

Psychological Well-being among BPO's that provide wellness programs

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Abstract

Now-a-days companies themselves provide several opportunities for its employees to better manage and handle excessive workloads, unreachable targets and sometimes pressurizing customers which ultimately resulted in physical, psychological and behavioural deviations. Keeping the above points in view the present study aims to find out the psychological well-being among BPO's that provide wellness programs. Using simple random sampling technique 30 men BPO employees and 30 women BPO employees who were engaging in any of the wellness programs conducted by their company were included in the study. The age range of the subjects was between 19-30 years. An exploratory design was adopted for the study. The Psychological Well-being Scale developed by Sisodia and Choudhary, 2005 is used, along with the Information Schedule prepared by the researcher. The obtained results revealed that there is no significant difference between men and women employees among BPO's that provide wellness programs.

KEYWORDS: Psychological well-being, BPO companies.

Introduction:

According to Bhogle and Prakash(1995) PWB includes meaning in life, absence of somatic symptoms, self-esteem, positive affect, daily activities, satisfaction, absence of suicidal ideas, personal control, social support, absence of tension, and general efficiency. Indian Perspective of Psychological Well-being can be studied as Maitri - Relatedness, Karuna – Compassion, Mudita– Pleasant disposition, Upeksha – Avoidance of conflict.

Business process outsourcing (BPO) is the contracting of non-primary business activities and functions to a third-party provider.

Review of Literature:

Vathsala Wickramasinghe and Saman Kumara (2010), The purpose of this paper was to explore work-related attitudes of information technology (IT) enabled business process outsourcing (ITES-BPO) employees. Among 25 firms operating in Sri Lanka that fall into the category of ITES-BPO; a random sample of 117 employees from these 25 firms responded to the survey. Self-administered survey questionnaire was chosen as the mode for data collection. Respondents were asked to indicate their attitudes to their work regime at the ITES-BPO in which they were currently employed. This research exploring work-related attitudes of ITES-BPO employees towards their work and work environment, in a South Asian country that is considered as active and

promising destination for such services, could provide practitioners with key information that could enable them to make informed managerial decisions. The findings suggest that tenure has a significant effect on task autonomy and marital status has a significant effect on working hours. The results suggest that marital status has a significant effect on working hours. The geographical distance between Western client locations and Sri Lanka create a special challenge on employees.

DuysalAskunCelik and Ela Unler Oz (2011), the aim of this study is to understand the effect emotional dissonance has on turnover intentions and absenteeism, and the moderating effect of quality of work life perceptions for call center employees. The study was conducted with 318 Turkish call center employees Results suggest that there is a significant positive effect was found regarding emotional dissonance on turnover intentions and on unexcused absenteeism. Instead of functioning as a moderator, quality of work life perceptions affected turnover intentions and absenteeism directly. They came up with four dimensions through factor analysis based on the agents' perceptions of organizational QWL dimensions: Recognition, developmental opportunities, supportive leadership, fair pay and promotion system. This study tried to shed light to the role of emotion in the workplace especially for service work regarding call center agents. Understanding the emotions of the employees seems to be crucial for a healthy and effective work environment, thus consistently lower turnover rates and unexcused absenteeism.

METHOD

Problem:

Do men and women BPO employees differ in Psychological Well-being?

Aim:

To explore men and women BPO employees on psychological well-being

Objective:

1. To study the Psychological well-being of BPO employees.
2. Compare Men and Women BPO employees on Psychological well-being.

Hypothesis:

1. "There is no significant difference between men and women employees among BPO's that provide wellness programs".

Research design:

The current study is exploratory in nature.

Variables:

Independent Variable: Gender, Level - I BPO employees.

Dependent Variable: Psychological well-being and its dimensions as measured by Psychological Well-being Scale.

Sample:

A total of 60 BPO employees both (30 men and 30 women) belonging to the age group of 19-30 year. All these samples had any one kind of wellness program which was provided by their company were only included in the study. All the participants were working in an urban BPO situated in Bengaluru city. The sample were selected using simple random sampling technique. The average experience of the subjects were 1.2 years.

Table 1: Shows Socio Demographic description of the sample.

Sample	BPO men employees	BPO women employees
Sample Size	N=30	N=30
Age (in years)	18-28	18-28
Geographic Location	Urban	Urban

Material:

Psychological Well-being Scale by Dr.Devendra Singh Sisodia , Ms.Pooja Choudhary (2005), consists of Fifty statements, Positive manner . The respondent should tick any one option you find most appropriate among the five alternatives – STRONGLY AGREE, AGREE, UNDECIDED, DISAGREE, STRONGLY DISAGREE.

Reliability:

(a) Test-retest method = 0.87 (b) Internal consistency = 0.90

Validity:

Face Validity, High content validity, External criteria and coefficient = 0.94

Procedure:

The subjects were personally contacted to get the consent. Purpose of the study was briefed, and rapport was established. Demographic details were collected using Information schedule. The Psychological Well-being Scale by Dr.Devendra Singh Sisodia , Ms.Pooja Choudhary (2005), was administered according to the instructions given in the manual. Before administering the questionnaire, the participants could clarify their doubts, if any. After the completion of responses, the questionnaires were collected and analyzed using suitable statistical method.

Analysis of results and discussion:

To meet the objective was to study the Psychological Well-being among BPO’s that provide wellness programs and to find out if there is any gender difference Psychological Well-being among BPO’s that provide wellness programs. To find out the difference ‘t’ test was calculated, the obtained results has been shown in the Table 2.

Table 2: Shows the Mean, SD and ‘t’ value of men and women employees of BPO’s that provide wellness programs.

Psychological Well-being	Gender	Mean	SD	‘t’ value
Psychological Well-being	Men	187.70	18.49	1.61 ^{NS}
	Women	180.56	15.65	

NS=Not Significant

An observation of Table 2 reveals the mean, standard deviation and 't' value of men and women employees of BPO's that provide wellness programs.

Considering the Psychological well-being of Men employees (M=187.70, SD=18.49) and Women employees (M=180.56, SD=15.65) men have obtained higher mean values than women. The obtained t-value is $t=1.61$, $p>.01$ which indicates that "There is no significant difference between men and women employees among BPO's that provide wellness programs". In the information schedule domains associated with wellbeing, health or survival included social, leisure, productive, physical, intellectual, service and solitary activities and individuals current living arrangements, family structure, involvement in any wellness programs and individual's association to any leisure clubs or activities is also measured which opened views that substantiates the results of this present study. In the present study both men and women employees do not differ in psychological well-being as their organizations provide wellness programs like Yoga classes, on-site fitness centers, dance classes, Zumba classes etc. The reason for this can be that human beings can be proactive and engaged or, alternatively, passive and alienated, largely as a function of the social conditions in which they develop and function. Working in the BPO sector can fulfil an individual's psychological needs which includes the competence, autonomy and relatedness through the various prospects implemented by the company themselves like the increasing employment status of women employees and special conveniences provided by the BPO sector, making them constantly curious to gain more knowledge in their career as well as acclimatize to the working environment which includes working in shifts, working with different timelines and meeting people from diverse cultural background which when in turn gets satisfied can yield enhanced psychological well-being. Substantiating this result previous study conducted by Carrington, Kerry & McIntosh, Alison (2013) revealed that it is getting costlier and difficult to retain valuable employees although the companies are providing well-being services. The results revealed the exact factors the organization should focus on to reduce absenteeism and turnover and increase commitment, satisfaction, safety and productivity, with specific reference to the mining industry in Australia.

Conclusion

Psychological well-being denotes being pleasant. In the presents study the obtained results reveal that there is no significant difference between men and women employees among BPO's that provide wellness programs.

Implications:

1. Social activity affects wellbeing or survival by reducing the risks of social isolation and by supplying emotional intimacy, socio-emotional support, reinforcement for one's self-concept and social roles, and the sense of being valued.
2. Productive activity may influence wellbeing through satisfaction with outcomes, economic gains, mental stimulation, comforting personal routines, sense of purpose, and increased self-efficacy or self-esteem.

Limitations:

1. The study was conducted on a restricted sample of 60 participants.
2. The generality of the study may be affected by several factors such as socio-economic status, a cultural background and geographical area which majorly influences the lifestyle of an individual were not considered.
3. The present study raises the matter of the impact other personality variables on adapting to the different lifestyle.

Suggestions:

1. The study further could investigate the influence of several other behavioral and social issues that could impact an individual's lifestyle like an individual's interests, opinions, orientations towards self, group or culture.
2. The findings can be extended to the large body of research that focuses on socio-demographic and organizational factors known to be significant in relation with lifestyle.

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