Address for correspondence:
B. PAWNI
Research Scholar,
Department of
Management studies,
Sri Krishnadevaraya
University,
Ananthapuramu.
Email:
b.pawni2018@gmail.com

Employee Well-Being practices in the Indian IT Industry: A Case study of selected IT Firms in Hyderabad

B. PAWNI[1] Dr. V. SAILAJA [2]
[1]Research Scholar, Department of Management studies,Sri Krishnadevaraya University, Ananthapuramu.
[2]Research Supervisor, Department of Management studies,Sri Krishnadevaraya University, Ananthapuramu.

Abstract

This study examines employee well-being of the employees in the chosen IT companies of Hyderabad, India. It aims to find out how the different factors like the workplace policies, the organizational culture, and the human resources initiatives play their respective roles in the well-being of the employees, which will be the physical, psychological, and social aspects. So, a descriptive survey research design is used, and primary data is collected from 80 employees of two IT companies by means of a structured questionnaire. The percentage method and descriptive statistics were employed to analyze the data and thus reveal the trends and variations in the perceptions of the employees. It was found out that even though most of the IT organizations have taken the initiative of providing health check-ups, offering flexible work arrangements, and organizing recreational activities, the negative factors like work pressure, long hours and mental stress still play a role in determining the general well-being of the employees. The research emphasizes the need for holistic wellness programs incorporating physical health, mental resilience, and work–life balance within the organizational policy. The paper ends with suggestions for creating sustainable well-being practices that will result in a healthier, more productive IT workforce.

Keywords: Employee well-being, IT industry, wellness practices, Hyderabad, occupational health, work–life balance.

Introduction:
Background of the Study

The Indian Information Technology (IT) sector has been one of the most dynamic and fastest growing industries in the Indian economy. It has played a vital role in India's GDP, export revenues, and employment generation during its three decades of existence. The industry consists of millions of professionals working in various areas like software development, data analytics, AI, cloud computing, and information management. Hyderabad is one of the leading IT hubs in India where global technology companies have settled and the large talent pool is proving to be the main asset besides digital capabilities and innovation.

However, modern IT workplaces, in spite of these great feats, face difficulties which are detrimental to health and well-being of the workers. The work in IT is long hours, intensive project deadlines, job insecurity, and continuous upskilling. Employees operate under constant high-pressure environments for client expectations and performance benchmarks to be met. Such situations cause stress, fatigue, anxiety, and other mental health problems that in turn lower employee morale, productivity, and retention. The IT domain is a double-edged sword; it provides nice salaries, personal and professional growth places, and up-to-date working environments, but at the same time, it leads people to dependency on technology, and thus the whole culture of work will change to be the one that includes sedentary lifestyle and little social interaction. All these factors are very important to health and hence the well-being becomes the most significant issue for the organizations and the respective governments especially the IT sector. Many organizations in the IT field, however, have started to implement well-being programs that include fitness, regular health check-ups, psychological support, yoga, and telecommuting among others, but the efficiency and availability of these programs differ from one organization to another, and not much has been done to find out employees point of view about the usefulness of the programs.

Concept of Employee Well-Being

Employee well-being is a comprehensive condition of physical, mental, emotional, and social health that makes it possible for individuals to operate effectively and realize both personal and professional success. It has been long moved from the standpoint of just the absence of disease to being just the presence of positive conditions conducive to individual growth and happiness at the workplace. In the IT industry, well-being covers a wide range of areas including job satisfaction, stress control, work-life balance, support from management, and availability of self-improvement opportunities. By supporting the wellness programs organizations not only uplift the staff performance but also strengthen the bond between the employer and the employees, reduce the amount of turnover, and cultivate a trusting and involved environment.

Need for the Study

In the fast-paced Indian IT industry, employees often face stress, long working hours, and challenges in maintaining work–life balance. Although many IT firms in Hyderabad have introduced wellness programs, their actual impact on employees' well-being remains unclear. Hence, this study is needed to understand how well-being practices are implemented and perceived by employees, and to identify areas for improvement to ensure a healthier and more productive workforce.

Literature Review

Meitra, S., & Ramesh, S. (2023) The research study observed that the numbers of the IT professionals suffering from depression, anxiety, and stress in Kerala were significantly raising. By means of DASS-21 scale, it pointed out that nearly 22.75% went through depression and 24% were anxious, with night shifts and the absence of weekly days off as the prominent factors. **Deshpande, S., & Chakraborty, S. (2023)** The paper reported the relationship between stress at work and career commitment of Indian IT professionals. It mentioned that heavy workload, job insecurity, and dissatisfaction resulted in lowering career commitment, and thus pointed out that resolving these stressors could be a way of getting the employees to stay longer with the company. **Goud, S., & Gondane, M. (2023)** The writers probed into the connection between stress at work and work-life balance in Pune's IT professionals. They hinted at the main sources of stress to be the workload and the uncertainty of contract, and the finding was that work-life balance suffered a lot from such factors as commuting time and unpredictable hours which were structural problems.

Vijayalakshmi, S., Nirmala, T., & Subasree, R. (2023) The paper threw light on the mental health problems of women who were in the IT sector while working from home. It was revealed that women were more often in discord due to the mixture of their work and family duties, which resulted in more mental health problems. **Majumdar, A., & Kumar, S. (2022)** The research discussed the role of organizational justice and employee well-being in India. It found that perceptions of fairness at work, combined with work engagement and psychological capital, correlated with employee well-being, suggesting that fair practices can enhance employee satisfaction. **Behera, C., & Pahari, S. (2022)** The authors examined the impact of work-life balance on employee motivation among female millennials in Kolkata's IT-BPM sectors. They found that work-life balance significantly influenced employee motivation, highlighting the importance of supportive work environments. **Bharat et al. (2021)** investigated the mental health issues of IT workers in India, and the main focus was on stress, depression, and alcoholism. Stress and depression were found to be the predominant mental health problems, which indicated the urgent need for mental health interventions. The study also reviewed the role of wellness programs in the IT industry of India by measuring their impact on employee engagement and performance. The results showed that such programs were ultimately fruitful for the organizations in terms of employee engagement and performance, which was a good reason for including them in company strategies.

Sathiya (2025) and colleagues looked at the connection between stress at work and the level of commitment of the IT professionals from India. It was concluded that job commitment was negatively impacted by the stress perceived, and so there was a necessity for stress alleviation tactics. Raj (2025) provided a reflection on emotional intelligence as a factor in work-life balance to IT workers in India. The study revealed that the level of emotional intelligence was positively correlated with the quality of the work-life balance and that the provision of EI training could be a good idea. **Gupta (2023)** reviewed the issues of the working environment and job satisfaction and stress levels among IT professionals. Positive working conditions were reported to lead to higher satisfaction with the job and less stress. Mohanty (2025) looked into the impact of wellness programs for employees in Indian multinational companies. The researchers found that the health of employees, their lifestyle, their healthcare costs, and their work-life balance were all positively affected by such programs.

Sode, R. (2024) The study highlighted the impact of technologies on work-life balance. It found that while technology can facilitate flexible working, it also blurs the boundaries between work and personal life, posing challenges to work-life balance. **Kapoor, M. (2023)** The research discussed the challenges of work-life balance in the IT industry post-COVID-19. It found that innovations such as flexible working hours and remote work have developed to achieve work-life balance, but challenges remain. **Prasad, K. D. V. (2025)** The authors examined the relationship between work-life balance and psychological well-being among metro rail travelers working in the IT sector. They found that work-life balance positively influenced psychological well-being, with occupational stress acting as a mediator. The research paper reported the positive impact of corporate wellness programs on the mental health of employees in mid-sized companies located in Bangalore. It revealed that organized wellness

programs not only improved mental well-being but also pointed out their importance in the organizational strategies of that particular industry.

Sarkar, S. (2025) The current work considered the physical and mental wellness of employees in a Bangalore-based IT company and evaluated the impact of one target-oriented wellness program on the mental health of the employees. Quasi-experimental approach was adopted to ascertain the various parameters like stress levels, job satisfaction, and overall mental health, which led to the conclusion that positive impact of comprehensive wellness initiatives on employee wellness. **Purandare, S. (2022)** The authors conducted a comparative study of employee wellness, safety practices, and quality of work-life balance in the IT sector. The results revealed that IT companies are more compliant with wellness and safety practices compared to manufacturing firms.

Objectives of the Study
The major objectives of the study are:
1. To study the range and types of well-being practices implemented in selected Hyderabad IT firms.
   To analyze employees' opinions about their physical, mental, and social wellbeing at work.
   To identify the organizational and personal determinants of employee well-being.
2. To suggest suitable recommendations to enhance workplace well-being and reduce occupational stress.
   Scope of the Study:

The ongoing study is limited to the selected information technology (IT) firms that are functioning in Hyderabad. The study primarily takes full-time employees from the different departments like software development, human resources, and support services. For data analysis, it employs a descriptive survey method along with a percentage method, which enables a good understanding of the patterns and attitudes concerning well-being at the workplace. The research does not aim at generalizing the results to the whole of the IT sector in India, but rather it provides a focused analysis of the well-being practices in the Hyderabad IT ecosystem.

Significance of the Study
The study in question is of significance on both counts, academic and practical. To begin with, it enriches the already existing literature concerning occupational well-being and human resource management in the Indian IT context thereby being a significant contributor from an academic viewpoint. It practically provides valuable insights to the employers regarding the state of their employees' well-being, thus assisting them in making their health, stress management, and employee engagement policies stronger. Besides, the organizations that have come to realize the fact that employee wellness is an important factor in determining productivity and innovation have been using this study's findings to support their recommendations on creating healthier, happier, and more sustainable IT workplaces.

Research Methodology
1. Research Design
The research takes a descriptive survey approach to explore and understand the practices of employee well-being that are present in the selected IT firms in Hyderabad. This particular design helps in getting the quantitative data related to the perceptions, experiences, and satisfaction level of the employees with the current wellness practices, work-life balance, and organizational support.

2. Population
The population for this study comprises employees working in IT companies in Hyderabad, including software engineers, HR personnel, project managers, and other administrative staff. The focus is on understanding well-being practices in the context of a high-pressure IT work environment.

3. Sampling Technique
A stratified random sampling method is employed to ensure representation across different departments, roles, and experience levels. This approach reduces sampling bias and provides a more balanced understanding of employee perceptions across organizational hierarchies.

4. Sample Size
The study includes 80 respondents drawn from two selected IT firms mid-sized software development firm in Hyderabad .

5. Research Tool
Primary data is collected using a structured questionnaire, designed to assess three key dimensions of employee well-being:

Types of Well-Being
Employee well-being is an extensive notion that envelops factors of a psychological and organizational nature aside from physical health that altogether determine the quality of work life. For this research, well-being has been broken down into three dimensions: Physical Well-Being, Mental Well-Being, and Organizational Well-Being, which altogether imply an employee's ability to endure and remain healthy, motivated, and productive in the harsh IT work environment that is here to stay.

1. Physical Well-Being: The state of physical well-being is the employees' health and fitness that allows them to do their jobs quickly and without weariness. One way to achieve a good state of physical wellness and health prevention is by medical check-ups, ergonomic designs of workplaces, and encouraging good living habits like proper nutrition and exercise. In the IT industry, where workers often put in long hours at the computer, one of the best ways to keep the physical healthy is through making sure that employees will not suffer from such ailments as back pain, eyes train, or the like. The companies that have health insurance or give their employees free access to gyms or wellness programs are doing their part, and it is a substantial part, in keeping their employees physically hearty and performing.

2. Mental Well-Being: The term mental well-being refers to an individual's emotional, psychological, and cognitive stability at the workplace. It consists of coping with stress, keeping a cheerful attitude, and being able to deal with professional problems in an efficient manner. In the context of the IT sector, mental well-being is often impacted negatively by the pressure of overbidding project deadlines, working extended hours, keeping up with high client expectations, and being insecure about one's job position. Besides, the organizations can be a great help to their employees' mental health by offering them counselling, mindfulness, stress management training and have an open communication policy. Promoting mental resilience not only enhances individual satisfaction but also reduces absenteeism and turnover rates.

3. Organizational Well-Being

Organizational well-being is a major factor in the overall work environment, policies, and culture that have an impact on an employee's feeling of belonging and participation. It includes support from the leadership, practices for human resources, balance of life and work, teamwork, recognition, and chances for growth. When employees perceive their contributions as important and the organization as supportive, their motivation and loyalty to the organization grow. A healthy organizational climate provokes cooperation, innovation, and a close alignment between employee goals and corporate objectives. On the other hand, in the IT sector where competition and pressure are major issues, it is organizational well-being measures like flexible work schedules, open communication, and professional development that keep the workforce productive and united.

Data Analysis

The collected data will be analyzed using percentage method and descriptive statistics to identify patterns, trends, and differences in perceptions across the sample.

Data Interpretation: 1. Demographic Profile of Respondents

Table 1: Demographic Characteristics of Employees (N=80)

Variable	Category	Frequency	Percentage (%)
Gender	Male	50	62.5%
	Female	30	37.5%
Age Group	21-30 years	40	50.0%
	31-40 years	28	35.0%
	41-50 years	12	15.0%
Experience	<3 years	20	25.0%
	3-7 years	38	47.5%
	>7 years	22	27.5%
Department	IT/Software	45	56.25%
	HR/Admin	20	25.0%
	Other	15	18.75%

Interpretation:

The majority of respondents are male employees (62.5%), aged 21-30 years (50%), with 3–7 years of experience (47.5%), predominantly from the IT/software department. This indicates that the sample largely represents the core technical workforce of the IT firms.

Physical Well-Being

Table 2: Employees' Perception of Physical Well-Being Initiatives

Aspect	Yes	No	Percentage (%)
Health Check-ups	55	25	68.75%
Fitness Programs / Gym Access	42	38	52.5%
Ergonomic Support	35	45	43.75%

Interpretation:

Most employees (68.75%) reported availability of health check-ups, whereas fewer employees have access to fitness programs (52.5%) or ergonomic
.

support (43.75%). This indicates that while basic health initiatives are present, physical well-being programs could be enhanced

Mental Well-Being

Table 3: Employees' Perception of Mental Health Support

Aspect	Yes	No	Percentage (%)
Stress Management Programs	40	40	50.0%
Counseling / Therapy Support	25	55	31.25%
Mindfulness / Resilience Training	30	50	37.5%

Interpretation:

Only 50% of employees reported stress management programs, and less than 40% had access to counseling or mindfulness training. This shows a gap in mental well-being support, indicating a need for more structured psychological support initiatives.

Organizational Well-Being

Table 4: Employees' Perception of Organizational Support

Aspect	Strongly Agree / Agree	Neutral / Disagree	Percentage (%)
Flexible Work Arrangements	45	35	56.25%
Recreational / Social Activities	38	42	47.5%
Supportive HR Policies	50	30	62.5%

Interpretation:

A majority of employees (62.5%) feel supported by HR policies, and over half (56.25%) report having flexible work arrangements. However, participation in recreational or social activities is lower (47.5%), suggesting that organizational initiatives for overall well-being are present but not fully utilized or effective.

Recommendations:

According to the results, the recommendations mentioned below are imparted for the IT companies situated in Hyderabad:

1.Increase Mental Health Support:

Implementation of organized stress control programs, consulting, and mindfulness/resilience training is to be done.. Open the mental health awareness workshops regularly and so the stigma will be reduced.

2.Physical Wellness Initiatives Reinforced:

The areas of fitness, ergonomic office work, and health checks will be increased. Rewards and scheduled events will be used to promote active participation.

3.Encouragement of Work-life Balance:

Apply the new types of work schedules and hybrid work policies when possible. It is advised for the employees to take leaves and enjoy the facilities provided for recreation to combat burnout.

4.Organizational Culture and Policies Development:

Supportive HR policies, team-building activities, and recreational events that improve morale will be the core of the new culture. The employees who are actively involved in wellness programs will be the ones to receive the giant thumbs up and the rewards.

5.Monitor & Evaluate:

There will be regular surveys to measure how satisfied the employees are with the wellness initiatives. Feedbacks will be the way that programs will be continuously refined, ensuring that they are in line with employee needs.

Conclusion:

The study looks into employee wellness practices in two IT firms located in Hyderabad, looking at physical, mental, and organizational dimensions. The results indicate that the workers have a moderate level of awareness of the wellness activities that are available, like the health check-ups and flexible work arrangements. Physical and organizational support systems are quite well-developed, but mental health initiatives are very limited, indicating a lack of stress management and counseling. The general perception of well-being among the staff is moderate; policies of the organization help with the feeling of satisfaction, but long hours and the work-life imbalance still exist. The research points out the necessity of comprehensive approaches involving physical health, mental support, and social well-being to not only enhance employee commitment but also productivity during the work hours. The upcoming research can increase the sample size to include more IT firms and cities, and qualitative methods can be used to get a better understanding of the employee wellness and mental health awareness.

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