to overcome the mental health problems which consequently make them motivated in the work and enhance their performance. It is expected that happiness and satisfaction in job performance may spill over to other non-work related activities as well.

Keywords: Emotional Anxiety, Work related emotional anxiety, Non-work related emotional anxiety, Demographic variables.

INTRODUCTION

Coleman (1976) stated that this modern era is the era of anxiety and stress. Anxiety, depression and bipolar diseases are the mental health problems among working individuals and it also affects the productivity (Harvard mental health newspaper, 2010). Especially when it comes to IT/ITes sectors, as they are working in the contemporary work settings which bring challenges with non-traditional work processes, including electronic performance and monitoring, lack of face to face interaction with customers, extended technology interface and necessity of night shift makes them exposed to personal and social problems. The employees of this sector are young adults, as they have high aspirations for career; they are ready to take any risk. (Machando et al., 2013). Though they have so many factors which make them stressful, all young graduates would like to or end up with ITes job because of the starting compensation which is around 10,000 per month and it is quite high when compared to other sectors. (Bhatt et al., 2008).

The work and life interactions makes the ITes employees exposed to psychological and behavioral syndromes like anxiety and depression (Netterstrom et al., 2008; Begum, 2013). Role ambiguity is one such reason for job anxiety and makes the individuals to face work related stress and tension (Sharma and Sharma, 1984; Das, 1984; Gururajan et al., 2013). Work related stress like job demand and job discretion are the main problematic factors which is quite common in BPO sector (Messenger and Ghosh, 2010). In addition to this, many work related problems affect the individuals and their families. (Greenhaus & Beutell, 1985; Kossek & Ozeki, 1998; Lewis & Cooper, 1987). The work related stress makes young adults exposed to depression and anxiety and non-work related issues make
them anxious too (Srivastava & Sen, 1995). Thus, the study was conducted to find out the inter correlations between work and non-work related anxiety also.

**REVIEW OF LITERATURE**

Virtanen et al., (2011) examined the association between long working hours and symptoms of anxiety and depression in middle aged employees. The research revealed that the risk of depression and anxiety symptoms were high for employees who works more than 55 hours a week than who works 35-40 hours a week. The risk of developing depression and anxiety is high in women than men when they work for long time.

Tutu (2011) investigated how these symptoms influence self perceived job efficacy and psychological impact of crisis influenced by organizational behaviors of two private organizations. Here the self efficacy refers to how the employees believe that he has the ability to do situational tasks. The study encounter two main findings: i) there is a significant persuade in behavior of the employer depression circumstance, which then translated to economic behaviors of the employer has depression and anxiety manifestation in the workplace. ii) The employees are less effective at work in negative economic organizational behavior (job insecurity), but in the absence of the negative economic organizational behaviors, employees have high level of confidence and positive beliefs to do a situational or professional task. The study also found that employees who have higher income in the organization report the same level of depression and anxiety symptoms. In other words, designation has no significant difference with depression and anxiety symptoms. In addition the study reports that women employees have higher depression and anxiety symptoms where the male employees could face negative economic organizational behavior of employer easily.

Bhuvaneswari (2013) summarized that working women fulfill the demand at work and also demand at home which make them anxious and stressed. Major problems faced by married working women are long working hours, various family and official commitments, harassments and improper work life balance. This ended up prolonged headaches, hypertension and obesity.

Eldevik et al., (2013) aims to find out that insomnia, sleepiness, fatigue, anxiety, depression and shift work disorder has an effect on nurses who work less than 11 hours between work shift (quick returns). The result shows that there is a positive relation between quick returns and insomnia, excessive sleepiness, excessive fatigue and shift work disorder and there is no association between anxiety and depression with quick returns.

Jacofsky et al., (2013) discussed common symptoms of anxiety that people experience in terms of feelings, behaviors, thoughts and physical sensations. It is important to remember that anxiety is a highly subjective experience and physical, emotional, cognitive and behavioral symptoms of anxiety.

Atindanbila, Abasimi & Anim (2012) intended to identify work – related depression, anxiety and stress among nurses with age, gender, rank, duration and hospital unit worked. Study revealed that all the emotional states of depression, anxiety and stress changes with age, gender, rank(i.e., designation), duration and hospital unit work .

Flo et al., (2012) examined shift work disorder in nurses and its relation to individual and health problems. Study revealed that the symptoms of shift work disorder has an association with gender, age, night work, number of nights worked, working shift separated by less than 11 hours, anxiety and insomnia.

Depression, anxiety and stress are the three main disorders which are found commonly among workers of stressful jobs. Job factors like skill discretion, decision authority, job control, toxic exposure,
physical exertion, social support, co-worker support, supervisor support, psychological job demand and job insecurity were studied. The study revealed that psychological job demand, job insecurity and hazardous condition were associated with depression, anxiety and stress whereas supervisor support inversely associated with depression and stress (Edimansyah et al., 2007)

OBJECTIVES

Following are the objectives of the present study:

1. To examine the relationship between and among the select demographic variables (gender, age, marital status, Children, Educational Qualification, Income, Overall Experience and Work Shift) and work and non-work related emotional anxiety.
2. To examine the relationship between work-related emotional anxiety and non-work related emotional anxiety.

METHODOLOGY

Research Design
The present study describes the emotional anxiety of the ITeS employees and shows anxiety differences with the demographic profile of the employees. The study also finds out the relationship between work-related and non-work related emotional anxiety of the employees with the demographic variables. Hence the study is a descriptive, co-relational study.

Locale of research
The study is conducted in Coimbatore city of Tamil Nadu, India, as there are not many studies been conducted on emotional anxiety of ITeS employees in this locale. The samples were selected based on judgment sampling.

DATA COLLECTION

Development of the Questionnaire
The questionnaire was developed by the researcher for emotional anxiety, work and non-work related emotional anxiety. The main issues of the emotional anxiety symptoms were identified from the previous literatures, already existing anxiety scales and personal interviews with the individuals who work in ITeS Sectors. From the literatures and existing anxiety scales, key things which make an individual’s anxious are taken into consideration for measuring the anxiety level of individuals as items and the model has been framed which is depicted in Figure 1.
Seven components were identified for work and non-work related emotional anxiety. Job Demand, Job Insecurity and Role clarity were identified as work related emotional anxiety and for non-work related emotional anxiety family role ambiguity and social interaction were incorporated in the study. Thus the questionnaire comprises of 52 items of which 13 measures the emotional anxiety, 21 measures work related emotional anxiety and 18 measures non-work related emotional anxiety with the scale rating of 1- Not at all, 2- Some What, 3- Moderately So and 4- Very Much So.

**DATA ANALYSIS AND INTERPRETATION**

**Hypothesis 1**

Hypothesis 1- a: There is no significant relation between gender and emotional anxiety, work related emotional anxiety and non-work related emotional anxiety.

Independent sample t test is used to find out the difference between male and female employees of ITeS with emotional anxiety, work related emotional anxiety and non-work related emotional anxiety. The result is shown in the Table 1.
Table 1

Independent sample t test to show the relationship between emotional anxiety, work and non-work related emotional anxiety and gender

<table>
<thead>
<tr>
<th>Variables</th>
<th>Gender</th>
<th>Mean</th>
<th>S.D</th>
<th>t Value</th>
<th>P value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emotional Anxiety</td>
<td>Male</td>
<td>1.96</td>
<td>.59</td>
<td>12.279</td>
<td>.000*</td>
</tr>
<tr>
<td></td>
<td>Female</td>
<td>1.85</td>
<td>.51</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Work-Related Emotional Anxiety</td>
<td>Male</td>
<td>2.35</td>
<td>.28</td>
<td>11.287</td>
<td>.002*</td>
</tr>
<tr>
<td></td>
<td>Female</td>
<td>2.30</td>
<td>.32</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-Work Related Emotional Anxiety</td>
<td>Male</td>
<td>2.23</td>
<td>.47</td>
<td></td>
<td>.001*</td>
</tr>
<tr>
<td></td>
<td>Female</td>
<td>2.21</td>
<td>.43</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Significant at 5% level

Table 1 shows that the P value for emotional anxiety is .000, work related emotional anxiety is .002 and non-work related emotional anxiety is .001 as the P values are lesser than 0.05 for all the three variables which shows that there is significant relation between gender and anxiety. Based on the mean score, male employees have higher emotional anxiety, work related emotional anxiety and non-work related emotional anxiety than female employees. Hence, alternate hypothesis is accepted. Similar finding was reported by Madden et al., (2000). Their study revealed that there is difference between male and female anxiety levels and also between depression levels.

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 emotional anxiety, work related emotional anxiety and non-work related emotional anxiety.

Table 2

ANOVA for significant difference between the demographical variables with Emotional anxiety, work and non-work related emotional anxiety

<table>
<thead>
<tr>
<th>Variable</th>
<th>Emotional Anxiety</th>
<th>Work related emotional Anxiety</th>
<th>Non-work related emotional anxiety</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>F value</td>
<td>P value</td>
<td>F Value</td>
</tr>
<tr>
<td>Age</td>
<td>2.385</td>
<td>.002</td>
<td>1.545</td>
</tr>
<tr>
<td>Marital Status</td>
<td>1.846</td>
<td>.041</td>
<td>.997</td>
</tr>
<tr>
<td>Children</td>
<td>1.264</td>
<td>.000</td>
<td>3.841</td>
</tr>
<tr>
<td>Education Qualification</td>
<td>1.696</td>
<td>.028</td>
<td>1.816</td>
</tr>
<tr>
<td>Overall Experience</td>
<td>1.807</td>
<td>.040</td>
<td>1.256</td>
</tr>
<tr>
<td>Income</td>
<td>1.147</td>
<td>.001</td>
<td>1.644</td>
</tr>
<tr>
<td>Work Shift</td>
<td>.338</td>
<td>.004</td>
<td>8.048</td>
</tr>
</tbody>
</table>

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 with the variables emotional anxiety, work related emotional anxiety and non-work related emotional anxiety.

Table 2 shows the results of P value for the demographic variable, age (emotional anxiety .002, work related emotional anxiety .003, non-work related anxiety .000). It is revealed that there is significant difference between the different age groups as the P values are lesser than .005. A similar study explains that there is difference between anxiety and with different age groups. For the demographic variable marital status the P value for emotional anxiety is .041, work related emotional anxiety is .030 and non-work related emotional anxiety is .010 which implies that there is significant difference
between the variables with the marital status. A similar study also reveals there is significant difference between anxiety and marital status (Sayeed, 1985).

P value for emotional anxiety with the demographical variable children (.000), work related emotional anxiety (.000) and non-work related emotional anxiety (.004) shows that there is significant difference between the number of children and the anxiety variables. P value for emotional anxiety with the variable educational qualification (.028), work related emotional anxiety (.002) and non-work related emotional anxiety (.001) shows that there is significant difference between the qualifications and the anxiety variables. There is significant differences between the demographic variable overall experiences with emotional anxiety, work and non-work related emotional anxiety as the P values are .040, .000 and .002. For emotional anxiety (.001), work (.034) and non-work related emotional anxiety (.001) there is significant difference exists with this demographic variable, income. The P value for emotional anxiety is .004, work related emotional anxiety, and the P value is .000 for non-work related emotional anxiety is .000. Thus the findings imply that there is significant difference between the demographic variable Work shift and anxiety variables. A similar study shows that there is association with different shift work and anxiety (Flo et al., 2012).

Hypothesis 2
Hypothesis 2: There is significant relationship between work and non-work related emotional anxiety. The Pearson correlation analysis was used to find out the correlation between the variables, work related emotional anxiety and non-work related emotional anxiety. The result of correlation analysis is shown in the Table 3.

Table 3
Correlation Analysis

<table>
<thead>
<tr>
<th>Variables</th>
<th>Work Related emotional anxiety</th>
<th>Non-work related emotional anxiety</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work Related Emotional Anxiety</td>
<td>1.000</td>
<td>.629**</td>
</tr>
<tr>
<td>Non-Work Related Emotional Anxiety</td>
<td>-</td>
<td>1.000</td>
</tr>
</tbody>
</table>

**Significant at 5% level

Table 3 reveals shows the correlations between the variables, work related emotional anxiety and non-work related emotional anxiety. The correlation coefficient between the work related emotional anxiety and non-work related emotional anxiety is .629 and is significant at 5 % level. Hence the alternate hypothesis is accepted. Thus the study shows that there is strong and positive relationship between the variables, work and non-work related emotional anxiety.

CONCLUSION AND IMPLICATIONS
The study reveals that there is significant relation between the select demographic variables and emotional anxiety, work and non-work related emotional anxiety. The study also found that there is positive and strong relationship between the variable work and non-work related emotional anxiety. It is clear that there are mental health problems among IT eS employees. Companies should focus on the areas where the individuals feel stressed and anxious, to avoid attrition and to improve the performance of employees. Proper training, counseling, job rotation and occupational therapy may help the employees to overcome the mental health problems, this consequently make them motivated in the work and enhance their performance.
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