
Psychological wellbeing, an analysis on employees of Manufacturing and service sectors

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Abstract

This research is based on a comparative study between the employees of the manufacturing and service sectors. Various previous studies show that mental and physical health is very significant for productivity at the workplace. For conducting the research, data was collected from the Lucknow district and nearby industrial areas. A total of 458 workers were selected for the study. The main purpose to conduct this study was to find out if there is any difference in the psychological wellbeing of the employees working in the manufacturing and service sector among the selected population. For the analysis of data cross tabulation and Mann-Whitney U test were used.

Keywords:

Psychological wellbeing;
Manufacturing sector;
Service sector;
Industrial relations;
Employee relations.

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1. Introduction

Current workplaces are demanding in nature and seek the full dedication of the employees. Due to cutthroat competition management put eustress to meet the deadlines. Such positive eustress converts to negative distress when management ignores physical and psychological wellbeing. Mental health leads to better physical health. Good mental, as well as physical health, is essential for better productivity at the workplace. Job security, anxiety, workload, job targets, working conditions are the major factor that may impact the psychological wellbeing of the employees.

Cropanzano & Wright (1999) did substantial research on the relationship between psychological wellbeing and performance at work performed by the employees. Healthy and happy people have better physical and mental outcomes and behaviour and they are more tough to face hardship. Vieitez (2001) discussed that due to technological changes, a perception is created among the employees that their job is not safe. Such perception creates great anxiety among the employees. Rathi (2010) says in his research that quality of work-life is very crucial for the psychological wellbeing of the employees. Aryan (2017) says that employees suffering from depression feel fatigued, physical discomfort, emotional stress, performance decline which can lead to increased absenteeism. Banerjee (2020) observed that wellbeing is more significant among urban employees instead of rural employees.

The difference between the services and manufacturing sectors can be predicted as benefits, independent of other considerations. The difference also identifies industrial variation in the correlates of benefit amounts (Nelson, J. I., 1994). Businesses are being more practical in comparison to the previous era and trying to earn more and more profit, especially privately funded businesses. This extraordinary change burdens both the private sector and individual workers, predominantly considering the soaring costs associated with health

care and pensions. Nelson also observed that overall benefits being given to the workers working in the manufacturing sector are more in composition to their counterparts working in the service sector.

2. Research Methodology

This study is descriptive and empirical in nature. Research is based on primary data which was collected from the employees working in various industries of Lucknow. Data was collected with the help of stratified random sampling methods. Respondents were distributed between the manufacturing and service sector. A total of 458 responded were selected for this study. 340 respondents were from the manufacturing sector while 118 employees were selected from the service sector.

For the analysis of data, cross-tabulation and Mann-Whitney test was used. SPSS (version 16) was used for performing the tests and data analysis.

Based on previous studies (Nelson, J. I., 1994) a hypothesis was developed for the research study as there is a significant difference in psychological wellbeing between manufacturing and service sector employees.

3. Data analysis

Respondents were asked various questions based on a five-point Likert Scale to understand their psychological well-being at the workplace. As table 1 shows, 39% of employees from the manufacturing sector agreed that they perceive that their job is not secure. While 40% of employees from the service sector agreed that they perceive that their job is not secure.

Table 2 shows, 36% of employees from the manufacturing sector agreed that they feel anxiety about job security. While 45% of employees from the service sector agreed that they feel anxiety about job security.

Among employees belong to the manufacturing sector 20% (table 3) of employees shared that they feel overburdened in the present job while among employees belong to the service sector 31% of employees shared that they feel overburdened.

Crosstabulation (table 4) shows that 24% of employees from the manufacturing sector find that they remain worried about their job targets while 33% of employees from the service sector find that they remain worried about their job targets.

Table 5 exhibits that 18% of employees from the manufacturing sector find that they remain worried about working conditions and their health while 19% of employees from the service sector find that they remain worried about working conditions and their health.

Table 5 displays that 21% of employees from the manufacturing sector shared that they lose their temper very often while 30% of employees from the service sector find that they lose their temper very often.

For the testing of hypothesis, a null hypothesis was developed as “there is no significant difference between psychological wellbeing among manufacturing and service sector works”. We found that as data was collected on the Likert scale as expected was not normally distributed (Table 7). Thus, a non-parametric test was applied for the testing of the hypothesis. As data were collected on a five-point Likert scale, the Mann-Whitney U test was used for the analysis.

The Mann-Whitney U test, as shown in table 8, gave Asymp sig. a value less than 0.05, thus we could reject the null hypothesis and conclude that there is a significant difference between the psychological wellbeing of the employees belong to the manufacturing and service sector.

Cross Table 1

		Which sector does your job belongs?	
		Manufacturing	Service
Do you think, your present job is secure?	Strongly Disagree	21%	16%
	Disagree	18%	24%
	Neutral	9%	14%
	Agree	37%	23%
	Strongly Agree	15%	24%
Total		100%	100%

Cross Table 2

		Which sector does your job belong?	
		Manufacturing	Service
I'm Anxious about the security of my job.	Strongly Disagree	21%	25%
	Disagree	31%	20%
	Neutral	11%	10%
	Agree	25%	31%
	Strongly Agree	11%	14%
Total		100%	100%

Cross Table 3

		Which sector does your job belongs?	
		Manufacturing	Service
I feel over burden in this job.	Strongly Disagree	26%	19%
	Disagree	40%	29%
	Neutral	15%	20%
	Agree	11%	26%
	Strongly Agree	9%	5%
Total		100%	100%

Cross Table 4

		Which sector does your job belongs?	
		Manufacturing	Service
I'm worried of achieving targets.	Strongly Disagree	15%	14%
	Disagree	41%	31%
	Neutral	20%	22%
	Agree	12%	27%
	Strongly Agree	12%	6%
Total		100%	100%

Cross Table 5

		Which sector does your job belongs?	
		Manufacturing	Service
I'm anxious about the working conditions for my health.	Strongly Disagree	24%	20%
	Disagree	49%	44%
	Neutral	9%	16%
	Agree	11%	14%
	Strongly Agree	7%	5%
Total		100%	100%

Cross Table 6

		Which sector does your job belongs?	
		Manufacturing	Service
I lose my temper very often.	Strongly Disagree	37%	8%
	Disagree	25%	42%
	Neutral	17%	19%
	Agree	12%	23%
	Strongly Agree	9%	7%
Total		100%	100%

Table 7: Table of Normality

Psychological Avg	Shapiro-Wilk			
	Statistic	Statistic	df	Sig.
	.171	.927	455	.000

If the **Sig.** value of the Shapiro-Wilk Test is greater than 0.05, the data is normal. If it is below 0.05, the data significantly deviate from a normal distribution.

Table 8: Mann-Whitney Test

Test Statistics	
	Psychological Wellbeing
Mann-Whitney U	18621.500
Wilcoxon W	68391.500
Z	-2.443
Asymp. Sig. (2-tailed)	.015

Grouping Variable: Sector of Organization

4. Conclusion

Analysis shows that there is a significant difference between the psychological well-being of manufacturing and service sector employees. Though employees from both sectors were equally worried about the security of their job. We observed that employees of the service sector were more anxious, overburdened. This could be the reason that they often lose their temper in comparison to the workers working in the manufacturing sector.

Proper counseling and improving work-life balance, management can improve the psychological wellbeing of the workers. Usually, it was observed that labour laws are strict in the manufacturing sector which provides a protective cover to the workers while we need to provide the same conditions to the employees working in the service sector as well to reduce stress and improve mental as well as physical wellbeing.

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