

THE IMPACT OF MENTAL AND PHYSICAL WELL-BEING OF EMPLOYEES IN THE BPO INDUSTRY

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Abstract

The Business Process Outsourcing (BPO) sector is a rapidly growing industry that remarkably contributes to economic growth. However, employees in this sector often dealing with uncommon obstacles that impact their mental and physical well-being. This study explores the various factors affecting the health of BPO employees, including irregular work schedules, high workload, job stress, and lifestyle choices. Because of a unified survey and interviews, the study seeks to assess the extent of these issues and their impact on overall employee productivity and employee satisfaction. The outcomes will help association apply effective wellness programs and policies to promote a positive work environment.

Keywords: *Job Satisfaction, Work-Life Balance, and Organizational Support*

Introduction

The Business Process Outsourcing (BPO) sector has become a key factor of global economic growth, giving work opportunities to millions. However, the nature of BPO jobs, which often involve long working hours, night shifts, high workloads, and performance pressure, can detrimentally affect employees' mental and physical well-being. sedentary lifestyles, and workrelated anxiety are frequent difficulties between BPO employees, impressive both their health and effectiveness. This study aims to examine the key factors influencing the well-being of BPO workers, culmination the challenges they face and the measures that can be taken to promote a healthier work environment. Apprehension these aspects is essential for association to establish policies that support employee welfare and assure environmental workforce management.

Objective

- To analyse the impact of workplace stress and shift work on the mental and physical well-being of employees in the BPO sector.
- To identify key factors affecting employee well-being in the BPO sector.
- To analyze the organizational support on employee well-being

Review of Literature

1. *Agarwal & Sahu (2014)* this review inquire into workplace stress as a main factor impressive BPO employees. It culmination the mental health outcome of stress, such as burnout, anxiety, and depression, which

stem from factors like long working hours, high production demands, and job insecurity. The review stresses the importance of business strategies to reduce stress, promote a good work environment.

2. Gautam & Singh (2015) This review highlights work-related stress in the BPO sector, Expressly the impact of irregular working hours, and the lack of job control on employee's mental health. The research on how long-standing stress can lead to emotional effort, and increased volume of business rates. As well, it highlights the consequences of putting into practice stress management approaches to improve employee welfare.

3. Reddy & Rajasekhar (2016) this research analyze the consequence of work-life balance on employee existence in the BPO industry. It proposes that employees in the BPO sector often face strain in maintaining a balance between their professional and personal lives due to irregular shifts and long working hours. The review recommends intercession, such as adaptable work hours and wellness programs, to improve employee satisfaction and creativity.

4. Singh & Kumari (2023) this study investigation the physical and mental health dispute with confronted by BPO employees, such as stress, and sleep inconvenience. It extremity to the need for organizational encourage, such as flexing work hours, mental health undertaking, and health to low these unfavorable impacts.

5. Sharma & Verma (2024) Sharma and Verma range over the concept of exhaustion in the BPO sector and its connection to work-life imbalance. They high point to the high risk of emotional burnout and detachment among BPO employees, propose that organizations contrivance employee well-being programs and work-life balance plans to alleviate burnout.

RESEARCH METHODOLOGY

Research methodology refers to the specific procedures and techniques employed to identify, select, process, and analyse information on a given topic. It provides a structured framework incorporating essential aspects that guide the research process throughout the study.

AREA OF STUDY:

The research study was conducted in Coimbatore district.

RESEARCH TYPE:

Descriptive research

DATA COLLECTION:

Information was gathered from primary.

PRIMARY DATA:

A structured questionnaire is formed and validated to collect quantitative information on BPO employees. The questions were about multichoice.

SAMPLING DESIGN:

The sampling design for the study on employee satisfaction and retention strategies in Coimbatore's arts and science colleges will use Snowball sampling method, Interview method. A sample size of 25,000-35,000 members will be selected to ensure representativeness.

SAMPLE SIZE:

For the study, a sample of 78 respondents was selected.

TOOLS USED FOR ANALYSIS:

- Simple percentage analysis
- Cross tabulation

1.1 Simple Percentage Analysis

Table 1.1.1: Current Position

		Frequency	Percentage
Valid	Customer Service Representative	11	14.1
	HR/Admin	9	11.5
	Manager	10	12.8
	Other(Please specify)	33	42.3
	Team Leader	15	19.2
	Total	78	100.0

INTERPRETATION

This table is established on current job position entity response from the above inspection. It is terminate margin of response belong to the category "Other" showing the diverse parts. Which has not being recorded in the given option and in this 19.2% of them are set to be squad leader and 14.1% individual are consumer service representatives, 12.8% individuals are managers and finally 11.5% are HR/Admin staff which finally indicates in mix of job roles.

Table 1.1.2: Years of Experience in the BPO Industry

		Frequency	Percentage
Valid	2 - 3 years	28	35.9
	3 - 5 years	11	14.1
	Less than 1 year	39	50.0
	Total	78	100.0

INTERPRETATION

The analysis of respondents experience in the BPO industry shows that half of the participants (50.0%) have less than 1 year of experience, indicating a predominantly new workforce. moreover, 35.9% have 2–3 years of experience, while only 14.1% have 3–5 years of experience. This indicates that a majority of employees are proportionate new to the industry, with fewer having well-versed. The collective percentage confirms that all 78 respondents are included in the analysis.

Table 1.1.3: How many hours do you work on average each day

		Frequency	Percentage
Valid	8 - 10 hours	39	50.0
	Less than 8 hours	31	39.7
	More than 10 hour	8	10.3
	Total	78	100.0

INTERPRETATION

The analysis of respondents average working hours per day shows that half of them (50.0%) work between 8 to 10 hours, which is the most common work duration. In other hands, 39.7% work less than 8 hours, while less portion of (10.3%) work more than 10 hours. This indicates that the majority of employees work within the standard 8–10 hour range, with a notable portion working fewer hours and a few exceeding 10 hours. The cumulative percentage confirms that all 78 respondents are accounted for in the analysis.

Table 1.1.4: What is the main causes of your work-related stress

		Frequency	Percentage
Valid	Difficult customer	31	39.7
	High workload	27	34.6
	Lack of support from management	14	17.9
	Poor work-life balance	6	7.7
	Total	78	100.0

INTERPRETATION

This table of data shows of work-related stress causes shows that the most significant factor is dealing with difficult customers (39.7%), followed closely by a high workload (34.6%). Lack of support from management affects 17.9% of respondents, while poor work-life balance is the least reported cause at 7.7%. This suggest that external factors like customer interactions and workload contribute more to stress than internal organizational support or work-life balance.

The additional percentage confirms that all 78 respondents in the analysis.

Table 1.1.5: Experience physical discomfort

		Frequency	Percentage
Valid	Always	5	6.4
	Frequently	14	17.9
	Never	18	23.1
	Occasionally	41	52.6
	Total	78	100.0

INTERPRETATION

The data shows that 52.6% of respondents occasionally experience physical discomfort such as headaches, back pain, or eye strain during or after work, while 17.9% report frequent discomfort. A low percentage of (6.4%) always experience these issues, in other hand 23.1% never face such discomfort. This suggests that while some employees remain unaffected, a important section experiences work-related physical strain, which could impact overall wellbeing and productivity. The accumulative percent confirms that all 78 respondents are included in the statement.

2.1 CROSS TABULATION**Table 2.1.1: Gender Of The Respondent And Age Of The Respondent**

		Age of the respondent:		Total
		20 to 40 year	Up to 20 year	
Gender of the respondent:	Female	14	12	26
	Male	29	23	52
Total		43	35	78

INTERPRETATION

This table shows that among the 78 respondents, 52 are male and 26 are female. In the age group of up to 20 years, there are 23 males and 12 females, while in the 20 to 40 years category, there are 29 males and 14 females. This suggests that males form the majority across both age groups. Overall, the distribution suggests a higher representation of male respondents in the survey.

Table 2.1.2: Gender Of The Respondent And How Many Hours Do You Work On Average Each Day

		How many hours do you work on average each day:			Total
		8 - 10 hours	Less than 8 hours	More than 10 hour	
Gender of the respondent:	Female	16	7	3	26
	Male	23	24	5	52
Total		39	31	8	78

INTERPRETATION

The data indicates that most respondents work between 8 to 10 hours daily, with 39 individuals in this category (16 females and 23 males). A total of 31 respondents work less than 8 hours, with a higher proportion of males (24) compared to females (7). Only 8 respondents work more than 10 hours, consisting of 3 females and 5 males. This suggests that while a majority work standard hour, a small portion exceeds 10 hours, potentially impacting work-life balance.

Table 2.1.3: Gender Of The Respondent And How Often Do You Experience Physical Discomfort (Headaches, Back Pain, Eye Strain) During Or After Work

		How often do you experience physical discomfort (headaches, back pain, eye strain) during or after work :				Total
		Always	Frequently	Never	Occasionally	
Gender of the respondent:	Female	2	5	6	13	26
	Male	3	9	12	28	52
Total		5	14	18	41	78

INTERPRETATION

The data shows that physical discomfort during or after work is a common issue among respondents. Among females, 2 always experience discomfort, 5 frequently, 6 never, and 13 occasionally. Among males, 3 always experience discomfort, 9 frequently, 12 never, and 28 occasionally. Overall, occasional discomfort is the most reported (41 respondents), while only 5 experience it always, indicating that while many face discomfort, its severity varies across individuals.

Table 2.1.4: Gender Of The Respondent And Do You Have Thoughts Of Quitting Your Job Due To Its Impact On Your Mental Health

		Do you have thoughts of quitting your job due to its impact on your mental health?			Total
		No	Occasionally	Yes, Frequently	
Gender of the respondent:	Female	3	16	7	26
	Male	7	23	22	52
Total		10	39	29	78

INTERPRETATION

The data shows that job-related mental health concerns are more prevalent among males than females. Among females, 16 occasionally consider quitting, 7 frequently have such thoughts, and only 3 do not think about quitting. Among males, 23 occasionally consider quitting, while a significant 22 frequently have such thoughts, and only 7 report no such concerns. This suggests that workplace mental health challenges are widespread, with a higher percentage of males frequently contemplating resignation.

Table 2.1.5: Gender Of The Respondent And Do You Feel Comfortable Discussing Mental Or Physical Health Issues With Your Manager Or HR

		Do you feel comfortable discussing mental or physical health issues with your manager or HR?			Total
		No	Sometimes	Yes	
Gender of the respondent:	Female	5	14	7	26
	Male	7	28	17	52
Total		12	42	24	78

INTERPRETATION

The data indicates varying levels of comfort in discussing mental or physical health issues with managers or HR. included in females, 14 sometimes feel comfortable, 7 feel comfortable, and 5 do not. included in males, 28

sometimes feel comfortable, 17 feel comfortable, and 7 do not. Overall, while a majority (42 respondents) sometimes feel comfortable, 12 do not, culminating the need for organizations to foster a more open and supportive work environment.

Findings:

- ❖ 42% of the respondents hold roles categorized as "Other" (subordinates).
- ❖ 50% of the respondents have less than one year of experience in the BPO industry.
- ❖ 50% of the respondents work an average of 8-10 hours per day.
- ❖ 39% of the respondents identify difficult customers as the main cause of work-related stress.
- ❖ 52% of respondents answered 'Occasionally' or 'Often' when asked if they experience physical discomfort during or after work.

Cross Tabulation:

- Male respondents predominate in all age groups – More males (52) than females (26), with the majority of respondents being in the 20–40 age group.
- Males work longer hours: (23) percent of men than women (16) work more than 10 hours
- Physical discomfort is common – Most respondents experience occasional discomfort, with males reporting it slightly more than females.
- Mental health concerns affect both genders – More males frequently think about quitting due to mental stress compared to females.
- Hesitation in discussing health issues – A significant number of respondents sometimes feel comfortable discussing mental or physical health with HR, but many still feel uncomfortable.

Suggestions:

- To improve the mental and physical well-being of employees in the BPO sector, companies have to implement regular mental health check-ins, offering support services and executive support. A supportive work environment is essential, where open discussions on health concerns are encouraged, and managers are trained to handle such consultations with compassion. In other words, work schedules, inclusive options and shift rotations, can help improve work-life balance.
- Stress administration programs like meditation, wellness activities, and relaxation techniques should be introduced. Providing functional workshops, regular health checkups, and fitness incentives can enhance physical health.
- Employee engagement initiatives, like support groups, recognition programs, and career development chances, provide to overall well-being.

Conclusion :

The study shows that the crucial role of workplace conditions in shaping the mental and physical well-being of employees in the BPO industries. The nature of the job, including long hours, and performance pressures, and health-related concerns. Meanwhile some employees feel comfortable discussing their mental or physical health with managers or HR. To analyze these challenges, organizations should implement mental health initiatives, wellness programs that improve employee well-being. Providing access to counseling, promoting open communication, and creating a supportive work environment that improves job satisfaction and productivity.

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