CHAPTER 6

CONCLUSION AND FUTURE SCOPE

6.1 INTRODUCTION

The current chapter presents the suggestions made out of the study which can be applied for future studies in the field of anxiety, psychological well being, job performance and also for IT/ITES sector. This chapter also presents the recommendations given for individuals, organization, family and social life of the employees and the chapter concludes the importance of the research carried out in the field of IT/ITES.

6.2 SUGGESTIONS FOR FUTURE SCOPE

The suggestions for further research in the field of anxiety, psychological well being, job performance and also IT/ITES sector are listed below:

1. This study of anxiety could be extended to measure other anxiety symptoms such as physical, cognitive and behavioral symptoms along with the emotional anxiety.
2. The research identifies that the anxiety affects psychological well being; Ryff’s psychological well being was used to measure PWB with its six dimensions (Autonomy, Environmental mastery, positive relation, personal growth, purpose in life and self-acceptance). There are so many other factors that relate to psychological well being and those factors can be taken for further studies.

3. This study found out that anxiety affects job performance. Factors taken for measuring job performance are limited to understand the factors clearly. There are so many other factors to be considered to measure job performance in-depth.

4. The study was conducted only in Coimbatore city of Tamil Nadu and the study can be extended to other cities also.

5. Due to the time constraints there were only limited number of samples taken for the study and it could also be larger.

6. There were two industries IT & ITES taken for the study, other industries like hospital, transportation, education, etc. also need mental health studies.

7. IT and ITES industries were taken into study to measure anxiety and how it affects the psychological well being and job performance. This could be a comparative study to do the comparison for a clear understanding and differentiation of the industry.

8. Emotional anxiety is measured along with work and non-work related anxiety; these work and non-work related emotional anxiety can be focused for a clear understanding.
6.3 RECOMMENDATIONS

Every individual plays multiple roles every single day, be it in the family, organization or social life. What makes one’s life easy and smooth lies in tackling the multiple roles they play in an efficient manner to avoid confusion and chaos, and in some cases it is still an unanswerable question. Here are some of the recommendations to manage and maintain personal, organizational, family and social life; this could help them manage their varied roles to lead a happy life.

6.3.1 Recommendation for the organization level

Organization success is based on the productivity. Undoubtedly, productivity depends on the performance of employees. This is the reason that so many researches are conducted on performance of employees. Organizations keep focusing on the productivity, so they keep improving employees’ work with their skill and knowledge. There are many training programs conducted to enhance the performance of the employees.

The ultimate source of the employee’s performance is satisfaction with their life. What makes an employee satisfied? Though there are many researches being conducted, the employee’s satisfaction remains unclear. What makes a difference in this study is, performance is based on the source of satisfaction and happiness. This study took an extra mile to learn the psychological problems of an employee by studying the mental health problem which is common among the fields of technology-based industries.
This study focuses and measures the well being of the individual by considering the happiness and a self-analysis of their life. As this study proves that performance depends not only on the skill and knowledge, but it depends on the physical and psychological states. What helps both the employees and organization to improve the performance is performance management System (PMS).

Performance management system (PMS) is defined as a strategic and integrated approach of conveying continued success to institutions by developing the people in such a way to improve group and personal performance (Armstrong & Baron, 1998). Most of the private organization specially IT industries have Performance Management System within the organization and it varies between the organization (Kumari, 2016; Gudla and Veni, 2012; Kumari, 2017; Kumari, Kaleramna and Pandey, 2010).

Performance management system (PMS) helps to evaluate and monitor the employees’ work. It is a natural process of management. According to Schneier, Beatty and Baird (1987), Performance management system is developed based on five different phases. They are development, planning, managing, reviewing and rewarding phases.

This study intends to focus on developing Employee’s well being while developing PMS. From the study, it is understood that employees’ well being and their mental health play a major role in the job performance. So, this study recommends the IT and ITES sectors to focus on enhancing the well being of the employees. The key points while framing employee well being programs are studying the mental health of employees by giving psychiatric counseling by a psychology expert once a week. Create a happy environment to work by
providing rewards or appreciation. Monitor the well-being of the employee and focus on the areas where they need help. Understand the family, personal or social issues and guide them to concentrate on their work. These are some basic guidelines to maintain and improve well-being of employees and these help the organization to achieve the goals and increase the performance of the organization.

6.3.2 Recommendation for Individual level

Knowing oneself: When it comes to balancing one's life, it is very essential to know their strengths and weaknesses and evaluate them with previous achievement and set the personal goal towards their personal targets for growth. When an individual starts analyzing things on their own, they understand where they need improvement for betterment. This helps them keep out of stressful life and to lead a balanced work and family life.

Getting Positive: Individuals can join in wellness programs like yoga, fitness centre, attend de-addiction programs for smoking, drinking alcohol and consumption of drug, doing exercise, relaxation like body spa, health screening and along with proper psycho and physiological counseling can help every individual to overcome stress, anxiety and other mental health problems.

Overcoming anxiety and other problems: Analyzing and understanding anxiety is not an easy task yet there are plenty of options to know about anxiety and its symptoms. To overcome anxiety, it is important to understand what type of anxiety one is undergoing, for example, if a person is anxious, when they are performing a task like presenting or conducting an program like conference
or any other special speech. They can practice the same again and volunteer themselves to overcome anxiety. They can also attend behavioral therapy.

Being happy: Learn to be happy irrespective of the situation, which is not always easy. Yet leaving the worries and focusing on the positive side of life is challenging still it does wonders to lead a healthy and happy life. Create harmony wherever and whatever one happens to face every single day. This will ultimately make everything fall in the right place.

6.3.3 Recommendation for family and social life

Socialization: Socialization is the process of an individual who learns to adjust to group or society and the behavior is being approved by the group. In an era of online socializing, creating and maintaining a healthy relationship with others in real life, professionally or non-professionally, is a challenge in itself, as socialization involves with the behavior, emotional and cognitive style of an individual. It helps to analyze our own individuality and learn others’ personality, and helps us grow as a person who can accept and respect others. Taking part in friends or family gatherings, public meetings helps to mingle with others and helps to curb social awkwardness.

Time spent with family: Family plays an important role in an individual behavior and perception. An individual’s ultimate happiness lies in making his/her family happy. Hence it is essential that every member in the family understand other members’ work, their strength and weakness and support each other. This helps ensure peace and harmony in the family which will reflect in the psychological well being of the family members. Spending quality time with their family will lead to a stress-free life.
6.4 CONCLUSION

The current study helps to learn the performance of the employees by studying not only their performance but also by studying or understanding the employee’s personal, family, social and their psychological states. The study contributes to the performance of the IT and ITES industries’ employees by helping the young employees learn and analyze themselves.

The finding of the study helps to learn the present issues or the current scenario of the Indian IT and ITES sectors. The study was conducted using the questionnaire method which comprises various factors contributing the IT and ITES sector and these factors concentrate on measuring anxiety, well being and performance, which also contribute to the field.

The results of the study indicate that the relationship exists between emotional anxiety, work related emotional, non-work related emotional anxiety, psychological well being and job performance and also with the inter-correlation of the factors. The findings of the study elucidates that the employees should be allowed to take adequate breaks, flexible hours of work, work life balance, proper guidelines to manage the shift timings, special care for women employees for maternity leave, and post-natal support for lactating mothers to help them perform well and create a healthy work environment.

Though research was being conducted to understand the link between well being with job satisfaction, an attitudinal indicator of work-related well being and the experience of negative state more than the positive state, here the negative state includes anxiety, depression, anger, boredom and fatigue. Poor well being mostly depends on job stressors or job conditions like low work.
autonomy, too many demands, role ambiguity, role conflict and lack of social contact and support from team mates or colleagues (Harris and Daniels, 2000).

The issues can be treated by managers or team leaders by giving proper attention to employees by motivating the employees, teaching skills required to improve the performance by conducting programs or forming policies or formulating strategies. The management must create an awareness for better work environment to handle anxiety for the betterment of employees as well as the organization. Proper training workshops can be conducted to balance work and personal life to lead a happy life.