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## A study on mental health in workplace with special reference in it industry

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### Abstract

This paper focuses on mental health in the IT industry. In recent years, there has been a significant research and analysis on the role of mental health in reaching global sustainable development goals. Employees are more likely to experience mental illnesses as a result of workplace stress. Mental illness can result in depression, personality disorders, phobias, anxiety disorders, mood disorders, psychotic disorders and a few more. In this study, we analyzed the Open Sourcing Mental Illness (OSMI) ([osmihelp.org](http://osmihelp.org)) Mental Health in Tech Survey dataset to determine the root causes of mental health disorders among the employees. Here, we looked at the severity of mental illness among working employees based on a variety of factors or attributes, including self-employment, mental health history in the employee's family, company offering benefits, whether the employee is receiving treatment for mental illness, and much more. We then attempted to build a fundamental machine learning model to predict whether an employee requires medical attention or not.

**Keywords:** Mental health, stress, OSMI, employee, machine learning

### 1. Introduction

The IT industry is known for its fast-paced, high-demand environment, often characterized by long working hours, tight deadlines, and constant technological advancements. While this dynamic nature drives innovation and growth, it also poses significant challenges to the mental health of IT professionals. Workplace stress, coupled with the pressure to continuously upskill and adapt, often leads to issues like anxiety, depression, burnout, and other mental health disorders. As mental health becomes an increasingly important global concern, its relevance in the workplace, particularly in high-stress industries like IT, cannot be overlooked. This study aims to explore the mental health challenges faced by IT professionals, identify the root causes, and assess the impact of organizational policies and workplace culture on employee well-being. By analyzing existing data and examining best practices, this research seeks to provide actionable recommendations for fostering a mentally healthy work environment in the IT sector. In recent years, mental health has emerged as a critical aspect of employee well-being, directly influencing productivity, job satisfaction, and organizational success. The IT industry, known for its intense work environments and rapid technological changes, places significant pressure on its workforce. This environment often results in prolonged stress, which can manifest as various mental health disorders, including anxiety, depression, and burnout. Despite the growing recognition of mental health's importance, many IT organizations still struggle to provide adequate support for their employees. This study seeks to address this gap by examining the specific factors that contribute to mental health challenges within the IT sector. Additionally, it explores how companies can implement effective mental health strategies, creating a supportive culture that promotes both individual well-being and long-term organizational sustainability.

### 2. Review of Literature

Chopra P *et al.* (2009) <sup>[31]</sup> a work which is Mental health and the workplace: issues for developing countries. The ability to work successfully is an important aspect of physical and mental health. Workplace productivity has been linked to common mental disorders (CMDs). Underdeveloped countries are projected to bear the brunt of this impact. Furthermore, workplace stress has been related to an increased incidence of CMDs and has a

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major negative impact on mental wellness. This study investigated the link between the employment environment and psychiatric morbidity. In this forum, the evidence for mental health promotion and intervention studies has been debated. They formed to advocate for workplace reform and research to improve mental health in developing-country workplaces in order to improve employee well-being and productivity.

Sasaki, N. *et al.* (2020) <sup>[30]</sup> investigated the links between workplace measures implemented in response to COVID-19 with mental health and the work performance of employees in Japan. This was a cross-sectional study of a sample from a cohort study of full-time employees. Participants (n = 1448) completed an online self-report questionnaire on March 19-22, 2020. Multiple linear regression was conducted to ascertain their fear of and worry associated with COVID-19, psychological distress, and work performance. The number of workplace measures correlated positively with respondents' fear of and worry associated with COVID-19 (adjusted standardized  $\beta = 0.123$ ,  $p < .001$ ), negatively with psychological distress and positively with work performance (adjusted standardized  $\beta = -0.068$ ,  $P = .032$ ; adjusted standardized  $\beta = 0.101$ ,  $P = .002$ ; respectively).

Goetzel, R. Z. *et al.* (2018) <sup>[33]</sup> propose a project to declare a call to action to improve mental health in the workplace. They held a public health summit and formed an Advisory Council comprised of professionals in the fields of occupational health and safety, workplace wellness, and public policy to make recommendations on how to improve workers' health and well-being. The Advisory Council narrowed the list of ideas to four priority projects. The recommendations for action include developing a Mental Health in the Workplace 1) "How to" Guide, 2) Scorecard, 3) Recognition Program, and 4) Executive Training

### 3. Research Methodology

#### Research Design

The research design for this study focuses on understanding the mental health challenges faced by employees in the IT industry and identifying the key factors contributing to these issues. It adopts a mixed-method approach, combining both quantitative and qualitative methods to ensure a comprehensive analysis of mental health in the workplace.

#### Data collection

The data collection process for this study on mental health in the workplace, with a special reference to the IT industry, is designed to gather both quantitative and qualitative data from a diverse group of IT professionals. This ensures a comprehensive understanding of the factors contributing to mental health challenges and how these can be addressed

within the industry.

#### Sampling plan

The sampling plan uses stratified random sampling to ensure representation across various job levels in the IT industry, with a sample size of approximately 300 participants.

#### Description of instrument

The instrument used in the study is a structured questionnaire, which is designed to collect detailed information on the variables of interest.

#### Research framework

The research framework examines the impact of virtual workplaces (independent variable) on employee retention (dependent variable) through the mediating role of organizational commitment. It aims to assess how organizational commitment influences the relationship between virtual work settings and retention rates.

#### Tools for analysis

Pearson Correlation: To assess the strength and direction of the relationship between organizational commitment and employee retention.

#### Hypothesis of study

**Hypothesis 1:** Organizational commitment mediates the relationship between virtual workplaces and employee retention.

**Hypothesis 2:** Organizational commitment is positively related\* to employee retention.

#### Limitations

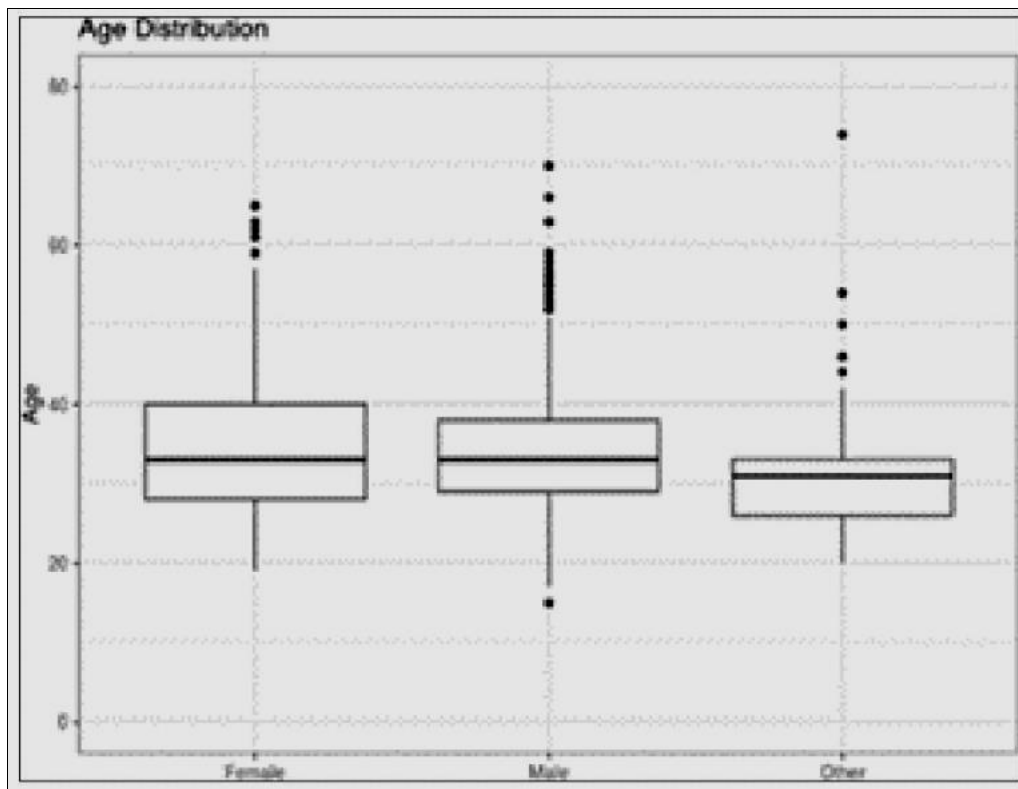
- 1. Geographic and Sector Specificity:** Findings are limited to the IT industry in India and may not be applicable to other regions or sectors.
- 2. Sample Size:** The small sample size of 149 respondents may affect the generalizability of the results.
- 3. Omitted Factors:** Some relevant factors related to talent management and retention may not be covered in the study.

#### 4. Analysis and Interpretation

##### Data set analysis and findings

##### Age distribution of tech company

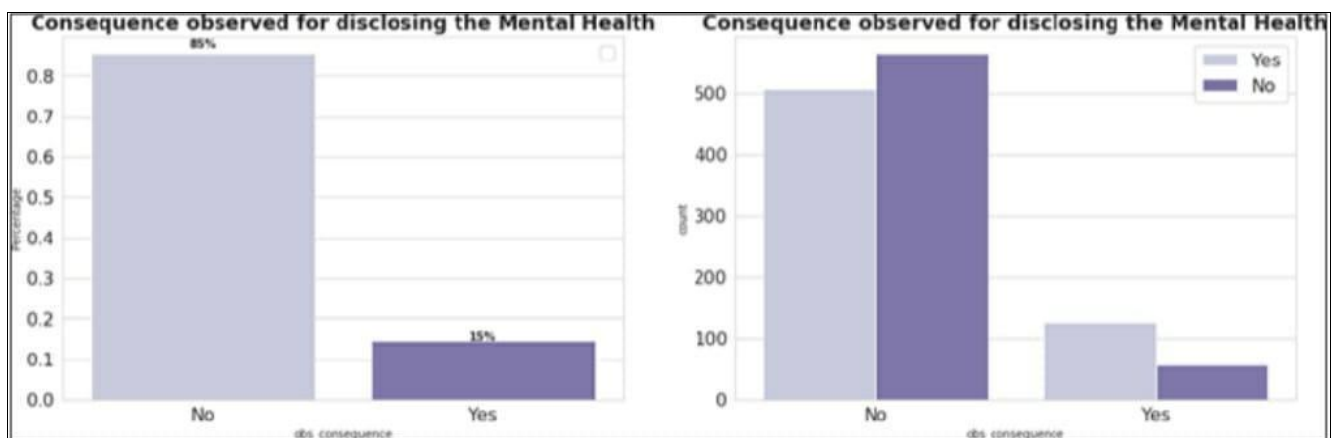
employee Proceedings of the 7<sup>th</sup> North American International Conference on Industrial Engineering and Operations Management, Orlando, Florida, USA, June 12-14, 2022.



**Fig 1:** Global distribution of mental health data set

Figure 1 shows that the majority of the participants are between the ages of 23 and 35. The average age of the population is 31.7 years. The tech industry is still a young world  
 Any negative consequences for co-workers with mental health conditions in workplace

Almost 85% of people never heard of or observed co-workers having negative consequences for having mental health issues. Out of remaining people, who observed negative consequences for co-workers, 10% of them are seeking help.



**Graph 1:** The first graph shows the percentage of employees’ response, positive & negative. The second one shows the number of employees seeking treatment from both the categories

**Conclusion**

The study concludes that mental health challenges in the IT industry are significantly influenced by the high-pressure work environment and rapid technological changes. The findings highlight that prolonged stress, often exacerbated by long hours and constant upskilling demands, can lead to serious mental health issues such as anxiety, depression, and burnout. The research underscores the critical role of organizational commitment in mediating these challenges and its positive impact on employee retention. Effective talent management practices, supported by a strong

commitment to employee well-being, are essential for fostering a healthier work environment. The study advocates for IT organizations to implement comprehensive mental health strategies and cultivate a supportive workplace culture to enhance overall employee well-being and ensure long-term organizational success.

**Scope for further research**

Further research should explore several key areas to enhance understanding and address mental health challenges in the IT industry. Investigating mental health issues across

diverse IT sub-sectors and regions can reveal unique stressors and inform tailored interventions. Longitudinal studies are needed to track how mental health challenges evolve with changes in workplace practices and technology over time. Additionally, examining the specific effects of remote and hybrid work models on mental health can provide insights into the impacts of virtual communication and isolation. Evaluating the effectiveness of various organizational policies and mental health programs is crucial for identifying successful strategies. Incorporating qualitative methods, such as interviews and focus groups, can offer a deeper understanding of employees' personal experiences and needs. Finally, comparing mental health outcomes and support mechanisms across different high-stress industries can help identify best practices and strategies that may be applicable to the IT sector. Addressing these areas will help develop more effective solutions for improving mental health and organizational outcomes in the IT industry.

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