

# Impact of shift work on employees in BPO companies

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## ABSTRACT

The paper is about shift rotation and its effect on employees. According to a study conducted by Harvard researchers and survey of National Sleep Foundation rotational shifts are being responsible for car crashes and dangerous errors due to sleeplessness and inattention. In BPO companies shifts are often rotated for employees and this affects the employee's health which is discussed in the paper. The main concern for choosing this topic is due to the emergence of many new BPO companies and the paper reveals about the problem faced by the employees due to rotation in job. Correct shift timing is important to protect the employees. The factors considered for the study are: health issues and lifestyle changes, family and social life and performance. The study is done in BPO companies focusing on the employees and the sample used is 35. The statistical tools used for the study are t test and one-way ANOVA.

**Keywords:** Shift work, BPO, health issues, family and social life, performance.

## 1. INTRODUCTION

Rotational shift work means different types of work schedules and it changes according to a set schedule. It encompasses both long term night shifts and work schedules in which employees change or rotate shifts. BPO Company which serves as 24/7 employs people in shifts and nowadays the shift timings are changed often, it has been changed at least twice a week for an individual. This frequent change makes the employees to lose their temper and this result in negative feeling towards their job, frustration, inattention and so on.

Shift work is said to be a risk factor because it creates severe health problems. The physiological issues are created and it also affects family and social relationships of the employees. The changing pattern of shift affects the lifestyle of an individual the total system is being affected.

**Statement of the problem:** The employees working in BPO companies are facing serious problems due to their changing shift work. The change in schedule causes confusion among the employees and it makes them difficult to concentrate on their work this affects their performance. BPO companies which functions 24 hours a day have to employ persons in night shifts too which affects the health and their lifestyle has also been affected. Some serious health problems faced by the employees are upset stomach, nausea, diarrhea, constipation, and heartburn, increased risk of injuries and accidents, insomnia, general feeling of being unwell. People who do shift work tend to have sleep disturbances and sleep loss. They might feel isolated, since their jobs cut them off from their friends and families. And they cannot maintain relationships with their family as well as the society.

**Objectives of the study:** The objectives of the study are

- To study the health issues and lifestyle changes faced by the employees to be studied.
- To study how the employees performance has been affected due to changing shift work.
- To know whether they maintain a cordial relationship with the family and society.

## 2. RESEARCH METHODOLOGY

The research methodology is a systematic way of solving a research problem. The researcher used descriptive research because the study reveals the facts that are currently happening in the organization. The data is collected using primary data and secondary data. Primary data is collected using structured questionnaire and secondary data are collected on the basis of previous research papers, journals, magazines and websites. The study is conducted in Dextrasy technologies and Caamkat solutions in Thiruchirapalli. The sample size taken for the study is 30. The sampling technique adopted for the research study is simple random sampling. The statistical tools used are one sample t test and one-way ANOVA.

**Data analysis and interpretations:**

**Table.1. Gender wise distribution of the respondent**

Gender	No.of respondent	Percentage
Male	18	60
Female	12	40
TOTAL	30	100

**Source: Primary data**

The gender wise distribution of the respondents are shown below in figure 1. The marital status of the respondents are given below in figure 2. The age of the respondent is depicted in figure 3.

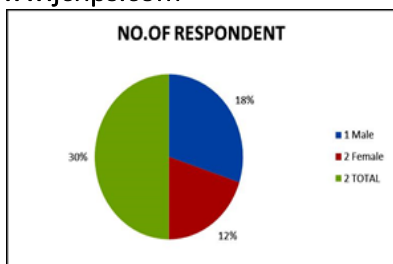


Figure.1. Gender wise distribution of the respondent

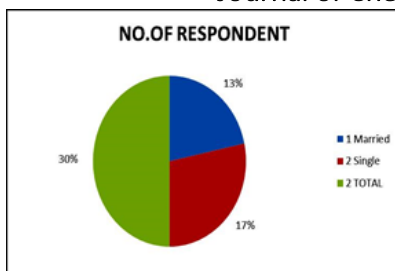


Figure.2. Marital status of the respondent

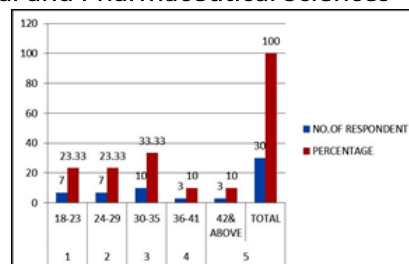


Figure.3. Age of the respondent

The table shows the gender wise distribution and majority of the employees are male whose percentage is 60.

Table.2. Marital status of the respondent

Marital Status	Number of Respondents	Percentage
Married	13	43.33
Single	17	56.66
Total	30	100

Source: Primary data

Interpretation: From the analysis it is found that 43.33% of the employees are married and 56.66% of the employees are single.

Table.3. Age of the respondent

Age	Number of Respondents	Percentage
18-23	7	23.33
24-29	7	23.33
30-35	10	33.33
36-41	3	10
42 & Above	3	10
Total	30	100

Source: Primary data

Interpretation: From the analysis it is found that majority if the employees belong to the age group 30-35 i.e 33.33% and 23.33% of the employees belong to the age group 24-29.

Table.4. Salary of the respondent

Salary	Number of Respondents	Percentage
4000-8000	6	20
9000-13000	8	26.66
14000-18000	4	13.33
19000-23000	7	23.33
24000 & ABOVE	3	10
TOTAL	30	100

Source: Primary data

The salary of the respondent is shown in the diagram below

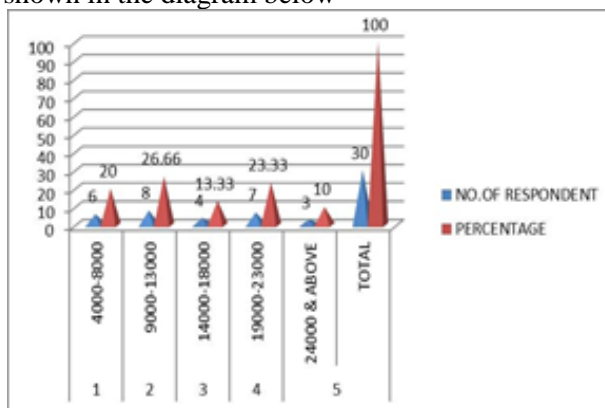


Figure.4. Salary of the respondent

Interpretation: The table shows the salary of the employees 26.66% of the employees are getting salary between 9000-13000 and 23.33% are getting salary between 19000-23000.

**Table. 5(a).The factor performance influencing shiftwork of the employees**

Modules	Definitely yes	Probably yes	In between	Probably not	Definitely not
<b>Performance</b>	<b>Frequency</b>				
Feels at their best in the morning	3	3	5	11	8
Feels tired earlier	1	1	11	9	8
Concentrate on work even shift changes	1	3	5	18	3
Completes work with in time	4	0	5	18	4
Completes work without errors	1	6	4	12	7

**Table. 5(b).The factor Amount of sleep influencing shiftwork of employees**

Modules	Plenty	Sufficient	Moderate	Insufficient	less
<b>Amount of sleep</b>	<b>Frequency</b>				
Between successive morning shifts	4	5	7	8	6
Between successive afternoon shifts	0	2	5	10	13
Between successive night shifts	2	8	13	5	2
Between successive days off	0	3	5	14	8
Between an afternoon and a morning shift	1	4	6	8	11

**Table.5(c).The factor Quality of sleep influencing shift work of employees**

Modules	Extremely well	Quite well	Moderately well	Quite badly	Exactly bad
<b>Quality of sleep</b>	<b>Frequency</b>				
Between successive morning shifts	2	3	7	11	7
Between successive afternoon shifts	1	3	10	8	8
Between successive night shifts	8	13	4	3	2
Between successive days off	4	4	10	7	8
Between an afternoon and a morning shift	1	4	10	7	8

**Table. 5(d).The factor Health influencing shiftwork of the employees**

Modules	Extremely well	Quite well	Moderately well	Quite badly	Exactly bad
<b>Health</b>	<b>Frequency</b>				
Eye sight is affected	2	11	4	6	7
Back pain	1	2	1	13	13
Obesity	1	8	4	11	6
Depression	1	10	6	6	7
Eating pattern has changed	1	16	1	10	2

**Table.5 (e).The factor Family and social life influencing shiftwork of the employees**

Modules	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
<b>Family and Social Life</b>	<b>Frequency</b>				
Did not get much time to spend with family	1	5	1	14	9
Have friends outside the organization	0	1	12	12	5
Takes office work to home	1	2	3	14	10
Work pressure affect your family bonding	1	2	4	17	6
Get time for recreational activities	2	3	8	14	3

The table 5(a), 5(b), 5(c), 5(d) and 5(e) represents the factors and with their frequencies which is done using Likert scale. This table is prepared for further analysis i.e. t test and one-way ANOVA.

**Table.6.Applying t test for the factors**

Factor	Test Value = 3					
	T	Df	Signature	N	Mean	Standard deviation
Performance	-5.557	29	0.000	30	2.38	0.611
Amount of sleep	-5.148	29	0.000	30	2.40	0.631
Quality of sleep	-2.765	29	0.010	30	2.69	0.607
Health condition	-3.063	29	0.005	30	2.62	0.679
Family and social life	-8.072	29	0.000	30	2.24	0.515

Source: Primary data

**Interpretation:** For the factor performance, the t value of -5.557 is highly significant at 29 degrees of freedom as the significant value is .00 which is less than 0.05. From the mean value of 2.38 we can conclude that the employees feel that their performance is negatively affected by shift work. The amount of sleep is analysed using t test and the t value of -5.148 is highly significant at 29 degrees of freedom as the significant value is .00 which is less than 0.05. From the mean value of 2.40 we can conclude that the employees feel that the amount of sleep they usually get is negatively affected by shift work. The quality of sleep of the employees is analysed and the t value of -2.765 is highly significant at 29 degrees of freedom as the significant value is .010 which is less than 0.05. From the mean value of 2.693 we can conclude that the employees feel that the quality of sleep is negatively affected by shift work. For the factor health condition the t value of -3.063 is highly significant at 29 degrees of freedom as the significant value is .005 which is less than 0.05. From the mean value of 2.62 we can conclude that the employees feel that the health condition is negatively affected by shift work. The factor family and social life is analysed the t value of -8.072 is highly significant at 29 degrees of freedom as the significant value is .000 which is greater than 0.05. From the mean value of 2.24 we can conclude that the employees feel that the family and social life is negatively affected by shift work.

**Table.7. Analysis using one way anova: Comparison between age and health condition of the respondents**

Age	N	Mean	Std. deviation	Std. error	F	Sig.
18-23	7	2.8286	0.67753	0.25608	1.071	0.392
24-29	7	2.7143	0.76470	0.28903		
30-35	10	2.7000	0.59067	0.18679		
36-41	3	2.2667	0.70238	0.40552		
42 and above	3	2.0000	0.72111	0.41633		
Total	30	2.6200	0.67945	0.12405		

Source: Primary data

**Interpretation:** As the F value of 1.071 is not significant as the significant value is .392 which is greater than 0.05 we can conclude that there is no significant difference in the opinion regarding the impact of shift work on health condition for the employees who belongs to different age group.

**Table.8. Analysis using one way anova: Comparison between marital status and family & social life of the employees**

Marital status	N	Mean	Std. deviation	Std. error	F	Sig.
Married	13	202769	0.54491	0.15113	0.114	0.738
Single	17	202118	0.50730	0.12304		
Total	30	2.24	0.51569	0.09415		

Source: Primary data

**Interpretation:** As the F value of .114 is not significant as the significant value is .738 which is greater than 0.05 we can conclude that there is no significant difference in the opinion regarding the impact of shift work on family and social life of the employees who belongs to different marital status.

### 3. FINDINGS

- From the analysis it is found that the employees feel that shift work affects their performance in a negative way.
- The analysis shows that the employees do not get enough sleep because of change in shift timings.
- The analysis shows that quality of sleep for the employees is adversely affected by on shift work.
- From the analysis it is found that the health of the employees is affected badly.
- It is found that there employees feel that their family and social life is negatively affected because of shift work.
- From the analysis it is found that there is no significant difference in the opinion regarding the impact of shift work on health condition for the employees who belongs to different age group.
- The analysis implies that there is no significant difference in the opinion regarding the impact of shift work on family and social life of the employees who belongs to different marital status.

### SUGGESTIONS

- Shift systems should be adjusted according to the preferences of the employees so that their performance can be improved.
- Continuous changing of shifts should be avoided which otherwise affects the health of the employees.
- The employees should try to get enough sleep by consulting doctors or by doing exercises or meditations because sleeplessness cause many adverse effects.
- The employees should adjust their time to spend with their family and friends to lead a peaceful life.

### 4. CONCLUSIONS

The study helps to know some of the problems faced by the employees particularly in BPO companies because of the emergence of many BPO firms which employs personnel in a shift system. From the analysis findings and suggestions were provided for the employees as well as the employers which will help them if it is considered. The study includes only few factors further study can be conducted by considering various factors and including a large number of samples to provide more valuable suggestions.

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