



## **A Study on Mental Health of Employees at Workplace in IT Companies**

*<sup>1</sup>Satish Makadiya, <sup>2</sup>Ms Vidisha Roy*

<sup>1</sup>Guide, <sup>2</sup>Researcher

Master of Social Work – Human Resource Management, Faculty Of Social Work, Parul University

---

### **ABSTRACT**

Mental health has become a critical concern in modern workplaces, especially in the IT sector, where high workloads, job stress, and long hours are common. This study explores the mental health challenges faced by employees in IT companies, identifies key stress factors, and evaluates the availability and effectiveness of support systems. The research also gathers employee opinions on workplace well-being and recommends strategies to foster mentally healthy work environments.

---

### **Introduction**

Mental health refers to emotional, psychological, and social well-being that affects how individuals think, feel, and act. In the IT industry, factors like tight deadlines, prolonged screen time, and job insecurity have led to increased mental health concerns. This study investigates the state of employee mental health in IT companies and the organizational practices in place to support well-being.

---

### **Significance of Workplace Diversity**

Workplace diversity plays a crucial role in shaping the mental health environment within IT companies. In today's globalized and inclusive work settings, employees come from diverse backgrounds in terms of culture, gender, age, ethnicity, and work styles. This diversity, while enriching the workplace with varied perspectives and innovation, also introduces unique challenges that may impact mental well-being.

Understanding the significance of diversity is essential in researching mental health because employees may experience stress, isolation, or communication barriers due to cultural misunderstandings, unconscious bias, or lack of inclusion. For example, underrepresented groups may face additional pressure to prove themselves or may feel excluded, which can lead to higher levels of anxiety and decreased job satisfaction.

Furthermore, inclusive workplaces that embrace diversity tend to foster a more supportive environment, where mental health is openly discussed and accommodated. Companies that value diversity are more likely to implement equitable policies and mental health resources that address the needs of all employees, regardless of their background.

Therefore, workplace diversity is not just a human resource concern but a key factor influencing employee mental health. Recognizing and addressing these diverse needs can lead to improved employee morale, productivity, and overall organizational health.

---

### **Review of literature**

| Sr. no | Author                     | Finding   |
|--------|----------------------------|---|
| 1.     | Lazarus & Folkman (1984)   | introduced the concept of psychological stress and coping mechanisms, laying the foundation for understanding how individuals handle work-related stressors. Their transactional model of stress highlights how perception plays a key role in mental well-being. |
| 2.     | Cooper & Cartwright (1994) | identified work-related stress as a major occupational hazard, linking it to mental health issues such as anxiety, burnout, and depression. Their research emphasized the need for organizational interventions and employee support systems.                     |
| 3.     | Maslach & Jackson (1981)   | developed the Maslach Burnout Inventory (MBI), which is widely used to assess emotional exhaustion, depersonalization, and reduced personal   |

|    |                                       |  |
|----|---------------------------------------|--|
|    |                                       | accomplishment—key components of burnout commonly observed among IT professionals.   |
| 4. | Sharma & Singh (2018)                 | conducted a study on mental health in Indian IT firms and found that excessive workload, lack of work-life balance, and job insecurity were major contributors to employee stress. Their study highlighted the importance of mental health awareness programs and supportive leadership. |
| 5. | World Health Organization (WHO, 2019) | emphasized the importance of mental health in the workplace, noting that unaddressed mental health issues can lead to reduced productivity, increased absenteeism, and higher employee turnover.   |
| 6. | Kumar & Rani (2020)                   | explored the relationship between organizational culture and employee mental health in IT companies. They concluded that companies promoting open communication, flexibility, and inclusion had better mental health outcomes among employees.   |

## Objectives of the Study

1. To identify the factors affecting mental health in IT organizations.
2. To understand the importance of mental health in the workplace.
3. To examine mental health support programs offered by organizations.
4. To suggest measures for improving employee mental well-being.

## Research Methodology

### 1. Research Design

This study adopts a descriptive research design to assess the mental health status of employees working in IT companies. The aim is to explore existing mental health issues, identify contributing workplace factors, and evaluate current support systems available to employees.

### 2. Objectives of the Study

To analyse the prevalence of mental health issues among IT employees.

To identify key workplace stressors affecting mental well-being.

To assess the effectiveness of mental health initiatives and support systems in IT organizations.

To suggest strategies for improving mental health at the workplace.

### 3. Population and Sample

- Population: Employees working in IT companies.
- Sample Size: 150 respondents (can be modified based on feasibility).
- Sampling Technique: Stratified random sampling to ensure representation across various job roles (e.g., developers, testers, HR, support staff).
- Location: Selected IT companies in [City/Region].

### 4. Data Collection Method

- Primary Data: Collected through a structured questionnaire comprising both closed-ended (Likert scale) and a few open-ended questions.
- Secondary Data: Gathered from academic journals, company reports, government publications, and mental health surveys relevant to the IT sector.

### 5. Tools for Data Analysis

Descriptive statistics such as mean, median, standard deviation.

Inferential statistics using tools like:

- Chi-square tests to find associations between demographics and mental health levels.

- T-tests/ANOVA to compare mental health scores across groups.
- Correlation and regression analysis to study relationships between work environment factors and mental health outcomes.
- Software used: SPSS, Excel, or R (depending on available tools).

#### 6. Limitations of the Study

- Limited to a specific geographical area and sample size.
- Relies on self-reported data which may be subject to bias.
- Time constraints may limit depth of analysis.

#### 7. Ethical Considerations

- Confidentiality and anonymity of respondents are strictly maintained.
- Participation is voluntary with informed consent obtained.
- The study adheres to ethical guidelines for psychological and organizational research.

---

### Key Findings

Workplace Stress: 95% of employees reported symptoms like headaches, lack of concentration, and reduced interest in work.

Working Hours: Most employees worked 9 hours daily, with 40% feeling pressure to work overtime.

Work-Life Balance: 63% felt balanced; however, 15% reported imbalance.

Managerial Support: 74% felt supported by their managers during challenging times.

Mental Health Services: 59% reported access to counseling or therapy at work.

Awareness & Openness: 70% felt comfortable discussing mental health, but stigma still exists.

---

### Conclusion

The study highlights that mental health challenges are widespread in the IT sector. While some organizations offer mental health resources and flexible work options, many fall short in structured policy implementation. Stigma, lack of awareness, and inconsistent support services hinder overall well-being. A proactive, empathetic, and inclusive approach is needed to improve mental health outcomes in IT companies.

---

### Recommendations

1. Introduce and enforce formal mental health policies.
2. Provide regular access to counseling and therapy services.
3. Train managers to identify and respond to mental health concerns.
4. Encourage work-life balance through flexible schedules.
5. Organize weekly wellness activities like yoga, meditation, and laughter therapy.
6. Create a safe space for open conversations around mental health.
7. Use employee feedback to improve existing support programs.

---

### References

1. World Health Organization. (2023). Mental health in the workplace.
2. Cooper, C. L., & Dewe, P. (2020). Workplace stress and mental well-being.
3. Maslach, C., & Leiter, M. P. (2020). Understanding burnout in the workplace.
4. Goleman, D. et al. (2022). Emotional intelligence and workplace well-being.
5. Greenhaus, J. H. et al. (2021). Work-family balance and quality of life.
6. [www.nimh.nih.gov](http://www.nimh.nih.gov) | [www.mind.org.uk](http://www.mind.org.uk) | [www.hrreview.co.uk](http://www.hrreview.co.uk)