

Psychological detachment during non-work time The role of job stress on select BPO employees in Coimbatore city

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ABSTRACT

Psychological detachment from work, during off the job refers to the employees switching off mentally from the work related issues. Switch off mentally refers to not thinking of any job related activities and being mentally away from the work and the organization. This study examines the role of job stress on psychological detachment of the employees of the select BPO companies in Coimbatore city. With a sample of 127 respondents of a private BPO company in Coimbatore. Descriptive analysis and regression was used to test the hypothesis of the study. The results stated that when the employees experience low stress at work they are psychologically detached during non work time likewise when the employees of the organization are exposed to high work load they do not experience psychological detachment during off the job time.

Key Words : Psychological detachment, Job stress, BPO employees

INTRODUCTION

Job stress is a major case in the today's work environment, which is predominantly down in the human service works like BPO companies. Employees with job stress are predicted to experience an exhaustion stage in their near future. There exists a difficulty in detaching from work during off job time due to various reasons like intruding of technology that is always connected with the employees during and off work. Various studies focused on the recovery of the employees from the high stress received from the organization. Such recovery of the employees helps them improve the well being and develop the attitude of the individuals towards the organization (Westman and Eden, 1997)

Researchers prove that being psychologically detached during off job time will help the employees to heal and acquire fresh knowledge and power for the next project or the next task provided by the organization.. Another factor that prevents the employees to detach from work is the facility to work from home, which again prevents the psychological detachment process of the individual.

Review of literature :

Qureshi (2015) the study aimed to find the impact of emotional exhaustion amongst employees.

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The researcher also aimed to access the relationship between PD and job performance and exhaustion and job satisfaction. The four factors of detach are identified and their relationship with job performance and job satisfaction are examined to achieve the aim. In order to expound these aims the researchers first discussed the concept of exhaustion and identified the four factors of exhaustion that include compromised physical health, excessive work-load, supervisor support and relationship with colleagues and negativity.

Won-Moon and Hur (2011), the researcher examined the effect of job stress on individual's PD. Partial least square regression analyses were conducted on the data. Three factors were identified – appraisal of emotions, optimism and social skill were negatively related to job stress, and utilization of emotion showed no significant links with psychological detachment. The study concluded that job stress was negatively related to psychological detachment in terms of organizational commitment.

Dhanabhakym and Mufliha (2015) job stress is an experience of physical mental and exhaustion which is described by negative self-idea dehumanizing perspective of others in circumstances when over demands are made on the employees and he gets caught between high expectation and chronic situational stress. Due to the influence of job stress the employees will not be able to concentrate on their work and will affect the quality of work and family life. The results of the study revealed that when the employees are overloaded with job strain they tend to be low productive at work and think of the work even after the completion of the working hours. The result of the study also proved that there is a significant relation between job burnout like strain and emotional detachment.

Sabine (2011) in this study the researcher has studied the relationship between stress at work and the psychological detachment of the employees at work. Regression analysis was conducted in order to find the impact of the job stress on the PD of the employees of a private sector. The researcher concluded that PD is not an arbitrary event but closely related to individual and job related factors.

Need for study:

Subsequently the surge in demand for information technology, Coimbatore is being expanding the IT infrastructure. There is going to be a wide recruitment process in the city, as about 52 companies are being incorporated in the upcoming years (The Times, 2016), which automatically leads to the job stress at the field. Thus there is a need to understand the employees psychological and stress related detachment aspects which are related to job performance in the industry.

Objectives of the study :

1. To examine the intensity of PD on the employees of Business Process Outsourcing Company
2. To examine the effect of job stress over the PD of the employees of the BPO companies.
3. To offer suggestion for the recovery of PD

METHODOLOGY

Source of data:

Primary data was collected from the workers of the private IT Company in the city. Survey method is used in this study as the characteristics of the respondents in the environment are observed and described and the research is descriptive in nature.

Sampling Design:

A private IT sector company in Coimbatore city is selected based on the purposive sampling method, among the companies listed in BSE, the first company is selected for the study, based on the total asset value. About 110 respondents were selected in which 85 questionnaires were returned completed. Five questionnaires were rejected due to unengaged responses.

Hypothesis :

H₀₁ - there is no psychological detachment among the employees during off job time of the employees

H₀₂ - there is no impact of job stress over the psychological detachment of the employees.

RESULTS AND DISCUSSION

Table 1 state that 32.9% of the respondents strongly agree for experiencing stress at work. 20% of the employees agree for experiencing stress at job. 22.3% of the respondents feel neutral towards stress at work. And 11.7% of the respondents strongly agree for experiencing stress at job.

Table 1 : Showing the mean score of employees experiencing Job stress at work

Sr. No.	Particulars	Frequency	Percentage
1.	Strongly agree	28	32.9
2.	Agree	17	20
3.	Neutral	19	22.3
4.	Disagree	11	12.9
5.	Strongly disagree	10	11.7
6.	Total	85	100

Source: Primary data

The Table 2 states that, maximum percentage of the respondent's *i.e.* 39% strongly disagree for being psychologically detached during off the work. 17% of the respondents disagree for being psychologically detached during off the job time. 9% of the respondents feel neutral towards being psychologically detached during off the work time.

Table 2 : Showing the mean score of employees Experiencing Psychological detachment during off work

Sr. No.	Particulars	Frequency	Percentage
1.	Strongly disagree	39	45
2.	Disagree	17	20
3.	Neutral	9	10
4.	Agree	12	14
5.	Strongly agree	8	9
6.	Total	85	100

Source: Primary data

Table 3 states the multiple regressions between the control variables- work load, personal causes and work life balance and the psychological detachment of the employees during off the job time. The Beta value for WLB is .998 which indicates that work load influences the psychological detachment of the employees during off the job time. The Beta value for personal cause is .958,

which indicates that it moderately influences the psychological detachment on the employees during off the job time. Work life balance has the lowest beta value that indicates that work life balance does not influence psychological detachment of the employees during off the job time.

Table 3 : Multiple regression analysis predicting the impact of job stress on psychological detachment

Sr. No.	Independent variables	R square	f	Sig	Beta	t	Sig
1.	Work load	.998	1342.521	.000	.998	6.70	.000
2.	Personal causes	.919	114.042	.000	.958	13.09	.007
3.	Work life balance	.986	315.462	.000	.922	4.474	.001

Source: Primary Data

Table 4 proves that short time limit is the main factor for stress at work and is ranked in the first position, with the total score of 10801. Frequent change in shift is ranked second with a total score of 9848, high work load is ranked in third position with total score of 9051, Limited break time is ranked in fourth position, monotonous work is ranked in the fifth position with a total score of 8087 and no job guarantee is ranked in the last position with a score of 7894. The organizations must provide adequate time for the employees to complete their work.

Table 4 : Showing the ranking of factors contributing to stress at work in GARRETT Ranking

Sr. No.	Factor	Total score	Rank
1.	Short time limit	10801	1
2.	Frequent change in shift	9848	2
3.	High work load	9051	3
4.	Limited break time	8584	4
5.	Monotonous work	8087	5
6.	No job guarantee	7894	6

Source: Primary data

Findings :

- Majority of the employees strongly agree that they experience job stress during the off job time.
- The major employees in the IT employees feel psychological detachment during off the job time.
- The work load in the organization influences the most to cause psychological detachment of the employees in the organization during off the job time.
- The garrette ranking score proves that short time limit is the main reason for the employees to not complete their task on the given time.

Suggestions :

- The work load in the organization must be reduced so that the employees will feel relieved during off the job time.
- The employees must practice a different activity at their leisure time so they will not feel stressed out.
- The results of the study state that employees work load influences psychological detachment of the employees in the organization.
- Insufficient time limit is the main constrain of the incompleteness of the work by the employees

in the organization.

Conclusion :

Job stress is the common phenomena in the today's information technology world. The employees face numerous problems in their day to day life. Heavy work load forces the employees to take a break from their work related activities at their leisure time, which causes psychological detachment among the employees during their off the job time from the organization. A need has been raised in the organization to concentrate on the employees psychological aspects. The management must take necessary steps to reduce the work load, to initiate various stress management programs and should guide and aid the employees to manage their work and family life in a healthy manner.

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