Temperament of It Professionals with their Quality of Work Life in Selected Urban Areas

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Abstract

Improving an employee's quality of work life improves the employee's state of wellbeing and at the same time increases the company's productivity. The temperament of an individual is influenced by genes and contributes to behavioral decisions. The study aims to identify the temperament of the IT professionals and understand how it may affect their quality of life, in turn to take the necessary measures to cope up, thus, promoting the overall health and wellbeing.

Problem Statement: "A study to correlate the temperament of IT professionals with their quality of work life in selected urban areas".

Objectives: of the study are to assess the temperament and quality of work life of IT professionals and to correlate the temperament with the quality of work life and associate the findings with selected demographic variables.

Methods: Study design adopted is correlational descriptive design. Data collection was done digitally. Data was collected from 384 IT professionals willing to participate in the study.

Data collection: was done using Likert scales for assessing temperament and quality of work life of IT professionals.

Data analysis and findings: In the demographic section, majority of the samples 39% were in the age group of 31-35, 70% of the samples were females, 68% were graduates, 39% of them had their income in the range of 40,000-45,000/- 49% had 5years and more work experience, 74% of them worked in day shift, 52% of them worked 21 to 30 hours extra then the schedule in the given month, and 44% mentioned they never work from home. The assessment of their quality of work life showed that 50% of the respondents had poor quality of work-life, 36.46% of the respondents had average quality of work-life, whereas only 13.54% of the respondents had good quality of work-life. The assessment of their temperament showed 26% had a sanguine temperament, 23% had a phlegmatic temperament, 31% were melancholy, while 20% had choleric temperament. On finding correlation between temperament and quality of work life, it found, a significant correlation between temperament and quality of work-life the overall r was 0.73 and p value was less than 0.05 level of significance. The association of the findings with demographic variables as regards temperament noted associated with the age, gender, education and working schedule. And the association of the findings with demographic variables as regards quality of work life noted association with age, and working schedule only.

Conclusion: The temperament and quality of work life are correlated and could influence each other.

Keywords: Temperament, Quality of work life, IT professionals

Introduction

The study draws attention on the quality of work life among individuals working in the IT firms. It is now generally accepted that quality of human capital and its capabilities is critical to the success of any organization. An individual's role in the family too has undergone radical change and hence it is imperative that work and life be balanced accordingly. Thus, Quality of Work Life has assumed much significance in the present times.(1)

Based on Holland's (1985) vocational theory, Schneider's (1987) ASA model, and the Big Five / narrow traits model of personality, the study on 12,695 IT professionals from 73,140 individuals in other occupations showed that IT professionals had significantly higher levels of agreeableness and tough-mindedness, and lower conscientiousness, emotional stability, extraversion, assertiveness, customer service orientation, optimism, and work drive. The findings reinforced the functional value and person-occupation fit of this distinctive trait profile for the work of IT professionals in an era of technological and organizational change. The implications of the study described for future research as well as the recruitment, selection, management and promotion of IT professionals, as well as their training, development, coaching, and mentoring.(2)

Understanding one's personality can help an individual modify behaviour at work, play to strengths, improve on weakness, interact with co-workers more effectively and ultimately lead to success and wellbeing.(3) the personality traits and the quality of work life that a person has when working can have an impact on their job performance, in completing work and organizing.(4)

Study Title: Temperament and Quality of Work Life among IT professionals

Aim of the study: To identify the temperament of the IT professionals and understand how it may affect their quality of life, in turn to take the necessary measures to cope up, thus, promoting the overall health and wellbeing.

Problem Statement

"A study to correlate the temperament of IT professionals with their quality of work life in selected urban areas"

Objectives:

1.   To assess the temperament of IT professionals.
2.   To assess the quality of work life of IT professionals.
3.   To correlate the temperament with the quality of work life amongst IT professionals.
4.   To associate the findings with the selected demographic variables.

Methods
Study design

A quantitative approach was utilized to achieve the objectives of the study. A correlational descriptive design was adopted. Data collection was performed online using the Google forms. The call for participation was made on social media.

Ethical approval

The Ethics Committee of Dr. D.Y. Patil College of Nursing , approved the study protocol, procedures, information sheet and consent statement. Participants who gave consent to willingly participate in the study would click the 'Continue' button and would then be directed to complete the self-administered tool.

Recruitment procedure

This cross-sectional correlational descriptive study was conducted from 11/11/22 to 1/3/23. All IT professionals who were willing to participate in the study were eligible to participate in the study. Different strategies were used to reach the desired sample size. Two main platforms used in disseminating this survey were social media- WhatsApp and Facebook. A standardized general description about the study was given in the WhatsApp message/social media postings before the link was provided. A total of 384 participants took part in the study.

Study instrument

The survey instrument consisted of the following:

1.   Demographics section, which collected participants' socio-demographic information, including, age, gender, educational status, monthly income, work experience, working schedule, working hours and working shift.

2.   Likert Scale to assess the temperament

3.   Likert Scale to assess the quality of work life. (Modified scale using Charles Figley scale 2009)

Analysis and interpretation of the data

Analysis is a process of organizing and synthesizing data in such a way that research questions can be answered, and hypothesis tested. The collected data was tabulated in master sheet and analysed by using descriptive and inferential statistics as per the objectives of the study.

Section I: Description of Socio demographic data of respondents

Section II: Assessment oftemperament and quality of work life of IT professionals

Section III: Correlation of the temperament with the quality of work life amongst IT professionals

Section IV: Association of the study findings with the selected demographic variables

Section – I: Description of Socio demographic data(n=384)

Table No: I

SN	Variable	Frequency	%
1	**Age**		
a	20- 25 years	60	16
b	26- 30 years	90	24

c	31 to 35 years	150	39
d	35 and above	84	21
2	**Gender**		
a	Male	270	70
b	Female	114	30
c	Not to specify	00	00
3	**Education**		
a	Graduate	260	68
b	Post-graduate	120	31
c	Any additional/ higher qualification	04	01
4	**Income**		
a	30,000 to 35,000	40	10
b	35,000 to 40,000	60	16
c	40,000 to 45,000	150	39
d	45,000 and above	134	35
5	**Working Experience**		
a	06 months	34	9
b	01 to 02 years	60	16
c	02 to 05 years	100	26
d	05 years and above	190	49
6	**Working schedule**		
a	Day shift	284	74
b	Afternoon shift	30	8
c	Night shift	50	13
d	Irregular shift	20	5

7	How many days per month do you work extra hours, beyond your usual schedule, mention the extra hours?		
a	Nil	00	00
b	0 to 10	70	18
c	11 to 20	30	8
d	21 to 30	200	52
e	31 to 40	50	13
f	41 and above	34	9
8	How often do you work from home		
a	Daily	20	5
b	Never	170	44
c	Once a month	90	24
d	Once a week	104	27

Above table shows the demographic data of samples with regard to age, gender, education, income, working experience, working schedule, how many days per month do you work extra hours, beyond your usual schedule, mention the extra hours and how often do you work from home.
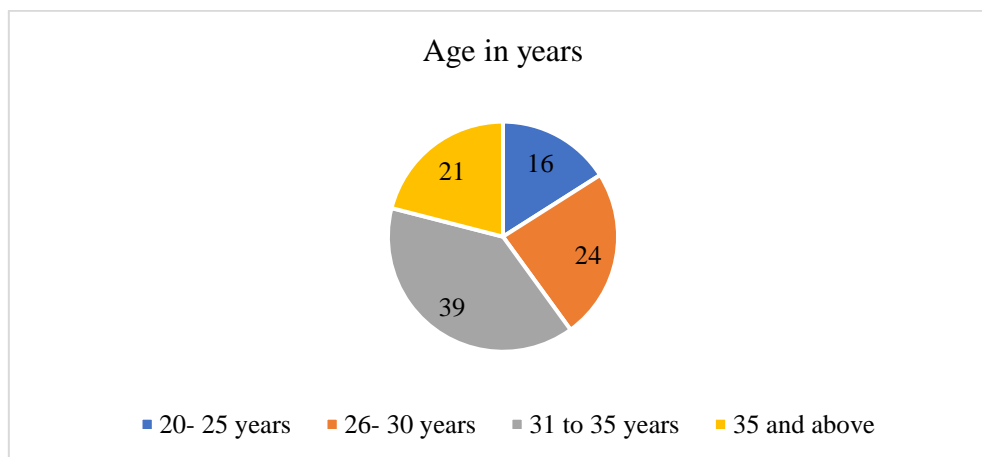

Fig no: 1 Pie diagram showing percentage wise distribution according to the Age of the respondents

Percentage wise distribution of respondents according to their age depicts that highest percentage (39%) of respondents were in the age group of 31 to 35 years, 24% of the respondents were in the age group of 26 to 30 years, 21% of the respondents were in the age group of 25 years and above and 16% of the respondents were from the age group of 20 to 25 years.
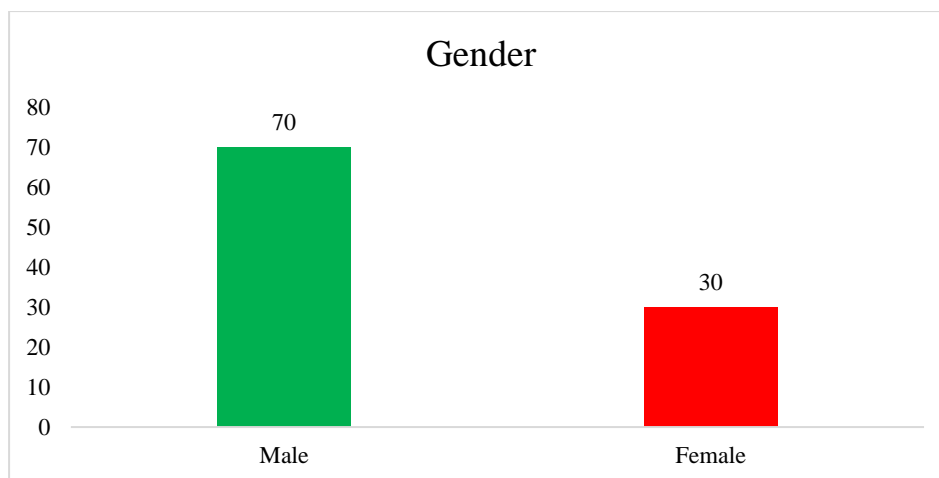
Fig no: 2 Bar diagram showing percentage wise distribution according to the Gender of the respondents

Percentage wise distribution of respondents according to their gender depicts that highest percentage (70%) of respondents were male and 30% of the respondents were female.
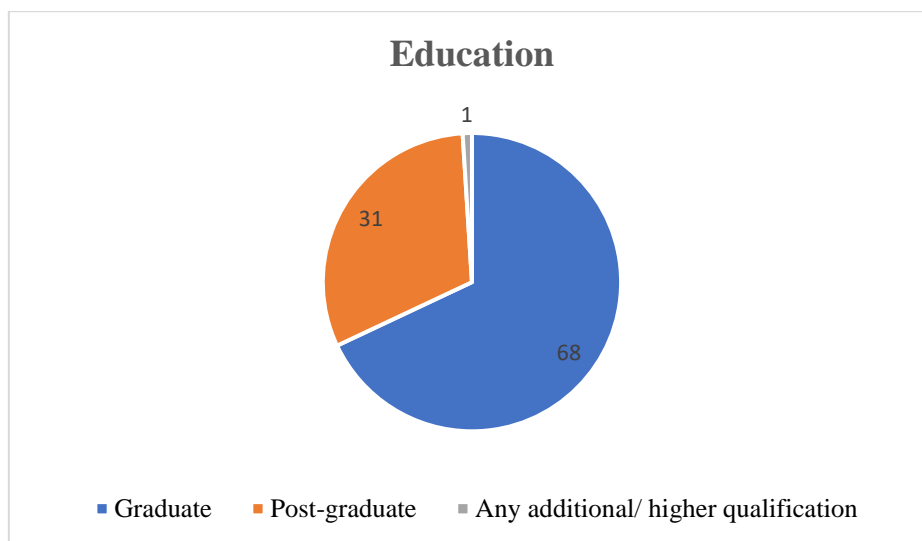

Fig no: 3 Pie diagram showing percentage wise distribution of respondents according to the Educational Status of the Respondents

Percentage wise distribution of respondents according to their educationdepicts that highest percentage (68%) of respondents were graduates and 31% of the respondents were postgraduates.
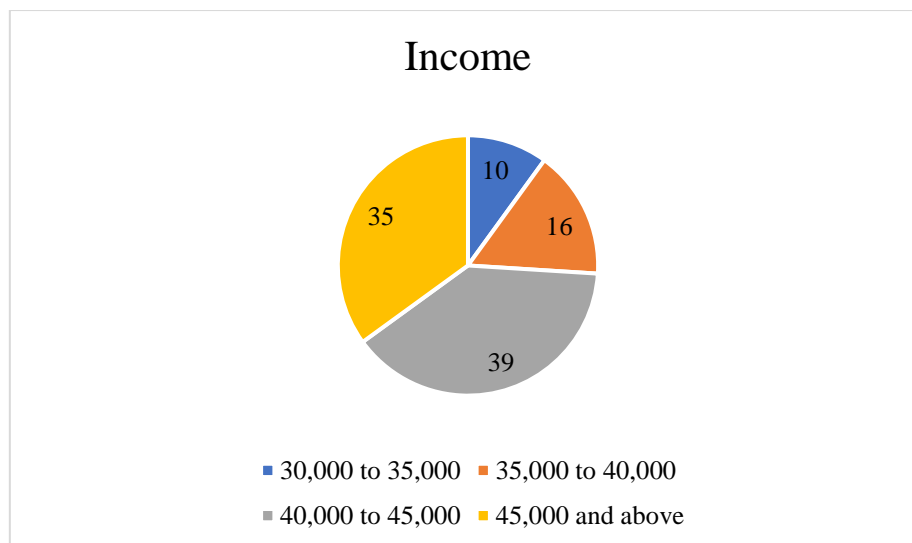
Fig no: 4 Pie diagram showing percentage wise distribution of respondents according to their income

Percentage wise distribution of respondents according to the income of the respondentsdepicts that highest percentage (39%) of respondent's income was 40,000 to 45,000, 35% of the respondent's income was 45,000 and above, 16% of the respondent's income was 35,000 to 40,000 and 10% of the respondent's income was 30,000 to 35,000.
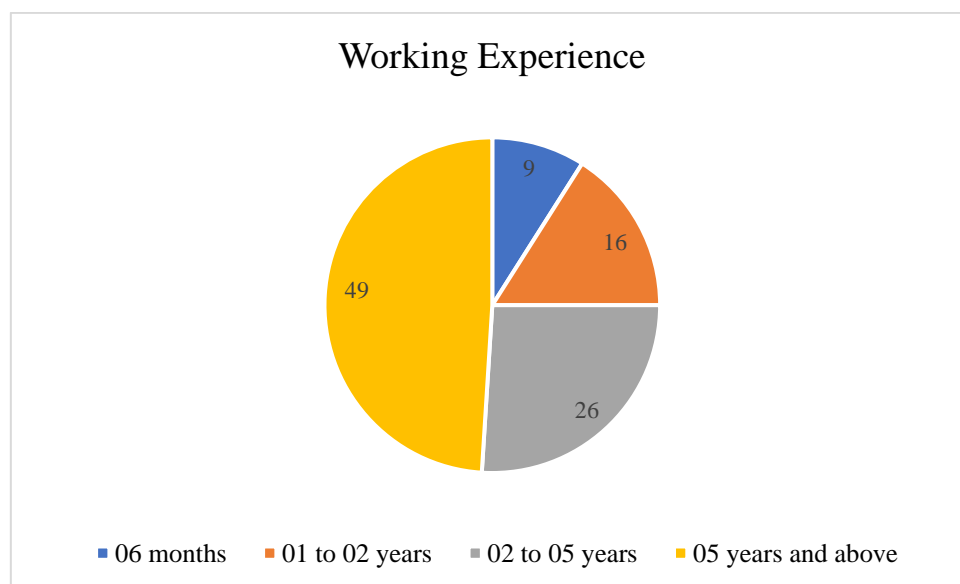

Fig no: 5 Pie diagram showing percentage wise distribution according to the working experience

Percentage wise distribution of respondents according to their working experience depicts that 49% of the respondents had more than 5 years and above experience, 26% of the respondents had 02 to 05 years' experience, 16% of the respondents had 1 to 2 years of experience and 9% of the respondent's experience was 6 months.
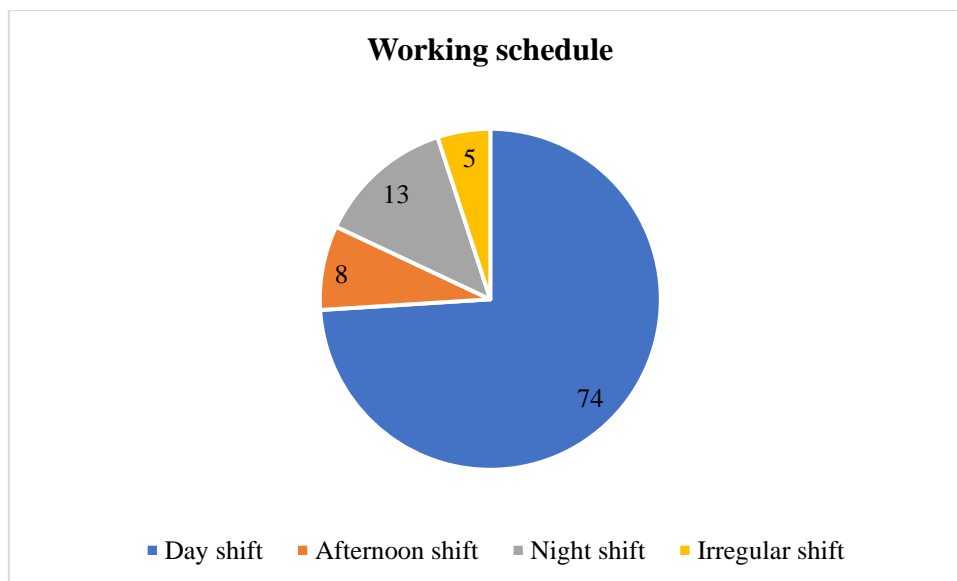
Fig no: 6 Pie diagram showing percentage wise distribution according to the working schedule

Percentage wise distribution of respondents according to their working schedule depicts that 74% of the respondent's working schedule was day shift, 13% of the respondent's working schedule was night shift, 8% of the respondent's working schedule was afternoon shift and only 5% of the respondent's had irregular shift.
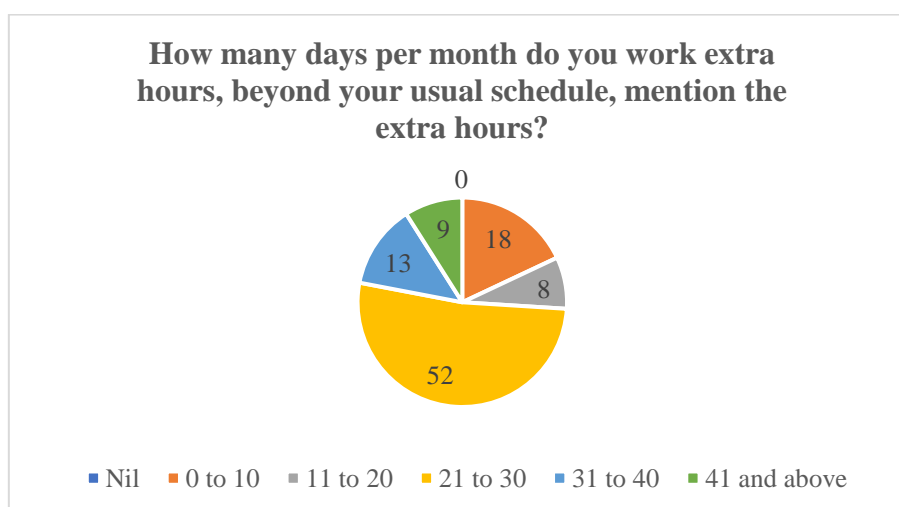

Fig no: 7
Pie diagram showing percentage wise distribution according to respondents extra working hours at their workplace.

Percentage wise distribution of respondents according to their working extra hours depict that 52% of the respondent's work extra 21 to 30 hours beyond their usual schedule, 18% of the respondents work extra 0 to 10 hours beyond their usual schedule, 13% of the respondents work extra 31 to 40 hours beyond their usual schedule, 9% of the respondents work extra 41 and above hours beyond their usual schedule and 8% of the respondents work extra 11 to 20 hours beyond their usual schedule.
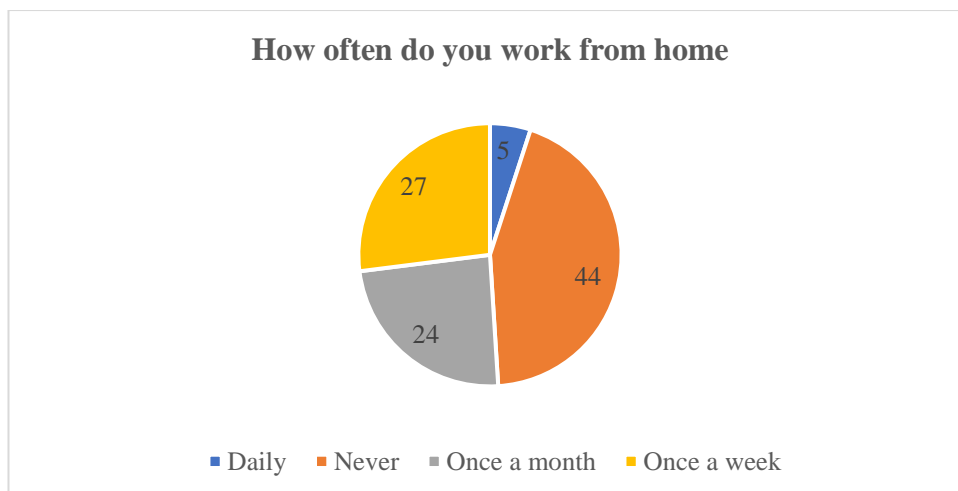
Fig no: 8 Pie diagram showing percentage wise distribution according to the working from home schedule

Percentage wise distribution of respondents according to their working from home schedule depicts that highest percentage of respondents never worked from home and 44% of the respondents worked from home once a week.

Section II
Assessment of temperament and quality of work life of IT professionals (n=384)

Table No: II Assessment of temperament (n=384)

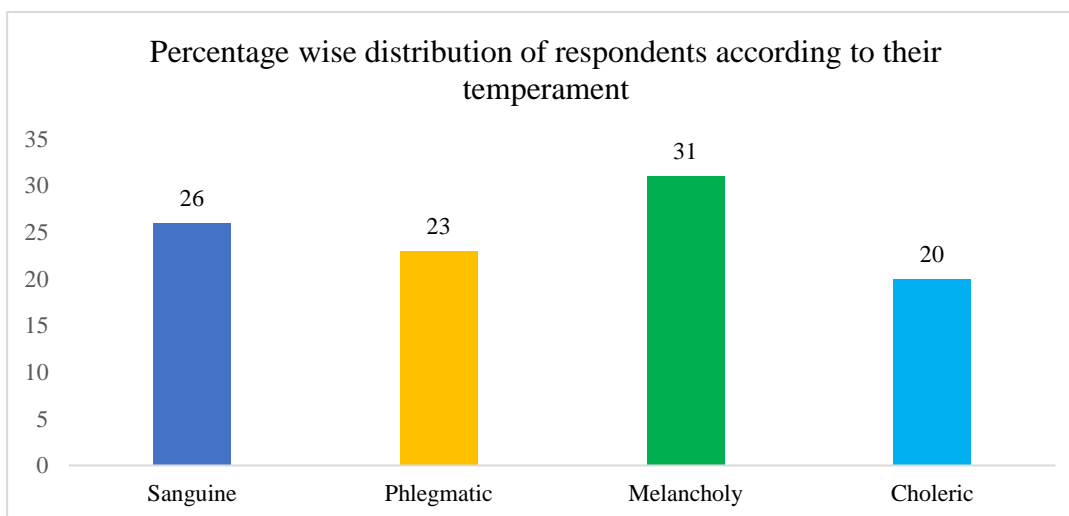| SN	Temperament	Frequency	%
1	Sanguine	100	26
2	Phlegmatic	90	23
3	Melancholy	120	31
4	Choleric	74	20
	Total	384	

Fig no:9 Bar diagram showing Percentage wise distribution of respondents according to their temperament

Percentage wise distribution of respondents according to their temperament depicts that 31% of the respondents had melancholy temperament, 26% of the respondents temperament was sanguine, 23% of the respondents were phlegmatic and 20% of the respondents were choleric.

Table No: III Assessment of Quality of work life (n=384)

SN	Quality of life	Frequency	%
1	Poor Quality of work-life	192	50
2	Average Quality of work-life	140	36.46
3	Good Quality of work-life	52	13.54
	Total	384	
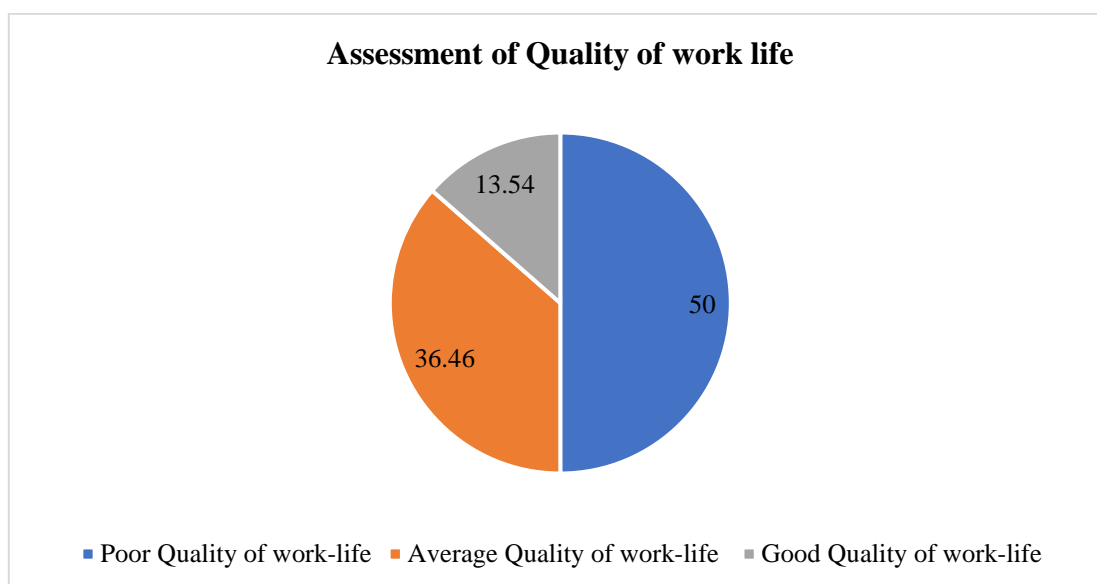
Fig no:10 Pie diagram showing percentage wise distribution of respondents according to their Quality of work life

Percentage wise distribution of respondents according to their quality of life depicts that 50% of the respondents had poor quality of work-life, 36.46% of the respondents had average quality of work-life, 13.54% of the respondents had good quality of work-life.

Section III: Correlation of the temperament with the quality of work life amongst IT professionals

Table No: IV Correlation of temperament and quality of work life of IT professionals (n=384)

SN	Temperament	Quality of work-life			Total	r value	P value	Level of significance
		Poor Quality of work-life	Average Quality of work-life	Good Quality of work-life				
1	**Sanguine**	70	20	10	**100**	0.65	0.001	**Significant**
2	**Phlegmatic**	30	40	20	**90**	0.04	0.98	Not Significant
3	**Melancholy**	50	50	20	**120**	0.78	0.001	**Significant**
4	**Choleric**	42	30	02	**74**	0.02	0.85	Not Significant
Total		**192**	**140**	**52**	**384**	0.73	0.001	**Significant**

Above table shows, correlation between temperament and quality of life of IT professionals. Overall, a significant correlation was found between temperament and Quality of work-life as, the overall r is 0.73 and p value is less than 0.05 level of significance.

As per the type of temperament, Sanguine and melancholy temperament found significant correlation with Quality of life of IT professionals as the p value is less than 0.05 level of significance.

Section IV: Association of the temperament score with the selected demographic variables.

Table No: V Association of temperament with selected demographic variables (n=384)

SN	Variable	Temperament				Total	P value	Level of Significance
		Sanguine	Phlegmatic	Melancholy	Choleric			
1	**Age**							
a	20- 25 years	15	20	10	15	**60**		
b	26- 30 years	25	10	20	35	**90**		
c	31 to 35 years	40	40	60	10	**150**	**0.001**	**Significant**
d	35 and above	20	20	30	14	**84**		
	Total	**100**	**90**	**120**	**74**	**384**		
2	**Gender**							
a	Male	70	60	70	70	**270**		
b	Female	30	30	50	04	**114**	**0.001**	**Significant**
	Total	**100**	**90**	**120**	**74**	**384**		
3	**Education**							

							P value	Level of Significance
a	Graduate	69	59	69	63	**260**		
b	Post-graduate	30	30	50	10	**120**		
c	Any additional/ higher qualification	1	1	1	1	**04**	**0.008**	**Significant**
	Total	**100**	**90**	**120**	**74**	**384**		
4	**Working Experience**							
a	06 months	10	10	10	04	**34**		
b	01 to 02 years	15	15	15	15	**60**	**0.33**	Not significant
c	02 to 05 years	25	25	25	25	**100**		
d	05 years and above	50	40	70	30	**190**		
	Total	**100**	**90**	**120**	**74**	**384**		
5	**Working schedule**							
a	Day shift	80	60	90	54	284		
b	Afternoon shift	10	05	10	05	30		
c	Night shift	03	20	17	10	50	**0.02**	**Significant**
d	Irregular shift	07	05	03	05	20		
	Total	**100**	**90**	**120**	**74**	**384**		

A significant association was found between temperament score with age, gender, Education and working schedule of the IT professionals, as the p value is less than 0.05 level of significance.

Table No: V Association of quality of work life with selected demographic variables (n=384)

SN	Variable	Quality of life			Total	P value	Level of Significance
		Poor Quality of life	**Average Quality of life**	**Good Quality of life**			
1	**Age**						
a	20- 25 years	30	20	10	**60**		
b	26- 30 years	40	30	20	**90**	**0.008**	**Significant**
c	31 to 35 years	70	60	20	**150**		
d	35 and above	52	30	02	**84**		

	Total	**192**	**140**	**52**	**384**		
2	**Gender**						
a	Male	140	100	30	**270**		**Not significant**
b	Female	52	40	22	**114**	**0.096**	
	Total	**192**	**140**	**52**	**384**		
3	**Education**						
a	Graduate	120	100	40	**260**		**Not significant**
b	Post-graduate	70	39	11	**120**	**0.19**	
c	Any additional/ higher qualification	2	1	1	**04**		
	Total	**192**	**140**	**52**	**384**		
4	**Working Experience**						
a	06 months	20	10	4	**34**		**Not significant**
b	01 to 02 years	30	25	5	**60**		
c	02 to 05 years	60	30	10	**100**	**0.85**	
d	05 years and above	82	75	33	**190**		
	Total	**192**	**140**	**52**	**384**		
5	**Working schedule**						
a	Day shift	140	120	24	**284**		**Significant**
b	Afternoon shift	10	10	10	**30**		
c	Night shift	35	5	10	**50**	**0.001**	
d	Irregular shift	07	5	8	**20**		
	Total	**192**	**140**	**52**	**384**		

A significant association was found between Quality-of-life score with age and working schedule of the IT professionals, as the p value is less than 0.05 level of significance.

Discussion

The personality of an individual is dynamic and can be constantly developed in the lifetime. In organizational behavior studies, the employees personality and behavioral pattern , becomes an important aspect to make adjustments so as to succeed in work situations. In this era of technology the employers are making use of various personality tests while selecting employees. Quality of work life is defined as the total quality of an employees work life at

his work place. Quality of work life is not only related to the employees happiness, but also to yielding better results and productivity of the work.

As per the analysis of the demographic data of the samples the following was noted:

- (39%) were in the age group of 31-35 years of age.
- 70% of the respondents were males by gender.
- Majority (68%) of the respondents were graduates in their educational status.
- 39% of them had 40,000-45,000 as their monthly income.
- 49% of samples had their working experience of 5years and above .
- 74% of them worked in the day shift.
- 52% of samples worked extra 21-30 hours beyond their usual working schedule.
- 44% samples worked from home once in a week

On assessment of the temperament of the IT professionals using a 5 point likert scale, the following results were identified:

- 26% samples had the Sanguine temperament
- 23% samples had the Phlegmatic temperament
- 31% samples had the Melancholy temperament and
- 20% samples had the Choleric temperament

On assessment of the Quality of work life of the IT professionals using a 5 point likert scale, the following results were yielded:

- 50% samples showed poor quality of work life.
- 36.46 % samples showed average quality of work life.
- 13.54 % samples showed good quality of work life.

The correlation of temperament of IT professionals with their quality of work life showed that out of the 4 temperaments, 2 of them, namely sanguine, and melancholy had a significant correlation , whereas the other 2 temperaments namely phlegmatic and choleric did not have a significant correlation with the quality of work life.

On association of demographic variables with the temperament of the IT Professionals, it was found that age, gender, education, working schedule, had significant association whereas there was no association between years of working experience and the temperament of the IT professionals.

On association of demographic variables with the quality of work life of the IT Professionals, it was found that age and working schedule, had significant association whereas there was no association between gender, educational status, years of working experience and the quality of work life of the IT professionals

Limitations

1. The researcher was faced with the limitations of online data collection, like response bias, survey fatigue, difficulty in interpreting the sentiments behind the answers.

2. The QWL and temperament of the IT professionals was assessed online by a self-reporting tool which might have resulted in recall bias.

3. The present study design used was cross sectional, so future researches can be conducted using other designs to examine the relationship between these variables and to validate the results of the present study

Recommendations

1. The study can be replicated on a larger sample size, so that the findings can be generalized.
2. Appropriate interventions for influencing/improving the temperament and quality of work life can be used, and thus adding an intervention to the study can contribute to the study samples as well.
3. Similar study to correlate the temperament and quality of work life can be done in other target population groups.

Conclusion

Large number of studies are done on the quality of work life among employees in the banks, hospitals, service sector, IT sector and Educational institutions. But it was noted that there were no studies showing the correlation of quality of work life with an individual's temperament and vice versa. Thus the study focused in understanding the correlation between the individuals temperament and his/her quality of work life and its association with the selected demographic variable, the study showed that there was a significant relationship between the temperament and quality of work life of the IT professionals also few association of the findings with the demographic variables was noted.

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[3]   Computer and Information Science; Vol. 7, No. 3; 2014 ISSN 1913-8989 E-ISSN 1913-8997 Published by Canadian Center of Science and Education 38 Distinctive Personality Traits of Information Technology Professionals John W. Lounsbury1 , Eric Sundstrom1 , Jacob J. Levy1 & Lucy W. Gibson2 1 University of Tennessee, Knoxville, United States 2 Resource Associates, Inc., Knoxville, United States Correspondence: John W. Lounsbury, Department of Psychology, 1404 Circle Drive, University of Tennessee, Knoxville, TN 37996-0900, United States. Tel: 1-865-577-6089. E-mail: jlounsbu@utk.ed

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