Examining Employee Work Place Well-being among IT Professionals

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Abstract—Satisfaction is regarded as the most crucial attitude to motivate employees in organizations. Therefore, organizations nowadays place a high value on ensuring employee satisfaction through a variety of tactics. Job-related affective well-being is crucial to a healthy life and job satisfaction for all workers including tech enthusiasts. A pleasant workplace and enjoyable working conditions will inspire employees, which will aid in the accomplishment of both personal and organizational objectives. The present study is conducted among a group of IT professionals with a sample of 60 in IT private sector organizations. The acquired quantitative data were analysed using the Job-related Affective Well-being Scale (JAWS). The study discoveries are an eye-opener to the Sri Lankan IT industry because they reveal that only 47.5% of the non-executive employees of the industry were satisfied with the welfare facilities provided to them. The study proposed several strategies and methods to uplift the standard of the employee job-related emotional level and the level of well-being at your organization.

Index Terms—Satisfaction, Well-being, Behaviour, Commitment

I. INTRODUCTION

Information Technology(IT) industry is somewhat new to Sri Lanka when compared to other fields like agriculture, textile, construction, etc. However, in recent years IT industry has become the most trending job field and the biggest employer. When considering the data of the IT workforce in Sri Lanka, by 2019, IT firms employed 65.6 percent of the workforce, and non-ICT firms employed only 22 percent [1]. Most IT firms were now employing graduates and not people with lower qualifications. About 64.2 percent of the workforce now had bachelor's degrees. At ICT firms over 90 percent were graduates. The platform indeed for the IT industry is better educated and trained employees and expects them to stay longer in a job. Nevertheless, the IT supplier sector suffers with the highest rate of turnover at 9.7 percent while IT users come close to 9.1 percent. Therefore, it is sufficient to understand the job satisfaction of workers that reflects their feelings about the work and work environment from different perspectives to minimize the turnover ratios. In addition, the most valuable resource for every company is its people. Because employee performance directly affects an organization's productivity. While it is simple for an organization to replace physically useful resources like machines and equipment, it is more challenging to replace all of a competent employee's qualifications at once. It takes a long time to complete. Therefore, keeping qualified workers on staff should be the organization's top priority. The top management must raise employee job satisfaction in order to accomplish these goals. An individual's general attitude about their job is referred to as "job satisfaction" [2]. The aforementioned claim claims that job satisfaction is an attitude rather than conduct. A highly satisfied workforce is an absolutely necessity for achieving a high level of performance advancement in an organization. A satisfied worker leads to extend more effort into job performance, then working harder and better. Thus every organization tries to create a satisfied workforce to operate the well-being of the organization. However, the total organizational performance depends on the efficient and effective performance of individual employees of the organization. Therefore, every organization places a considerable reliance on their individual employee performance to gain high productivity in the organization. Employee effort is an important factor that determines an individual performance will be. When an employee feels satisfaction about the job, he/she is motivated to do greater effort to the job performance. Then it tends to increase the overall performance of the organization. In other words, a satisfied individual employee and his effort and commitment are crucial for the success of the organization. Hence, Job satisfaction and positive emotions about the organization are very important because it is directly or indirectly involved with personal and organizational well-being. Numerous scales measuring workplace well-being exist. Some of them focus on individual aspects of worker well-being while others focus on aspects of the organizational environment that are likely to promote employee well-being. Still, other measures bring together an assessment of the organizational climate, organizational practices, and individual mental and physical health.

A. Objectives

The main objective of the study is to examine a group of IT professionals' job-related emotional perceptions and assess the level of well-being at your organization and test the association between social-demographic factors of the employees with the workplace well-being. Following are the sub-objectives which were investigated in this research.

- To measure the level of job satisfaction among IT Professionals.
- To reflects both negative and positive emotions towards the work and work environment.
- Relationship between employee satisfaction and intention to stay.

B. Significance of Study

The significance of this study is that identifying how employees feel about the job and job satisfaction is very significant for a company. This is because job satisfaction can be linked with attendance, performance, stress, employee misbehaviour, and turnover. Job-related Affective Well-being Scale (JAWS) can be used to assess the job-related emotional level and the level of well-being in your organization. In this instance, the JAWS approach was used to investigate the effects of a good-promoting orientation on a variety of health and well-being outcomes. Aside from life satisfaction and happiness, these objectives also included social connectivity, meaning and purpose in life, and physical and emotional health outcomes.

II. LITERATURE REVIEW

The literature was focused on giving a theoretical framework for the study because job satisfaction and well-being were the key factors mentioned in this study. This makes it easier to understand the research setting.

One of the key attitudes that can affect people's conduct at work is job satisfaction. Measuring affective well-being and job satisfaction in an organization has become increasingly widespread. There are several factors that affect satisfaction and many studies have been conducted related to factors and job satisfaction in different sectors. According to [3], Satisfaction is the degree to which individuals feel positively or negatively about their jobs. This concept has several facets and takes into account how employees feel about both intrinsic and extrinsic job components. Therefore, researchers in organizational behavior are eager to examine, comprehend, and quantify job satisfaction and its effects on employees at work. In [4] described job satisfaction as the feeling or state of mind of an employee about the nature of his or her job. As per the [5], Job satisfaction may be affected by emotion-related personality traits because job satisfaction has been equated with a pleasurable emotional state.

Workplace well-being-related research studies have been carried out in numerous fields like the health sector [6], hotel industry [7], education sector [8] and so on using different scales. Well-being at the workplace is a border concept in the field of scientific research. Many different dimensions are used to measure well-being at workplaces. Researchers have used these measurements to assess their association with personal factors and organizational factors. Measures commonly used in research investigating workplace well-being are the Job-related Affective Well-being Scale(JAWS) [9], Index of Psychological Well-being at Work (IPWW) [10], and Thriving at Work (TW) [11]. The IPWW is an 80-item scale consisting of five factors: (1) Interpersonal Fit at Work, (2) Thriving at Work, (3) Feeling of Competency at Work, (4) Perceived Recognition at Work, (5) Desire for Involvement at Work. The TW is a 10-item scale measure of thriving at work, which is defined as the psychological state in which individuals experience both a sense of vitality and learning. In many studies JAWS was used to study job satisfaction. The JAWS is a scale designed to assess people's emotional reactions to their job. It asks them to indicate for each of 30 emotions (20 emotions in the short form) how often they have experienced them in the past 30 days. Responses are made with a five-point scale with anchors never, rarely, Sometimes, quite often, extremely often, or always.

The JAWS includes a wide variety of emotional experiences, both negative and positive. The emotions can be placed into four categories (subscales) that fall along two dimensions: pleasurable and arousal (intensity). The scale can be scored in three ways. 1, An overall score of all items with the negative emotions reverse scored; 2, Separate scores of all 15 (full version) or 10 (short version) negative or positive items combined separately without reverse scoring; 3, Four scores matching the above four categories containing 5 items each. Several studies can be found which use the JAWS scale to examine the workers' well-being [12], [13]. In [14] researchers have used JAWS to investigate a group of Turkish primary health care physicians' job-related emotional perceptions and to assess their reactions in terms of stress, anxiety, and depression. And also, in a research study [15] job satisfaction of social workers in Slovenia was analyzed using this scale. Based on past studies JAWS is reliable enough to use to identify job-related emotional perceptions and assess the level of well-being in organizations.

According to the above literature review and to achieve the research objectives the JAWS scale was utilized to show that the job satisfaction of an employee is influenced by various job-related emotional factors and they are derived from job context and job content factors. Thus various studies have been done to examine workplace well-being, however, a perfect comparative study has not yet been made on this area in IT professionals in Sri Lankan Organizations.

III. METHODOLOGY

This section describes the methodology used in this study shown in Fig. 1.

60 IT company employees

Google form questionnaire

Analysis

Fig. 1. Methodology

A. Conceptual Framework

Positive emotional reactions towards work are an important determinant in enhancing workplace well-being which leads to the growth of employee performance and employee job satisfaction. If employees feel happy with their work they will be highly satisfied with their job. Therefore, a conceptual

framework as shown in Fig. 2 was developed for this study in order to analyze the relationship between positive emotions and workplace well-being. Furthermore, this study examined the relationship between age and the well-being score. And this study was used to analyze any relationship between sex, marital status, the length of service, salary, working mode, and job status with job-related affective well-being.
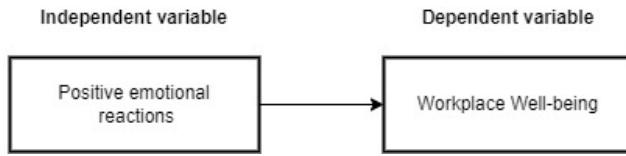

Fig. 2. Conceptual Framework

B. Data Collection

The target population of the study was IT professionals. The instrument used for collecting data was a self-designed quantitative questionnaire that includes basic demographics questions like age, gender, monthly salary, civil status, monthly salary, working arrangement and a 20-item (short version) JAWS scale which includes a number of statements that describe different emotions that a job can make a person feel. Each item is an emotion, and respondents are asked how often they have experienced each at work over the prior 30 days. Responses are made with a five-point scale with anchors Never, Rarely, Sometimes, Quite often, Extremely often, or always. Most IT professionals actively use electronic devices such as mobile phones, laptops, or computers. Because of the pandemic and other concerns, the easiest and smart way to collect the data was the Google Form-type questionnaire as shown in Fig. 3. And this survey was published on social networks such as WhatsApp, Facebook, LinkedIn, etc. All respondents are selected on a random basis and 60 out of 100 sample respondents filled and returned the questionnaires making a response rate of 60%.

C. Data Analysis

First, the reliability of the dataset was tested by observing the missing values and with the help of the SPSS software application data was analysed. Responses to the items were numbered from 1 representing least often to 5 representing most often the experience of each emotion as shown in the table I. This assumes that the scale has not to be modified and original response choices are used. The JAWS has items that reflect both negative and positive emotions. For the total scale, the negative emotion items were reversed scored before summing with the oppositely worded items. For the subscales, no reversal is necessary. The negative emotions were reversed only to compute the score. Below are the reversals for the original item score in the left column and reversed item score in the right. The rightmost values should be substituted for the leftmost like 1 = 5 ; 2 = 4; 3 = 3; 4 = 2; 5 = 1. The positive and negative items were each summed to create positive emotion and negative emotion subscales.

Fig. 3. Sample photo from google form

TABLE I
SCALE INTERPRETATION

Answer	Value
Never	1
Rarely	2
Sometimes	3
Quite often	4
Extremely often	5

Five scores were derived from the JAWS. For the overall job-related affective well-being score, the displeasurable items were reverse coded and added to the scores on all the pleasurable items. A high score on the resulting summation represents a high level of overall job-related affective well-being.

IV. DATA PRESENTATION AND ANALYSIS

Data were collected from 60 employees and all were successful responses to the questionnaire. This section presents the demographic information of the respondents who participated in the study. Table II shows the working mode behaviour in the actual sample. Table IV shows the years of experience in the actual sample. This total sample consisted of 48.33% males and 51.67% females. Further age-wise classification is 26-30 yrs 38 employees, 20-25 yrs 16 employees and over 31-40 yrs 6 employees. Salary-wise comparison of the sample is shown in Table III.

The JAWS Scale was used as the main analysis of this research study to measure emotional reactions to job conditions. For the obtained sample total JAWS score, the negative

TABLE II
COMPOSITION OF THE WORK MODE OF THE SAMPLE

Category	Number	Percentage
Physical	15	25%
Hybrid	24	40%
Online	21	35%

TABLE III
COMPOSITION OF THE MONTHLY SALARY OF THE SAMPLE

Category	Number	Percentage
less than Rs.100,000	23	38.33%
Rs.100,000-Rs.200,000	15	25%
Rs 200,001-Rs.500,000	16	26.67%
Rs 500,001-Rs.1,000,000	6	10%

TABLE IV
COMPOSITION OF THE YEARS OF EXPERIENCE OF THE SAMPLE

Category	Number	Percentage
less than 2 years	29	48.33%
2-5 years	24	40%
5-10 years	4	6.67%
10 years	3	5%

emotions score and positive emotions score were computed for 60 respondents. 56.5% average score was recorded for the total JAWS score which displayed the distribution of total emotions in Fig. 4. The positive and negative items were summed together and obtained a score of 23.41% and 33.05% respectively.
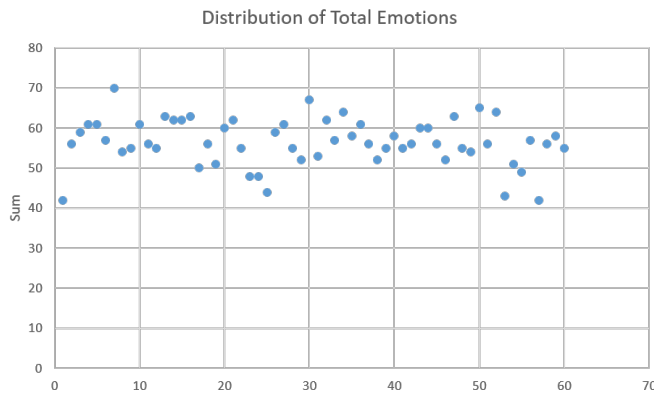

Fig. 4. Distribution of total emotions

V. DISCUSSION AND CONCLUSION

This study resulted in an average level of score for overall job-related affective well-being. The negative emotion score value is higher than the negative emotion score based on the results. This study discovered that the level of job satisfaction dimensions is not at a satisfactory level which showed low value for positive emotions.

There are several recommendations which can be provided based on the findings of the study. This study was based on IT workers hence the majority of the employees were software engineers, in other words, knowledge workers. Therefore, Educated employees are reluctant to stay in the same position unless they are satisfied with the job and the working environment. This research study made it clear that having good human resource procedures is necessary to get people to perform better. Therefore, in order to maximize employees'

performance and happiness, human resource strategies like succession planning, incentives and recognition, pay management, etc. need to be regularly monitored and/or put into practice. Employees that emotionally connect with the organization put in more effort and work independently without needing direction from superiors. An effective superior-subordinate connection and ensuring that superiors respect the employee's contribution are two strategies to foster emotional commitment. Hence, based on the findings of this study, it is appropriate to recommend utilizing strategies to improve Positive emotional reactions toward work in an organization will improve the employee's job satisfaction.

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