

A Comparative Investigation Of Workplace Approaches To Enhance Employee Satisfaction And Well-Being Between Indian It Industry & Foreign It Industry In India

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ABSTRACT

The growing significance of sustainability is shown by a comparison of workplace strategies used in the Indian and foreign IT industries in India with the goal of improving employee happiness and well-being. An organization's dedication, engagement, and retention of employees are greatly impacted by the work environment. Employee commitment and enthusiasm for their work have been linked to better organizational performance, according to research. Because it has a favorable effect on accomplishing corporate goals, employee retention has attracted a lot of interest from scholars and human resource experts. The purpose of this study is to look into how workplace policies in both domestic and international IT firms impact employee retention. A supportive work environment is strongly associated with employee retention, which in turn affects employees' decisions to stay with their companies, according to the literature currently in publication. The results highlight how important it is for managers to create a productive work environment that draws and keeps talent. 242 workers in the Indian IT industry were given a survey to complete in order to collect data, and 198 of them correctly answered the questions. Individual-level evaluations and a comparison of the procedures of Indian and international IT organizations were part of the analysis. To increase employee retention and happiness in these

companies, the research suggests establishing a lively and friendly workplace.

Keywords- Human Resource Practices, Employee Satisfaction & Well Being, Employee Retention, Work Environment Practices, IT Industry.

1. INTRODUCTION:

The dynamic and quickly changing worldwide information technology (IT) industry has made employee happiness and well-being key factors in determining an organization's success. It is crucial for businesses to comprehend the elements that lead to a great workplace experience as they compete for top talent in a market that is becoming more and more competitive. This is especially important in India, where both local IT companies and international enterprises coexist and each contributes unique operational philosophies and cultural values to workplace procedures. Employee happiness includes the more general elements of work-life balance, career advancement, and company culture in addition to the fulfillment that comes from one's employment function. Contrariwise, well-being include stress reduction, general quality of life, and mental and physical health. Considering the high-pressure atmosphere that exists in the IT sector, creating a work environment that places a high priority on these factors is crucial to increasing output and lowering attrition.

With an emphasis on how these tactics improve employee happiness and well-being, this research paper compares the workplace practices used by Indian and international IT businesses doing business in India. Organizational culture, employee engagement programs, training and development opportunities, pay plans, and diversity and inclusion initiatives will all be major topics of investigation. This study aims to find best practices that can guide future organizational plans and help create a more fulfilling and healthy work environment for IT industry employees by examining these factors. In the end, the knowledge gained from this comparison will help the firms concerned as well as advance the conversation on workplace wellbeing in a globalized economy.

❖ Workplace Approaches/Practices to Enhance Employee Satisfaction and Well-Being :

- Flexible Work Schedules: To improve work-life balance, provide remote work and flexible hours.

- Positive Work Environment: Encourage a respectful and cooperative culture.
- Recognition programs: To raise spirits, honor staff accomplishments.
- Professional Development: Offer mentorship and training.
- Initiatives for Health and Wellness: Availability of resources for mental and physical health.
- Feedback Mechanisms: To improve conditions, routinely collect employee input.
- Comfortable Workspaces: Make sure the spaces are well-equipped and ergonomic.
- Handle Workloads: Evaluate and balance workloads to avoid burnout.
- Team Building Exercises: Use social gatherings to improve relationships among coworkers.
- Clearly Defined Career Pathways: Clearly define prospects for progression.
- By promoting a healthy workplace culture, these tactics can greatly increase employee happiness and wellbeing.

2. REVIEW OF RELATED LITERATURE:

The key to establishing and sustaining a high-performing organization is to foster a healthy work environment. Businesses that prioritize long-term success must show that they care about all members of their team, whether they work on-site, remotely, or part-time. Some key elements for keeping individuals and ensuring the sustainability of employees have been emphasized based on the literature.

Silcox, S., 2020, Highlighted that Healthy work environments are a result of several variables, including flexible work schedules and pay reform. Train employees to work reasonable hours and take regular breaks, reject "one-size-fits-all" policies, and limit working hours so that employees can manage both their professional and personal lives. These elements contribute to long-term employability or staff retention in the company.

Pitchforth, et. all 2020. Focused on a real technology company with four different office designs (Open-plan, zoned open-plan, Activity-oriented, and Team offices), this study examines a range of well-being and productivity metrics. The findings show that zoned open-plan offices and team offices perform better than open-plan office layouts. Comparatively speaking, zoned open-plan and team office designs boosted employee satisfaction, enjoyment, flow, and productivity while activity-based and open-plan designs did badly. When not compelled to work there, employees spent more time at their workstations and gave the open-plan office layout a lower rating. It also featured higher levels of harmful noise. The results show that the design of the workplace can significantly affect how long people stay there.

Al-Omari, K. and Okasheh, H., 2017- Investigated the influence of work environment on job performance. Some of these factors have been discovered. The results of this study demonstrate that the situational constraints are made up of a variety of factors, including the air factor (population, freshness), temperature (heat and cold), sound (noise), light and color (sunlight, window, views), and proper space (arrangement of proper work station). These have an impact on how long a workplace is sustainable and how satisfied people are with it.

Jiménez, P et all. 2017- This study discusses the idea of health promoting leadership with a focus on the relationship between leadership behavior and the workplace. The seven primary qualities of leadership that encourage good health are health awareness, low workload, control, reward, community, fairness, and values.

Agarwal, R.N. and Mehta, A., 2014- Described All three levels of information sector businesses in and near Delhi NCR, Bengaluru, and Pune have undergone extensive research. Researchers have looked into the IT industry's job satisfaction and variables including working conditions and performance evaluations, as well as whether or not these variables have any bearing on why employees decide to leave a company. Additional internal and external reasons that may be causing the high attrition rate in the IT business have also been looked into and identified by researchers.

Lund, T. and C sonka, A., 2003- Investigated the links between health, exposes in the workplace, smoking status and job

disability. The workplace environment, an employee's smoking history and organizational level all influence the likelihood of developing a handicap at work.

Lowe, G.S. et al. 2003- This Study looked at the relationships between employees' assessment of the workplace's health & their job satisfaction, employee commitment, workplace moral, absenteeism and desire to leave the study supports a comprehensive model of workplace health that emphasizes health promotion initiatives on workplace organization, interpersonal relationships, and working environments.

4. RESEARCH METHODOLOGY:

A Descriptive method has been used in this research paper. Only 198 people were included in the sample size as only 198 people responded out of 242 questionnaires. Descriptive research studies are used to identify the response of Motivation Practices influence on Employee Retention in IT Sector in India. Simple random sampling Due to time and resource constraints, the sample size for the survey has been set at 198 people from 3 Indian IT companies (HCL Technologies Ltd, Newgen Software, Tata Consultancy Services Ltd) & 3 Foreign IT Companies (Cognizant Technology Solutions, Genpact, NTT Data) in Delhi NCR, India. Primary Data Collection: Questionnaire used in this survey.

4.1. OBJECTIVES OF RESEARCH STUDY

- To study the impacting factor of Work Environment Practices for Satisfaction & Retention of Employees.
- To analyze the Workplace Approaches to Enhance Employee Satisfaction and Well-Being between Indian IT Industry & Foreign IT Industry in India.

4.2 HYPOTHESIS :

- H₀ (Null Hypothesis) : There is no significant difference among Workplace Approaches to Enhance Employee Satisfaction and Well-Being between Indian IT Industry & Foreign IT Industry in India

5. ANALYSIS AND INTERPRETATION OF DATA:

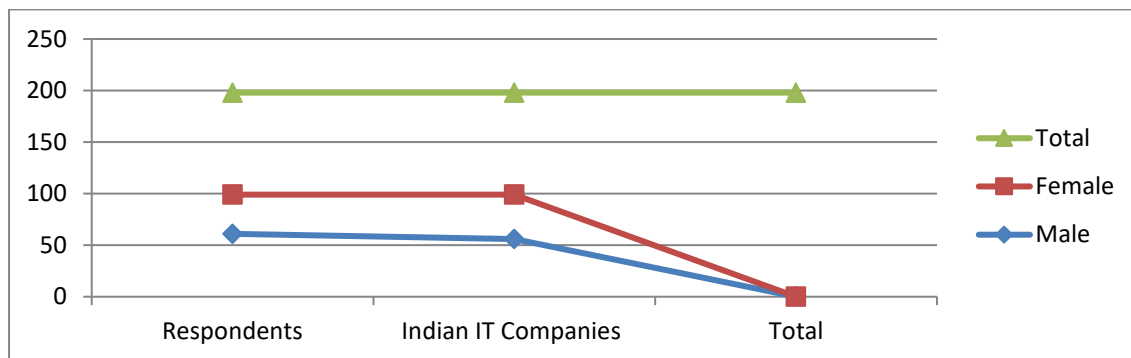
The research sample was chosen simple random sampling approach. Although 198 questionnaires were sent, only 198 respondents completed them all accurately from the total

number of responses **51.6 %were males & 48.4%were females.**

S.N	Indian IT Companies	Respondents	Foreign IT Companies	Respondents
1	HCL Technologies Ltd	38	Cognizant Technology Solutions	27
2	Newgen Software	28	Genpact	35
3	Tata Consultancy Services Ltd	33	NTT Data	37
Total number of respondents		99	Total number of respondents	99

Total Respondents	Male	Female
198	102 (51.6 %)	96 (48.4)

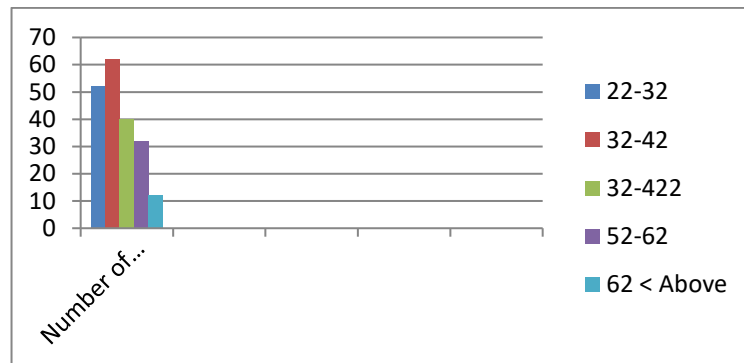
Industry	Male	Female
Indian IT Companies	61	38
Foreign IT Companies	56	43
Total	198	



- ❖ 52 respondents (26.3%) were between 25-32 years age, 62 (31.4%) were from 32-42 years age, 40 (20.2%) were from 42-52 age and 32 (16.1%) were between 52-62 & above 62 years were 12 (6.0%).

Age Group	Number of Responded
22-32	52
32-42	62
42-52	40
52-62	32

62 < Above	12
Total = 198	



- ❖ Out of 198 respondents, 17 respondents have 0-5 years of experience in the organization, 23 respondents have 5-10 years of experience, 12 respondents have 10-15 years of experience, 08 respondents have 15-20 years of experience, and only 10 respondents have experience of above 20 years.

Number of Years of Experience	Number of Responded
0-5	32 (16.1%)
5-10	62 (31.4%)
10-15	52 (26.3%)
15-20	47 (23.8 %)
20 < Above	05 (2.5%)

- **Questionnaire filled by Respondents from Indian IT industry & Foreign IT Industry :**

S.N.	QUESTIONNAIRE	INDIAN IT (%)	FOREIGN IT (%)
1	Satisfaction with space and facilities	30.9 (Highly Dissatisfied)	11.7 (Highly Dissatisfied)
		36.3 (Dissatisfied)	18.7 (Dissatisfied)
		8.0 (Neutral)	11.1 (Neutral)
		11.1 (Satisfied)	31.8 (Satisfied)
		13.7 (Highly Satisfied)	26.7 (Highly Satisfied)
2	Treating everyone equally	36.3 (Highly Dissatisfied)	13.7 (Highly Dissatisfied)
		31.3 (Dissatisfied)	11.1 (Dissatisfied)

		7.6 (Neutral)	8.0 (Neutral)
		13.7 (Satisfied)	36.3 (Satisfied)
		11.1 (Highly Satisfied)	30.9 (Highly Satisfied)
3	Physical aspects influencing performance	30.9 (Highly Dissatisfied)	11.1 (Highly Dissatisfied)
		36.3 (Dissatisfied)	13.7 (Dissatisfied)
		8.0 (Neutral)	7.6 (Neutral)
		13.7 (Satisfied)	31.3 (Satisfied)
		11.1 (Highly Satisfied)	36.3 (Highly Satisfied)
4	Flexibility of work schedule	36.8 (Highly Dissatisfied)	11.1 (Highly Dissatisfied)
		30.9 (Dissatisfied)	13.7 (Dissatisfied)
		11.1 (Neutral)	7.6 (Neutral)
		13.7 (Satisfied)	31.3 (Satisfied)
		7.6 (Highly Satisfied)	36.3 (Highly Satisfied)
5	Familiarity with workplace	31.9 (Highly Dissatisfied)	7.6 (Highly Dissatisfied)
		18.8 (Dissatisfied)	11.1 (Dissatisfied)
		31.9 (Neutral)	13.7 (Neutral)
		11.2 (Satisfied)	30.9 (Satisfied)
		11.8 (Highly Satisfied)	36.8 (Highly Satisfied)
6	Satisfaction with HR support	26.2 (Highly Dissatisfied)	11.8 (Highly Dissatisfied)
		31.9 (Dissatisfied)	18.8 (Dissatisfied)
		11.8 (Neutral)	11.2 (Neutral)
		18.8 (Satisfied)	31.9 (Satisfied)
		11.8 (Highly Satisfied)	26.8 (Highly Satisfied)
7	Respect for diverse cultures	31.9 (Highly Dissatisfied)	11.1 (Highly Dissatisfied)
		18.8 (Dissatisfied)	12.1 (Dissatisfied)
		31.9 (Neutral)	18.8 (Neutral)

		11.2 (Satisfied)	26.2 (Satisfied)
		11.8 (Highly Satisfied)	31.8 (Highly Satisfied)
8	Satisfaction with working culture	36.8 (Highly Dissatisfied)	11.8 (Highly Dissatisfied)
		30.9 (Dissatisfied)	18.8 (Dissatisfied)
		11.1 (Neutral)	11.8 (Neutral)
		13.7 (Satisfied)	31.8 (Satisfied)
		7.6 (Highly Satisfied)	26.2 (Highly Satisfied)
9	Job security	36.8 (Highly Dissatisfied)	11.2 (Highly Dissatisfied)
		30.9 (Dissatisfied)	31.8 (Dissatisfied)
		11.1 (Neutral)	26.2 (Neutral)
		13.7 (Satisfied)	18.8 (Satisfied)
		7.6 (Highly Satisfied)	12.1 (Highly Satisfied)
10	Distraction-free work environment	26.7 (Highly Dissatisfied)	11.7 (Highly Dissatisfied)
		11.1 (Dissatisfied)	18.8 (Dissatisfied)
		18.7 (Neutral)	11.1 (Neutral)
		31.9 (Satisfied)	31.8 (Satisfied)
		11.7 (Highly Satisfied)	26.7 (Highly Satisfied)
11	Work-life balance	26.2 (Highly Dissatisfied)	11.7 (Highly Dissatisfied)
		18.7 (Dissatisfied)	18.7 (Dissatisfied)
		32.8 (Neutral)	22.2 (Neutral)
		18.8 (Satisfied)	31.8 (Satisfied)
		11.2 (Highly Satisfied)	26.7 (Highly Satisfied)
12	Healthy employee communication	13.7 (Highly Dissatisfied)	13.7 (Highly Dissatisfied)
		11.1 (Dissatisfied)	11.1 (Dissatisfied)
		8.0 (Neutral)	8.0 (Neutral)
		36.3 (Satisfied)	36.3 (Satisfied)

		30.9 (Highly Satisfied)	30.9 (Highly Satisfied)
13	Ambient workspace satisfaction	11.7 (Highly Dissatisfied)	11.7 (Highly Dissatisfied)
		18.7 (Dissatisfied)	18.7 (Dissatisfied)
		11.1 (Neutral)	11.1 (Neutral)
		31.8 (Satisfied)	31.8 (Satisfied)
		26.7 (Highly Satisfied)	26.7 (Highly Satisfied)

- Chi-Square test for all satisfaction levels for Indian IT & Foreign IT Industry :

Satisfaction Level	Indian IT (O1)	Expected (E1)	O1 - E1	$(O1-E1)^2(O1-E1)^2$	$(O1-E1)^2E1\frac{(O1-E1)^2}{E1(O1-E1)^2}$
Highly Dissatisfied	30	20.5	9.5	90.25	4.4
Dissatisfied	36	27	9	81	3
Neutral	8	9.5	-1.5	2.25	0.24
Satisfied	11	21	-10	100	4.76
Highly Satisfied	13	19.5	-6.5	42.25	2.17
Total	99	99			≈ 14.57

Satisfaction Level	Foreign IT (O2)	Expected (E2)	O2 - E2	$(O2-E2)^2(O2-E2)^2$	$(O2-E2)^2E2\frac{(O2-E2)^2}{E2(O2-E2)^2}$
Highly Dissatisfied	11	20.5	-9.5	90.25	4.4
Dissatisfied	18	27	-9	81	3
Neutral	11	9.5	1.5	2.25	0.24

Satisfied	31	21	10	100	4.76
Highly Satisfied	26	19.5	6.5	42.25	2.17
Total	99	99			≈ 14.57

A Chi-square statistic of 14.57 was found through investigation, above the threshold value of 9.488. Since there is a notable difference in the satisfaction levels of Indian and foreign IT workers, we reject the null hypothesis.

6. FINDINGS :

A Chi-square statistic with four degrees of freedom was determined to be roughly **14.57** when comparing the satisfaction ratings of Indian and foreign IT workers. **9.488** is the crucial number with a significance level of **0.05**. **We reject the null hypothesis since the computed value is greater than the crucial value. This suggests that the satisfaction levels of Indian and foreign IT workers differ statistically significantly.** Some findings are mentioned below from this study -

- ❖ **Increased Unhappiness in Indian IT ;** In the majority of categories, Indian IT workers express noticeably greater levels of discontent than do foreign IT workers.
- ❖ **In terms of space and facilities :** 30.9% of Indian IT workers are extremely unhappy, while only 11.7% of foreign IT workers share this sentiment. In contrast, Indian IT personnel are only 11.1% satisfied, whereas foreign IT employees are 31.8%.
- ❖ **Equality of Treatment:** Notably, when it comes to equal treatment, 36.3% of Indian IT workers are extremely unhappy, compared to 13.7% of foreign IT workers.
- ❖ **Work schedule flexibility:** Compared to just 11.1% of foreign IT workers, 36.8% of Indian IT workers are extremely unhappy.
- ❖ **HR Support:** Compared to 11.8% in foreign IT, Indian IT has a greater dissatisfaction percentage (26.2%) with regard to HR support, suggesting space for improvement.

- ❖ **Work Security:** With 36.8% of Indian IT workers reporting high levels of dissatisfaction, compared to 11.2% of foreign IT workers, there is serious concern regarding job security.
- ❖ **Overall Trends:** Regular patterns of discontent in Indian IT, especially in areas pertaining to support and the work environment, point to the necessity of focused initiatives to raise employee happiness.

7. CONCLUSION:

“A positive working environment is a workplace that promotes employee safety, growth goal attainment. These environments are most conducive to a successful workforce as they Encourage employees to perform to their highest ability. Companies can achieve a positive working environment by focusing on their overall culture; supporting employee growth and making employees feel safe and comfortable.” Based on the analysis & interpretation of data, the conclusion of this research shows that, in comparison to their foreign counterparts, Indian IT workers are significantly more dissatisfied with a number of aspects, highlighting the need for better work environment practices & support systems. Indian IT Industries need to focus on certain factors of Healthy Work Environment are **Well Being-Work Place, Trust/Loyalty, Teamwork, Learning and Participation, Workplace accommodation, Work Values, Employee Empowerment, Effective Leadership Style, Work life balance**

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