ABSTRACT

The present study entitled “THE IMPACT OF EMOTIONAL ANXIETY ON PSYCHOLOGICAL WELL BEING AND JOB PERFORMANCE OF INFORMATION TECHNOLOGY AND INFORMATION TECHNOLOGY ENABLED SERVICES INDUSTRY IN COIMBATORE” intends to examine the effect of emotional anxiety on psychological well being and job performance of IT/ITES employees working in selected companies in Coimbatore city and the nature and extent of relationship between emotional anxiety and job performance; emotional anxiety and psychological well being; and psychological well being and job performance. The study analyzes the extent of relationship between the select demographic variables namely age, gender, marital status, number of children, education, work experience and income of employees and their emotional anxiety, psychological well being and job performance.

Anxiety disorder is one of the common and widespread mental health problems in the world. It is a psychological disorder which may pave way to developing other chronic diseases. Anxiety symptoms are characterized by cognitive, somatic, emotional and behavioral facets (Triveni et al., 2010). Harvard Mental Health newsletter (2010) states that anxiety, depression and bi-polar
disorder are the major mental health disorders among working people which affect their productivity. Psychiatrists opine that mental illness especially anxiety induces job stress and negatively impacts educational goals, and they added that even relationship-related problems can cause stress and anxiety. This study focuses not only on anxiety and its symptoms but also measures work-related and non-work-related anxiety. The study then measures the emotional symptoms of employees in three forms i.e., emotional anxiety, work- and non-work-related anxiety. The study finds out how these anxiety symptoms affect Psychological well being, i.e., autonomy, environmental mastery, personal growth, positive relation, purpose in life, self-acceptance and job performance, i.e., task performance, contextual performance, adaptive performance, counter-productive behavior.

These study variables were identified by understanding the research gap while reviewing the literatures of Indian as well as foreign studies and a conceptual framework was developed. Data were collected by applying Questionnaire method. Confirmatory Factor Analysis (CFA) was used to test how well the measured variables represent the number of constructs. Sample data was collected from 723 IT & ITES employees from various companies in Coimbatore city. Independent sample t test, ANOVA, Chi-Square, Correlation, Regression, Structural Equation Modelling (SEM) were the statistical techniques used to analyze the data and the interpretations were made.
The major findings of the study were:

1. There is a significant association between level of anxiety and level of psychological well being and job performance of the employees.

2. There is a positive relationship between emotional anxiety, work-related emotional anxiety, non–work-related emotional anxiety and psychological well being.

3. There is a positive relationship between emotional anxiety, work-related emotional anxiety, non-work-related emotional anxiety and job performance.

4. There is a positive relationship between psychological well being and job performance.

5. The conceptual model developed by the researcher is fit.