

Job Satisfaction and Occupational Health in the IT Sector: Neurobehavioural aspect of Job Anxiety

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ABSTRACT

Our world is changing according to physical needs and the different types of inventions make our life more enjoyable and happy. But to achieve the incredible pace in this environment of technological development some facts are very much important to study in detail. The developments of technology and competition in individual and global level some mean we are finding to maintain the neurobehavioral aspect of the workplace. The need of time to explore more advanced ways to track how we think, act and feel about the occupational environment. (1) The objective of our paper is to study human behaviour in relation to a more exciting and scientific way of living style with more advanced solutions becoming a happy and prosperous life. For this reason, we propose a way of life which is based on a new perspective in the workplace and new technology evolved in the industry itself. Learning and understanding the basic principles of pleasure and job satisfaction with a happy environment will be the best way to achieve the right way with the new technology and work force. Information technology (IT) employees can face a variety of stressors in the workplace, including heavy workloads, tight deadlines, and long working hours. They may also experience challenges related to role recognition, gender discrimination, and lack of incentives. This can lead to job stress, which can increase the risk of mental health issues like anxiety and depression and central nervous system deformities along with hormonal disturbances. The future research is opening the door of personality and neurobehavioural assessments, before and after job selection and placement. The satisfaction in life and Occupation may also require a healthy work environment. The objective of this paper is to make a safe and happier, by the different techniques, like yoga to be incorporated to achieve the goal of mental health and job satisfaction. To connect a new Vista of achieving satisfaction and happiness in mankind and their working environment. (2)

Keywords: *Happiness, Job Satisfaction, Personality, Human Behaviour, Occupational Health IT, Sector and Neurobehavioural Assessments*

"Occupational health should aim at the promotion and maintenance of the highest degree of physical, mental and social well-being of workers in all occupations." WHO (2021).

Prevention amongst workers of departures from health caused by their work-related conditions. The protection of workers in their employment from risks resulting from factors

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Received: August 13, 2024; Revision Received: September 07, 2024; Accepted: September 11, 2024

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adverse to health are the main objective of the paper. The placement and maintenance of the worker's health in an occupational environment adapted to his physiological and psychological capabilities are the best way. The adaptation of work to man and of each man to his job placement is the main issue in occupational health and safety. Joint ILO/WHO Committee on Occupational Health, 1st Session also suggested to understand, what motivates us and the people around us is a beneficial tool at home and work. (3)

Intrinsic and extrinsic motivators can drive people differently, so understanding them can help us grasp how to motivate others. Motivation is applicable in any occupation setting, particularly in the workplace, as a motivated workforce is crucial to building and growing a successful organisation. A deep understanding of psychology, applies to well being in the industrial work force and can help develop innovative and effective ways to address various industrial issues. (4)

Our objective will be to understand the values and what motivates them can also assist in resolving conflicts in that way to meet their goals. All the struggle within the relationships and get insight into the drives people to make a positive attitude, which enhances the job satisfaction.

The motivated workforce is essential to developing and maintaining a good relationship and production. However, there are many ways to motivate people but will respond differently to intrinsic and extrinsic motivation, to develop a greater sense of purpose and fulfilment of labour to supervisor. (5)

Our objective is to understand how people think, act, and feel mentally, that can help to create a healthy and productive environment. The aim of this paper is to explore some of the criteria of how humans act so that the work place should be diseases and accidents free. In that way they perform in full strength as an integral part of achieving the accident and stress-free occupational environment. (6)

The main objective of the paper is how to maintain the positive attitude in the industry and maintain the peaceful stress free workers friendly environment in the industry. (7)

The Information Technology (IT) industry in India has got a tremendous boost due to globalization of the Indian economy and favorable government policies. IT and software, related professionals are at a constant pressure to deliver services efficiently and have to be cost effective. This sector having different types of occupational services and their mental health problems may also be properly evaluated and taken care of. The neurobehavioral studies are very much important and modern aspects of mental issues will be assessed.

The Indian theory of happiness will also be a tool in the industrial populations to release the stress free and have the attitude towards the industrial safety and health. (8)

Maslow's pyramid of human needs theory proposed in 1971, has been one of the most practical ideas in the behavioral sciences. The Freud, also defined the theory of need in the similar pattern but we will discuss only the theory of Maslow as a hierarchy of need in relation to motivational behaviour in the personal life and Occupation. Higher needs become increasingly psychological and long-term rather than physiological and short-term, as in the lower survival-related needs. The super needs work to motivate and create self-determination in the employees. (9)

When we compare, Maslow theory seems to be the same as our Indian theories, which were predicted and how to make our life in a positive attitude. The ultimate goal is to reach the highest level of the hierarchy, which is self-actualization, that is the peak of our goal of life and behaviour. (10) The behaviour is also based on the theory of yoga and meditation, suggesting that an Indian mythological approach should be incorporated in the relaxation. Finally, our life journey towards the fulfillment of desire and to achieve pleasure and happiness in life. (11) The modern era of industrial developments mostly people are involved in the area of information technology (IT) sector, which has the new types of occupational and mental health problems.

Our objective of this paper is mostly to define and dig out the problems in this new sector of industrialization.

Objectives:

1. To understand and review the problem of job stress, absentees, sickness leave and adjustment in the occupation.
2. To highlight the job satisfaction, performance ability and skills management through the management.
3. To propose a guideline for IT sector workers and Occupational health problems in their job selection and placement.
4. To reveal the theory of the hierarchy of need proposed by Maslow and job satisfaction and compare with the Indian context, based on mediation to achieve happiness.

METHODOLOGY

1. The Job stress, also known as occupation related stress that is harmful in the physical and emotional response to job demands. The job Stress can negatively impact employee health and performance. Sometimes workers may feel Irritability, Headache, Sleep disturbances, high pulse rate and sometimes heart elements along with difficulty in performing their duties. (12)
2. The mental health problems are also associated with concentrating, Short temper, anger, fatigue and insomnia. (13) The organizational policies also contribute their positive attitude towards industry and also himself. A good mental health along with a tension free workplace may be incorporated with the vigilant attitude of an industrial safety officer. (14)
3. The objectives are well defined the theory of Indian mythological or mindful mediation approach, that is a way of transformations from lower self to highest self and changes attitude towards self satisfaction. The mind conscious state will guide eternal peace, love and harmony in Life which helps towards healthy relationships with co-workers.
4. The mediation may work on the body and mind, and is taken as an integrated mechanism of inner satisfaction and relaxation in the body. Whereas Maslow's hierarchy of needs is a motivational theory in psychology having a five-tier model of individual needs which creates motivation for cooperation and supports good working conditions. (15)
5. Maslow believes that a person can take action to satisfy a need it must already be satisfied with. To better understand the Maslow's hierarchy needs of Love and belongingness, refers to a human emotional need for interpersonal relationships.
6. Self-actualization needs are the highest level in Maslow's hierarchy, and refer to the person's potential, self-fulfillment, seeking personal growth, and peak experiences towards job satisfaction and achieve a positive attitude towards the goal.

Tools and Application

1. The main objective of our review article is that to control the job stress include job skills maybe monitor in the workers in a routine way. The industrial health division as well as safety officers may have a look to work and job skills on an individual basis. Standard job- stress questionnaires will be used to prevent and treat mental health problems if any and other factors may also be assessed by the industrial safety officer from time to time. (16)
2. The Human resource department has keenly observed the skills and behaviour of the workers before and after the job placement. The job requirements and placement are very important aspects of occupational health and performance in the job and production. The ratio of job skill and occupational stress and production are related to each other. The workers attendance record and sick leave are closely monitored by the HRD. The number of absenteeism is very much related to mental health and physical issues. (17)
3. The motivational hierarchy proposed by Maslow is very much important to produce the motivation in the workforce, the performance index and personality factors are responsible for better adjustment in occupation as well as family relations.

The way to achieve the objective of inner peace and happiness is that relaxation Therapies are useful in increasing concentration and mental relaxation.

The yoga and meditation camp may be organised by the HRD to improve the mental health in the workforce, which may increase the eternal energy in the individual to achieve happiness and confidence. (15)

Neurobehavioural assessment should be incorporated on the yearly basis of any type of behavioural changes, related to brain functions, that may be responsible for any type of work place anxiety. (18)

Coping with Job Stress:

- **Engaging relaxation techniques:** The different relaxation Therapies should be incorporated in their routine. The yoga and meditation sessions should be periodically incorporated in their lifestyle.
- **Strengthening your support network:** The HR department is well organised and has an industrial Psychologist mandatory and takes the responsibility of mental health problems and prevention and post cognitive assessment.
- **Talking with your workers in routine:** The management will understand the job related problems, if there is any abnormal behaviour in the workers, before it may be in mass unrest.
- **The rest pauses during the day:** The time rest should be well marked according to the complexity of the job. The tea and lunch time is a regular routine in every sector, but where working shift wise, the night shift workers are replacing periodically.
- **Time and priority management:** The correct time management, should be taken care of with the problem without any delay, because individual problems later may be group problems.
- **Understanding about job stress:** The management through HRD or Industrial health unit to assess the job stress if anyone has the mental health problems.
- **Uniform support:** The team leader should be humble and sometimes assist the job with the workers if he/she is facing any type of problem.

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- **Work-life culture coordination:** The work culture should be well defined and incorporated with high quality of safety measures should be well acquainted for all staff members. Uniform culture should be followed by all but special attention to female employees.

The refresh training should be periodically incorporated in the sector of information technology.

RESULT AND DISCUSSION

Occupational health is a very important factor these days due to exposure of different environmental factors. During the process of implementing occupational safety the more automation is involved. The robotics technology is taking place with AI technologies. In this context the operator should be more concerned with the vigilant having good and sound mental alertness. The right job for the right person may be the criteria that impacts our own lives and the lives of those around us. But how much we understand about the action and way of gaining the experience to understand and take the action in the job. (20)

Information technology (IT) employees can face a variety of stressors in the workplace, including workloads, tight deadlines, and ergonomic, anthropological problems.

According to a (2020) unpublished study, (SCIKEY) a talent lifecycle-management company reveals that about 42% of IT employees in India are stressed, with over 25% of them highly stressed. The study found that more than 50% of stressed employees had 0 to 4 years of experience.

In another study Padma, et.al. (2015), Around 56% had musculoskeletal symptoms. 22% had newly diagnosed hypertension, 10% had diabetes, 36% had dyslipidemia, 54% had depression, anxiety and insomnia, 40% had obesity. Musculoskeletal symptoms included cervical and lumbar strain with or without disc disease, polyarthralgia, and muscle spasm and heel pain.

The stress score was higher in employees who developed diabetes, hypertension, dyslipidemia and obesity. Most of the employees who were obese had a higher stress score. The metabolic disorders employees with higher stress scores had dyslipidemia, followed by hypertension and diabetes. (21)

The better relationship with others and himself reveals a better way to have a positive impact on the profession and job performances. Job satisfaction depends on the employees feelings about their job and adjustment to their workplace. (22)

The attitude goes beyond their daily duties and also how they feel about satisfaction with their coworkers and managers. The satisfaction with organizational policies, and the impact of the job on employees as well as work culture should be the criteria for a good management of the industry. (23)

A study was conducted in the U.S. that reveals that the workers are three percent more satisfied with their employment from the prior year of satisfaction. The result showed that management are taking care which marks an increase in the survey. Workers also reported being much more at ease about their job security, and have satisfaction regarding their wages.

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The results of studies reveal that improved labor quality of life due to market and new technology has played the main role in promoting job satisfaction and job performance. Leading organizations are now trying to measure this feeling, with job satisfaction surveys becoming stress free in most workplaces. (24)

One report from the WHO/ILO Joint Estimates is WHO's most comprehensive, Comparative Risk Assessments (CRA) for occupational risk factors. It is the first joint CRA of WHO with ILO, this joint estimates covering 19 risk factors and 31 health outcomes. Application of the CRA framework makes estimates of health loss comparable between risk factors and health outcomes. (25)

It's important in occupational health research, that job satisfaction varies from employee to employee in the same workplace under the same conditions.

The individual differences and level of homeostasis are also responsible for job stress and satisfaction. (26)

Different studies identify that academicians and trainers should clearly and pass the benefits to the workers job satisfaction.

People with religious beliefs in their lives, have strong physical and mental health and have a high degree of confidence.

Our objective is the effort in this way to examine the happiness through meditation on the concept of mythological belief. These findings can be helpful for all major industries welfare officers, who are involved in safety and job satisfaction. The findings can be helpful for the right interpretation of job satisfaction and what happiness means for the workforce.

According to Maslow, when a deficit need has been more or less satisfied, it will go away, and the activities become habitually directed toward meeting the next set of needs that have yet to satisfy. These types of needs are basically no problem for workers health and achievements after getting the house, food and proper medication.

However, growth needs continue to be felt and may even become stronger once to achieve the most in life. This growth needs a more psychological way of life that is associated with realizing an individual's full potential with self-actualization. As a result the workers are involved in their work with more intellectual and creative behaviors.

According to Maslow theory, every person is capable and has the desire to move up with a higher level of grade/ promotions to get more satisfied with their employment, then hierarchy needs work at a level of self-actualization. Unfortunately, progress is often disrupted by a failure to meet lower-level needs, if life derailed by any mishap, including divorce and the loss of a job. Therefore, the theories of Maslow will also help everyone to move through the hierarchy in an uni-directional manner and achieve self motivation to develop the skills automatically. (27)

CONCLUSION

IT professionals experience workplace stress much less than people working in other sectors. The primary stressors in the IT industry include heavy workload and tight deadlines, the most common symptoms are irritability, anxiety and mood swings.

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Some of the best ways of coping with job-related stress are listening to music, playing video games, walking for some time and exercising.

Create a schedule of work plan and try to fix a brain mapping and stick to it, set specific working hours, and learn to say no for extra burden in completing the target.

Use your vacation days and take time away from work to recharge and rejuvenate your life with the family and friends.

The WHO/ILO Joint Estimates of the Work-related Burden to provide a new approach for generating estimates of loss of life and health from exposure to occupational risk factors.

Global research patterns reveal that the trends of job satisfaction and management coordination are limited but should be applicable to all types of job patterns. This research article uses large reviews to make new and innovative evidence that reflects that the trends are the same modelling approaches in prevention of occupation related diseases. (28)

A large number of individual experts and a variety of data sources to calculate the burden of occupational disease for the benefit of labour protection. The self-life satisfaction and happiness in life are also responsible for performance in the work place and to meet out the goals. (29)

The objective of the paper is to estimate the base objective in prevention of occupational policy and practice may be applicable all the industry nationally, regionally and globally. To enhance performance, the organizational culture and HR strategies must address and fulfill the needs of employees. HR strategies, including compensation, benefits, job design, training, cultural development, and performance evaluations, can be well defined and clear to all employees. (30).

Psychological and environment safety should be well narrated so that people feel free to take risks, make mistakes, and speak up without fear of embarrassment or punishment. The workers are feeling safe and a stress free workplace will help them to protect themselves with any type of metabolic syndrome. (31)

Well defined ethical standards, clearly in job structure to establish a model of standard operating procedure to prevent ethical lapses that undermine any type of stress and maintain the homeostasis in the workforce. (32)

Recommendations

1. To develop a uniform protocol to assess the occupational health and safety measures to all industries.
2. Clearly defining job responsibilities so they don't feel overburdened and workload is well connected with their abilities and training.
3. Employees to have more control over their day-to-day responsibilities and healthy communications between coworkers and team leaders.
4. To reduce the uncertainty about job security and promotional opportunities and make a friendly and toxic free environment with all safety measures.
5. The companies may offer gym subsidies or onsite fitness centers to support physical health and stress management.

6. Ensure workstations, chairs, keyboards, are height adjustable and comfortable to work at for extended periods to prevent bodily strain or injury.
7. The Standard Operating Procedure (SOP) should be incorporated for each occupation related to job placement. The workers physical and mental health problems should be monitored from time to time.
8. The mental health and job stress along with neurobehavioural assessment should be performed if any common features of abnormal behaviour appears in the particular job or in employees.

Delimitation Of Studies:

Mental awareness programmes may be celebrated as yoga and meditation therapy tools applied to educate the work force for a healthy attitude towards self and family.

The IT sector, needs special attention to employees who are working in isolation and individual basis, whereas other industries have different cultures and job structure in a other way. The need of time to explore a new perspective in this area of research, as a COVID pandemic the individuality and job responsibilities are having a new dimension of the working environment. (33)

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Acknowledgment

The author is thankful to the industry safety officers for sharing the details of job procedures and what safety measures they applied in their industry for the prevention of any type, for job satisfaction.

Conflict of Interest

The author(s) declared no conflict of interest.

How to cite this article: Kumar, P. (2024). Job Satisfaction and Occupational Health in the IT Sector: Neurobehavioural aspect of Job Anxiety. *International Journal of Indian Psychology*, 12(3), 2067-2076. DIP:18.01.204.20241203, DOI:10.25215/1203.204