



A STUDY ON THE WORK ENVIRONMENT OF EMPLOYEES IN THE IT INDUSTRY WITH REFERENCE TO COIMBATORE CITY

Dr.V.Abirami, Professor, Dept of Management Studies, Dr. N.G.P. Arts and Science College,
Coimbatore.

D. Mahalakshmi, PhD. Research Scholar, Dept of Management Studies, Dr. N.G.P. Arts and
Science College, Coimbatore.

ABSTRACT

Work environment is required in any organization because it can affect employee's attitudes, absence, and turnover levels. Various studies have demonstrated that engagement is also linked with productivity, increasingly pointing to a high correlation with individual, group and organizational performance, customer experience and customer loyalty. The main objective is to analyse the level of Work environment with teamwork in the companies in IT industry. For this purpose, a sample of 112 was collected and percentage analysis, multiple regression and descriptive statistics were used as tool to analyse the data and the conclusion is that employees in the companies are engaged at an average level and various factors that contribute to Work environment were found. By focusing on the recommendations given the companies can increase the level of engagement which leads to the success of the companies.

Keywords: Employee's attitude, Work environment and Teamwork.

INTRODUCTION

Working environment is the extent to which an employee is committed, both emotionally and intellectually, towards the work, mission, and vision of the organization. Engagement can be seen as a heightened level of ownership where each employee wants to do whatever they can for the benefit of their internal and external customers, and for the success of the organization.

Engaged organizations have strong and authentic values, with clear evidence of trust and fairness based on mutual respect, where two way promises and commitments between employers and staff – are understood and are fulfilled. Engagement is two ways: organizations must work to

engage the employee, who in turn has a choice about the level of engagement to offer the employer. Each reinforces the other.

Increasing working environment has a positive impact on key business metrics. Working environment is required in any organization because it can affect employee's attitudes, absence and turnover levels. Various studies have demonstrated that engagement is also linked with productivity, increasingly pointing to a high correlation with individual, group and organizational performance, customer experience and customer loyalty. Organizations with higher engagement levels tend to have lower employee turnover, higher productivity, higher total shareholder returns and better financial performance. It is also found that organizations with the highest percentage of engaged employees increased their operating income by 19 per cent and their earnings per share by 28 per cent year to year.

Engaged employees are more likely to stay with the organization, perform 20 per cent better than their colleagues and act as advocates of the business. Engagement can enhance bottom-line profit and enable organizational agility and improved efficiency in driving change initiatives. Engaged individuals invest themselves fully in their work, with increased self-efficacy and a positive impact upon health and well-being, which in turn evokes increased employee support for the organization.

Against this background, the present study is undertaken at the companies to identify the level of Working environment and factors discriminating for the same.

Aspects of Working environment:

Three basic aspects of working environment according to the global studies are:

- The employees and their own unique psychological makeup and experience.
- The employers and their ability to create the conditions that promote working environment.
- Interaction between employees at all levels.

Thus, it is largely the organization's responsibility to create an environment and culture conducive to this partnership, and a win-win equation.

Categories of Working environment:

According to the Gallup the Consulting organization there are three different types of people:

- Engaged employees: These employees work with passion. Because they feel a strong connection to the organization, they work hard to innovate and improve.

- Not-Engaged employees: These employees do the work expected of them, but do not put in extra effort.
- Actively Disengaged employees: These employees aren't just unhappy but spread their unhappiness to other staff.

Factors That Drive Working environment:

There are various factors that drive engagement and the personal investment that employees make to their organizations. The various factors are as follows:

1. Being part of a winning organization:

Employees want to be a part of a winning organization. This could mean the organization is financially successful, or that it is recognized as a thought leader among customers, or that the organization has an ambitious vision, core purpose, and well-articulated business strategy in place.

2. Working for admired leaders:

“Admired leaders” are one of the most important non-monetary drivers of performance. Organizations with a strong network of admired leaders, create the conditions for high engagement.

3. Having positive working relationships:

Employees value positive working relationships with high caliber and professional colleagues. Employees describe being excited about the thought of coming to work with these kinds of colleagues.

4. Doing meaningful work:

Meaningful work is often defined as work that makes a difference or has an impact to the organization. Employees often want to see how their work impacts the organization's vision and strategy. They also want to know that the organization's customers are “touched” by their work.

5. Recognition and appreciation:

Recognition may refer to monetary rewards and compensation, but it can also refer to the appreciation and direct feedback that employees receive from managers. This recognition and appreciation demonstrate that employees are valued and that their contribution is acknowledged by the organization. Recognition also means that leaders notice the often-unnoticed things that employees do, to make their organizations successful.

6. Living a balanced life:

Organizations that create cultures that value balance and assist employees to achieve life balance will be rewarded with highly engaged employees. Work-life balance does not mean that employees are not loyal, nor committed to their organizations, it means that employees want to lead whole lives, not lives solely centered on work.

STATEMENT OF THE PROBLEM

Working environment has a positive impact on key business metrics. It is directly or indirectly linked to various business aspects such as productivity, growth in revenue, customer acquisition and loyalty, employee turnover and financial performance which provide a competitive advantage and contribute to organizational success. Working environment serves both employees and their employers. Employees who are fully engaged in their work are likely to have higher morale, exhibit greater loyalty, progress in their careers, and even enjoy a more rewarding personal life. Thus, the organisation should focus on increasing the level of engagement. Thus, a study is performed at the companies regarding the level of engagement, factors that discriminate engagement and its relation with various aspects of business activities.

OBJECTIVES OF THE STUDY

- To evaluate the perception of employees towards their working environment.
- To analyse the Rewards and Recognition, Opportunities and Team Work of the employees working with the IT companies.
- To analyze the Communication and Quality of Life of IT employees working in IT companies.
- To analyze the various factors related to working style of the employees.

SCOPE OF THE STUDY

The main scope of the study is that it will help the employees to know the performance of the companies towards helping them to do their work. Another scope of the study is that it will help the management to know about the perception of employees towards various working difficulties so that it will help them to eradicate bias of the companies.

RESEARCH METHODOLOGY

Research design: The aim of a survey is to obtain information which can be analyzed and patterns extracted and comparisons made. Information was obtained on the various strategies of employee retention and comparisons were established.

Sampling procedure: The target population for the study was all employees working in the selected organizations. The list of all the workers in the organizations served as the sampling frame. Out of the sampling frame, the sampling units were identified. The individual persons in the organizations such as managers and the various categories of workers were used as sampling units for the study. The study population was junior and senior staffs in the selected organizations.

Sample selection: The method applied to select the sample size was the proportional allocation method of the stratified sampling technique. This technique is most appropriate in selecting sample from unequal population. This is to ensure a fair representation of each study organization in the sample. Employees were then selected randomly by using the simple random sampling technique. The number of employees in the five organizations selected was 50. The respondents were selected to specifically provide information that would be relevant to the study. The sample size was obtained by calculating 20% on the total population and each employee was given an equal chance of being selected.

Methods for collecting primary data: Questionnaires were the tools used for collecting the primary data for the study. The questionnaires contained closed-ended questions. The questions focused on Work environment questionnaires and face-to-face interviews were effective methods used in collecting the primary data. Self-administered questionnaire will be useful for the research since the researchers could reach many respondents within a short time.

Tools used: Percentage analysis, Chi square method and weighted average method.

LIMITATIONS OF THE STUDY

- The sample size of the study is limited to 112.
- There may be a bias towards primary data collected from the respondents.
- The area of sampling is restricted to IT industry.

ANALYSIS AND INTERPRETATION

Demographic variables of the respondents

Demographic variables	Particulars	Frequency	Percent
Age	20-25 year	3	2.7
	26-30 year	40	35.7
	31-35 year	34	30.4

	Above 40	35	31.2
	Total	112	100
Gender	Male	79	70.5
	Female	33	29.5
	Total	112	100
Marital status	Married	3	2.7
	Single	109	97.3
	Total	112	100
Education Qualification	< HSC	10	8.9
	Diploma	37	33
	UG	57	50.9
	PG	8	7.1
	Total	112	100

Out of 112 respondents, 2.7% are from the age group of 20-205 years, 35.7% are from the age group of 26-30 years, 30.4% are from the age group of 31-35 years and 31.2% are from the age group of above 40 years. 70.5% are male and 29.5% are female. .7% are married and 97.3% are unmarried. 8.9% have finished higher secondary in our survey, 33% have completed their Diploma, 50.9% have completed their PG.

Level of acceptance towards working environment

	Particulars	Frequency	Percent
Level of acceptance towards materials and equipment	Strongly agree	16	14.3
	Agree	16	14.3
	Neutral	42	37.5
	Disagree	33	29.5
	Highly disagree	5	4.5
	Total	112	100.0
	Level of acceptance towards expectation towards them in their	Strongly agree	29
Neutral		47	42.0
Disagree		26	23.2

	Particulars	Frequency	Percent	
Level of acceptance towards materials and equipment	Strongly agree	16	14.3	
	Agree	16	14.3	
	Neutral	42	37.5	
	Disagree	33	29.5	
	Highly disagree	5	4.5	
	job	Highly disagree	10	8.9
	Total	112	100.0	
Level of acceptance towards distributing work load equally	Strongly agree	25	22.3	
	Agree	15	13.4	
	Neutral	31	27.7	
	Disagree	31	27.7	
	Highly disagree	10	8.9	
	Total	112	100.0	
Level of acceptance towards fully able to handle their job	Strongly agree	27	24.1	
	Agree	22	19.6	
	Neutral	20	17.9	
	Disagree	38	33.9	
	Highly disagree	5	4.5	
	Total	112	100.0	
Level of acceptance towards proud on working in the companies	Strongly agree	32	28.6	
	Agree	31	27.7	
	Neutral	39	34.8	
	Disagree	9	8.0	
	Highly disagree	1	.9	
	Total	112	100.0	

The above table shows about the level of acceptance towards working environment were majority of the respondents (37.5%) are neutral with level of acceptance towards materials and equipment, majority of the respondents (42%) are neutral with Level of acceptance towards expectation towards them in their job, most of the respondents (27%) are neutral and disagree with Level of acceptance towards distributing work load equally, most of the respondents (33.9%) disagree with Level of acceptance towards fully able to handle their job, maximum of the respondents and (37.5%) are neutral with level of acceptance towards proud on working in the companies.

Work Environment of the Respondents is as follows:

Particulars	N	Mean	SD
Materials and equipment	112	2.96	1.094
Expectation towards them in their job	112	2.89	1.276
Distributing work load equally	112	2.88	1.288
Fully able to handle their job	112	2.75	1.277
Proud on working in the companies	112	2.25	.991
Making more money out of good work	112	2.89	1.068
Recognition by the companies	112	2.83	1.039
Package offered at Companies	112	2.62	.998
Awareness of promotion opportunities in their companies	112	2.70	.879
Established career path at the companies	112	3.16	1.151
Handling promotions	112	3.10	1.170
Opportunities to learn and grow	112	2.39	1.077
People working with each other when needed	112	2.53	.629
Sharing ideas with co-workers	112	2.73	1.074
Performance of co workers	112	3.25	1.212
Enjoy working with co-workers.	112	2.40	.753
Trust towards management	112	2.49	1.048

Offer comments and suggestions	112	2.90	1.259
Action taken	112	2.98	.968
Care taken by the management	112	2.82	1.067
Comfortless on place of work	112	3.48	1.193
Good transportation facilities provided by the companies	112	3.39	1.188
Best friend at work	112	2.53	1.178
Security and health	112	2.40	.885
Career development and growth opportunities	112	2.71	.812
Satisfaction with the companies	112	2.88	1.046
Training programs provided by the organization	112	2.74	1.020
Adequate salary received by the employees	112	2.79	1.173
Effective HR policies	112	2.68	.738
Care by senior managers	112	2.50	.890
Importance of work culture and international opportunities	112	2.98	.747
Frequent salary increments	112	3.20	1.047
Quality of life	112	3.04	1.017
Offer bonus & incentives	112	2.66	1.319
Treating all employees as equal by the senior managers	112	3.18	1.100
Getting sufficient perks	112	3.28	1.466
Support from their superior and concerned authority	112	3.03	1.086
Salary and benefits package they receive	112	2.63	1.074
Feedback to support and encourage employee development	112	2.98	1.215
Salaries and bonuses	112	2.86	1.122
Recruitment methods	112	2.66	.886
Clear picture of skills	112	2.71	1.010
Right talent for its present as well as future strategies	112	2.98	1.147

Training given to managers	112	2.96	1.056
Formal succession management	112	2.60	.811
Developmental assignments	112	2.93	1.054
Providing meaningful pay differentiation to high performers	112	2.86	.994
Rate of turnover in the companies	112	2.62	1.156
Valid N (listwise)	112		

The above table shows about mean and standard deviation of various factors and the factors above average mean (2.82) is taken into consideration for decision making process of the study. The factors are level of acceptance towards materials and equipment, level of acceptance towards expectation towards them in their job, level of acceptance towards distributing work load equally, level of acceptance towards making more money out of good work, level of acceptance towards recognition by the companies, level of acceptance towards established career path at the companies, handling promotions, performance of coworkers, action taken, comfortless on place of work, good transportation facilities provided by the companies, satisfaction with the companies, importance of work culture and international opportunities, frequent salary increments, quality of life, treating all employees as equal by the senior managers, getting sufficient perks, support from their superior and concerned authority, feedback to support and encourage employee development, salaries and bonuses, right talent for its present as well as future strategies, training given to managers, developmental assignments, and providing meaningful pay differentiation to high performers.

Comparison between age and acceptance towards working environment

Model Summary									
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.222 ^a	.049	-.005	.882	.049	.906	6	105	.494
b. Dependent Variable: Age									

The "R Square" column represents the R2 value, from our value of 0.049 that our independent variables explain 4.9% of the variability of our dependent variable of acceptance towards working environment.

H0: There is no significant relationship between factors related with acceptance level on working environment and age

ANOVA						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	4.229	6	.705	.906	.494 ^a
	Residual	81.690	105	.778		
	Total	85.920	111			
b. Dependent Variable: Age						

To find out the best model fit we identify the independent variables Acceptance on Level of acceptance towards making more money out of good work, Level of acceptance towards distributing workload equally, Level of acceptance towards fully able to handle their job, Level of acceptance towards expectation towards them in their job, Level of acceptance towards proud on working in the companies, Level of acceptance towards materials and equipment.

The hypothesis indicates that all the independents' factors are determining the dependent variable of age. Here, the significance is 0.494 which is greater than 0.05 therefore; we accept the above null hypothesis. It shows that there is no significant relationship between factors related with level of acceptance on working environment and age.

Coefficients						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.085	.300		10.286	.000
	Level of acceptance towards materials and equipment	-.060	.142	-.075	-.425	.672

Level of acceptance towards expectation towards them in their job	.016	.083	.023	.191	.849
Level of acceptance towards distributing workload equally	-.023	.121	-.033	-.190	.850
Level of acceptance towards fully able to handle their job	-.107	.081	-.156	-1.321	.189
Level of acceptance towards proud on working in the companies	.204	.106	.230	1.928	.057
Level of acceptance towards making more money out of good work	-.052	.104	-.063	-.494	.622
a. Dependent Variable: Age					

Model fit

Age (Dependent variable) (Constant) 3.085 = (-0.060) Level of acceptance towards materials and equipment+ (0.016) Level of acceptance towards expectation towards them in their job+ (-0.023) Level of acceptance towards distributing workload equally + (-0.107) Level of acceptance towards fully able to handle their job+ (0.204) Level of acceptance towards proud on working in the companies+ (-0.052) Level of acceptance towards making more money out of good work.

Here, variables Level of acceptance towards expectation towards them in their job, Level of acceptance towards proud on working in the companies are directly proportional to age. The factors level of acceptance towards materials and equipment, level of acceptance towards distributing workload equally, level of acceptance towards fully able to handle their job, and level of acceptance towards making more money out of good work.

FINDINGS

- Most of the respondents are from the age group of 26-30 years.
- Maximum of the respondents are male in our survey.
- Most of the respondents are unmarried in our survey.
- Maximum of the respondents have completed their UG in our survey.

- Most of the respondents have more than 21 years of experience.
- Maximum of the respondents are earning from 10001-15000.
- Most of the respondents said that most of the respondents don't have opportunities to do the work best.
- Majority of the respondents are neutral with level of acceptance towards materials and equipment, majority of the respondents.
- Majority are neutral with Level of acceptance towards expectation towards them in their job,
- Majority are neutral and disagree with Level of acceptance towards distributing workload equally.
- Majority disagree with level of acceptance towards fully able to handle their job, maximum of the respondents.
- Majority are neutral with level of acceptance towards proud on working in the companies.
- Most of the respondents agree with Level of acceptance towards package offered at companies.
- Majority of the respondents agree with level of acceptance towards people working with each other when needed.
- Most of the respondents are neutral with level of acceptance towards care taken by the management.
- Majority of the respondents are neutral with level of acceptance towards care by senior managers.
- Most of respondents (50%) agree towards acceptance formal succession management.
- In multiple regression analysis the factors while comparing age and acceptance towards working environment the factors Level of acceptance towards expectation towards them in their job, Level of acceptance towards proud on working in the companies are directly proportional to age.

SUGGESTIONS

- The analysis of the level of engagement shows that majority of the employees in the companies are engaged at an average level. This level of engagement among the employees must be increased because it has a positive impact on various business outcomes and the

success of the companies. This level can be increased by the contributing factors that have a positive impact on the level of engagement.

- The management must focus on these key factors and improvise them as it has a positive impact on the company's success.
- Employees must be motivated, and their needs must be satisfied based on their gender.
- The factors level of acceptance towards materials and equipment, level of acceptance towards expectation towards them in their job, level of acceptance towards distributing work load equally, level of acceptance towards making more money out of good work, level of acceptance towards recognition by the companies, level of acceptance towards established career path at the companies, handling promotions, performance of coworkers, action taken, comfortless on place of work, good transportation facilities provided by the companies, satisfaction with the companies, importance of work culture and international opportunities, frequent salary increments, quality of life, treating all employees as equal by the senior managers, getting sufficient perks, support from their superior and concerned authority, feedback to support and encourage employee development, salaries and bonuses, right talent for its present as well as future strategies, training given to managers, developmental assignments, and providing meaningful pay differentiation to high performers are taken for decision making process of the study.

CONCLUSION

The conclusion is that employees in the companies are engaged at an average level and various factors that contribute to Work environment were found. By focusing on the recommendations given the companies can increase the level of engagement which leads to the success of the companies.

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