

# A Study on Emotional Wellbeing at Workplace In M/S. Twilight It Solutions Private Limited, Pondicherry

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## ABSTRACT:

The study titled “A Study on Emotional Well-Being at the Workplace in Twilight IT Solutions” aims to evaluate the emotional health, stress levels, and overall well-being of employees within the organization. Emotional well-being has become a crucial component of workplace success, directly influencing job satisfaction, productivity, and employee retention. The research was conducted among 127 employees of Twilight IT Solutions using a structured questionnaire. Statistical tools such as Percentage Analysis, Chi-Square Test, Correlation, and ANOVA were applied to interpret the data effectively.

The findings reveal that most employees experience a moderate level of emotional well-being, with work–life balance, managerial support, and organizational culture serving as key determinants. The study establishes a significant positive relationship between emotional well-being and work–life balance, highlighting that employees who maintain balance exhibit higher emotional stability and job engagement. However, the research also identifies recurring stress factors, unrealistic workload expectations, and limited awareness of wellness programs as challenges affecting employees’ mental health.

Based on the results, the study suggests implementing flexible work policies, enhancing mental health awareness, offering professional counselling services, and promoting a supportive work environment to improve emotional wellness. The research emphasizes that prioritizing emotional well-being not only strengthens employee morale but also contributes to greater organizational performance and sustainable growth.

**Keywords:** Emotional well-being, Workplace stress, Work–life balance, Employee engagement, Mental health, Organizational support, Job satisfaction, Productivity, Twilight IT Solutions.

## INTRODUCTION

The review of literature aims to provide a comprehensive overview of existing research and theoretical frameworks related to emotional wellbeing in the workplace, particularly within the context of the IT industry. By examining prior studies, theories, and models, this section seeks to contextualize the current study and highlight the gaps in knowledge that this research aims to address.

## MEANING:

Emotional Wellbeing refers to an individual's ability to manage and express their emotions effectively, maintain positive relationships, and cope with stress and adversity. It encompasses a sense of self-awareness, emotional resilience, and overall mental health. In the workplace, emotional wellbeing is crucial for fostering a supportive and productive environment, where employees can thrive both personally and professionally.

The concept of emotional wellbeing has evolved over time, drawing from various fields such as psychology, philosophy, and medicine. Understanding its origin helps in appreciating its complexity and significance in modern contexts, including the workplace.

- Twilight IT Solutions, a software development and IT consulting company has been dealing with Enterprises, Start-ups and Agencies since 2012 providing the services in terms of Enterprise Web Development, Start-up Consulting, Mobility Solutions, and UI/UX Consulting. Twilight IT Solutions carries a combined experience of 1000+ years with the team size of 200+ Employees that are working from our Headquarters based out of Puducherry, India.
- The company specializes in a wide array of services including custom software development, mobile and web application development, cloud infrastructure solutions, and immersive technologies such as augmented and virtual

reality.

- Twilight IT Solutions is particularly known for its healthcare IT offerings, providing HIPAA-compliant platforms for electronic medical records (EMR), telemedicine, and hospital automation. Their agile development teams also support long-term product engineering for startups and Fortune 500 clients alike.
- Twilight has garnered acclaim, receiving the FICCI Award for Best Startup of the Year in 2023, alongside our ISO certification.
- Led by directors Rekha Arumugam and Jeevitha Ramamurthy, the leadership team combines technical expertise with strategic foresight. Their vision has propelled the company to deliver over 1800 successful projects to more than 400 global clients, including over 50 Fortune 500 companies. Twilight IT Solutions maintains a strong presence across North America, Europe, and Asia-Pacific, offering tailored solutions that meet diverse business need.

## **OBJECTIVES OF THE STUDY**

### **PRIMARY OBJECTIVE:**

To study about Emotional well-being at workplace in M/s. Twilight IT Solutions, Puducherry.

### **SECONDARY OBJECTIVE:**

- To evaluate the current emotional well-being of employees at Twilight IT Solutions.
- To identify key workplace factors that contribute to emotional stress or imbalance.
- To assess the effectiveness of existing wellness initiatives and support systems.
- To suggest strategies for improving emotional well-being within the organization.
- To understand the perception of employees towards emotional well-being and job performance.

### **REVIEW OF LITERATURE ARTICLE: 1**

#### **Environmental, social, and corporate governance activities with employee psychological well-being improvement - By S Managi – 2022**

The article examines how environmental, social, and corporate governance (ESG) activities positively influence employees' psychological well-being. It emphasizes that organizations committed to ESG initiatives create a supportive and healthy work environment. Environmental sustainability efforts foster a sense of purpose, while social responsibility initiatives enhance inclusivity and community engagement. Ethical corporate governance builds trust and fairness within the workplace.

### **ARTICLE: 2**

#### **Team, Autonomy and Organizational support, well-being, and Work Engagement in the Spain Computer Consultancy Industry: The Mediating Effect of Emotional Intelligence.**

**By Julio Suárez-Albanchez, Pedro Jimenez-Estevez, Juan Jose Blazquez-Resino, and Santiago Gutierrez – Broncano - 2022**

This study investigates the effects of job autonomy and organizational support on employee well-being and work engagement, highlighting the mediating role of emotional intelligence. A survey using a 5-point Likert scale was conducted among professionals in Spain's IT consultancy industry, with data analyzed through PLS-SEM in SmartPLS software.

### **ARTICLE 4**

#### **Employment and emotional well-being in veterans with mental illness By Emre Umucu, Beatrice Lee - 2023**

This study investigates the emotional well-being of employed versus unemployed veterans with mental illnesses, focusing on factors such as negative affect, psychological well-being, stress, and social relationships. Data was collected from three groups between 2018 and 2020: 156 veterans with mental illness from Amazon MTurk, 232 veterans with PTSD symptoms from a higher education institution, and 129 veterans with various disabilities, including psychiatric conditions, also from a higher education institution.

### **ARTICLE 5**

#### **The Well-being of Software Developers: A Systematic Literature Review By P Godliauskas, N Lancer- 2021**

The systematic literature review by Godliauskas and Lancer (2021) examines the well-being of software developers, highlighting the unique challenges and stressors they face in the tech industry. The authors analyze various studies to

identify factors affecting developers' mental health, such as work- life balance, job satisfaction, and social support.

## RESEARCH METHODOLOGY

### RESEARCH DESIGN:

A research design is a plan for collecting and analyzing data to solve a research problem. This study used a descriptive research design. Structured questionnaires were used to collect primary data and describe the variables accurately.

### SOURCES OF DATA:

Data refers to information or facts however it also includes descriptive facts, non- numerical information, qualitative and quantitative information.

Data could be broadly classified as

- Primary data
- Secondary data

### TOOLS USED FOR DATA COLLECTION:

Data collection tools are instruments used to collect information for performance assessments, self-evaluations, and external evaluations; the data collection tools need to be strong enough to support what the evaluations find during research. In this study a researcher used a questionnaire method for data collection.

### QUESTIONNAIRE CONSTRUCTION:

A questionnaire is a widely used research tool consisting of a series of questions to collect useful information on a specific topic. It helps gather data from a target population in a convenient way. When properly designed and administered, it provides reliable information about individuals or groups.

### SAMPLING DESIGN:

Sampling is the process of selecting a subset of individuals from a population to represent the whole group. Researchers use sampling because surveying the entire population is costly and time-consuming. It reduces cost, saves time, and improves data accuracy and quality.

<b>Type of Research</b>	: Descriptive Research
<b>Population Size</b>	: 200 Employees
<b>Sample Size</b>	: 127 Employees
<b>Sampling Method</b>	: Simple Random Sampling
<b>Sampling Unit</b>	: TWILIGHT IT SOLUTIONS

### SIMPLE RANDOM SAMPLING:

Simple random sampling is a method where each member of the population has an equal chance of being selected for the study. It ensures unbiased representation and is ideal for large, homogeneous populations.

### DEFINING THE POPULATION:

Defining the population involves specifying the group of individuals relevant to the research study. It sets the boundaries for who will be included or excluded in the sample, ensuring the study's findings are applicable to the target group.

### STATISTICAL TOOL:

These are tools, which help to analyse the collected data. This analysis contains various approaches like comparisons, detecting, accuracy, estimation etc. In this survey the researcher applied some statistical tools for analysing raw data.

The applied statistical tools are:

- DESCRIPTIVE STATISTICS
- CORRELATION ANALYSIS
- ANOVA

- CHI-SQUARE

**STUDY PERIOD:**

The period of study: 23 June to August 16th, 2025.

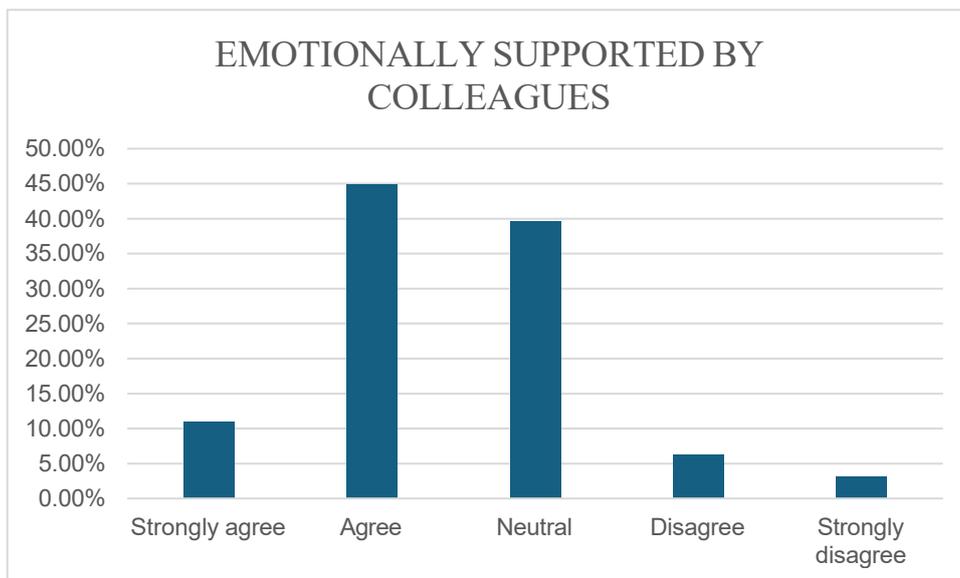
**DATA ANALYSIS AND INTERPRETATIONS**

**PERCENTAGE ANALYSIS**

**EMOTIONALLY SUPPORTED BY COLLEAGUES**

SL.NO	CATEGORY	FREQUENCY	PERCENTAGE
1.	Strongly agree	14	11.0%
2.	Agree	57	44.9%
3.	Neutral	44	39.6%
4.	Disagree	8	6.3%
5.	Strongly disagree	4	3.1%
<b>TOTAL</b>		<b>127</b>	<b>100%</b>

**INFERENCE:**



From the above table it is inferred that 44.9% of the respondents feel agree as emotionally supported by colleagues and 3.1% respondents strongly disagree with the same.

**CHI SQUARE TEST:**

**GENDER VS EMOTIONAL CONCERN AT WORKPLACE**

**HYPOTHESIS:**

**NULL HYPOTHESIS(H0):**

There is no significant association between respondents regarding their gender and emotional concern at workplace

**ALTERNATIVE HYPOTHESIS(H1):**

There is significant association between respondents regarding their gender and emotional concern at workplace

**Case Processing Summary:**

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Gender * Workplace	127	100.0%	0	0.0%	127	100.0%

**Gender \* Workplace Crosstabulation**

Count

	Workplace			Total
	Yes	Maybe	No	
Male Gender	0	28	15	43
Female	73	0	11	84
Total	73	28	26	127

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	98.662 <sup>a</sup>	2	.000
Likelihood Ratio	127.157	2	.000
Linear-by-Linear Association	51.880	1	.000
N of Valid Cases	127		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 8.80

**CALCULATION:**

Calculated value : 98.662 The  
 degree of freedom 2  
 Significance level : 0.05  
 The tabulated value : 0.000

In chi-square whenever the calculated value is greater than the tabulated value the alternative hypothesis is accepted, and null hypothesis is rejected.

**INFERENCE:**

In the above result table, the SPSS generated value '<0.001' in less than the significant value 0.05, the

Null Hypothesis is rejected.

Therefore, the two variables are associated at 5% level of significance

5.2.

CORRELATION METHOD

PARAMETRIC:

HYPOTHESIS

NULL HYPOTHESES: (H0)

There is no significant relationship between emotional wellbeing and work life balance.

ALERNATE HYPOTHESES: (H1)

There is a significant relationship between emotional wellbeing and work life balance.

Correlations

		Wellbeing	Balance
Wellbeing	Pearson Correlation	1	.449**
	Sig. (2-tailed)		.000
	N	127	127
Balance	Pearson Correlation	.449**	1
	Sig. (2-tailed)	.000	
	N	127	127

\*\* . Correlation is significant at the 0.01 level (2-tailed).

R = 0.449

From the SPSS output generated, the correlation value is 0.449 and the significance value is 0.01 which is less than 1. So, the null hypothesis is rejected and alternate hypothesis are accepted.

INFERENCE:

Hence, it is high degree of correlation. Thus, there is significance relationship between the maintaining the emotional wellbeing and work life balance.

FINDINGS OF THE STUDY:

- 49.6% are aware of emotional wellness programs, showing moderate awareness.
- 64.6% have utilized company wellness services, reflecting good participation rates.
- 45.7% rated existing wellness programs as moderately effective, suggesting they provide some benefit but could be improved further.
- 38.6% agree that mental health is prioritized by management, though 37% remain neutral — showing management initiatives are visible but not fully convincing to all.
- Work–life balance initiatives (22%) are considered the most impactful factor for improving well-being, followed by professional counselling services (21.3%).
- Recreational and wellness activities (18.1%) are least preferred, suggesting employees value structured balance and support systems over casual activities.

CONCLUSIONS:

The study highlights that emotional well-being significantly impacts productivity and job satisfaction, and employee retention at **TWILIGHT IT SOLUTION PRIVATE LIMITED, PONDICHERRY**. By prioritizing

mental health, implementing flexible work policies, and fostering a supportive work environment, TWILIGHT can enhance employee engagement and overall organizational performance. Embracing a culture of continuous learning and recognition will further strengthen employees' emotional well-being, contributing to a healthier, more resilient workforce.

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