

A Study on Impact of Digital Transformation on Employees' Mental Health and Well Being in it Sector in Chennai

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ABSTRACT: In an effective digital workplace, employees enjoy an increase in flexibility in both their work schedules and in their work environment. The negative impacts of digitalization include the possibility of employees experiencing techno stress. Techno stress is a psychological response caused by an inability to cope with introducing new digital technologies. Techno stress has been linked with biological stress reactions. More efficient resource management encourages knowledge sharing and collaboration across departments. Enhanced employee engagement and empowerment, better customer insights and experiences.

The objective of the study is to analyze the impact of digital transformation on employees mental health and well-being in IT sector in Chennai. The study based on the opinion and expectation of employees. Total sample size for the study is 100 respondents. Descriptive research design and Convenience sampling techniques were used for the study. Primary data and secondary data have been used in the study. Simple percentage analysis, chi square analysis and correlation analysis have been applied in this study to reach the finding of the study. It is found that there is a positive relationship between the age of respondents and lifestyle changes. It is suggested that the employees must maintain and create proper social network in order to be aware in their life as well as to prevent depression due to the work load. It is concluded that bringing life style changes, physical exercise and yoga are needed for the working employees to attain successful career in their future.

KEYWORDS: Digital transformation, mental health, Employee well-being, Workplace technology adoption

I. INTRODUCTION

Without effective support, mental disorders and other mental health conditions can affect a person's confidence and identity at work, capacity to work productively, absences and the ease with which to retain or gain work. People with severe mental health conditions are more likely to be excluded from employment, and when in employment, they are more likely to experience inequality at work. Being out of work also poses a risk to mental health. Mental health is all about how people think, feel, and behave. Mental health specialists can help people with depression, anxiety, bipolar disorder, addiction, and other conditions that affect their thoughts, feelings, and behaviours. Mental health includes our emotional, psychological, and social well-being. It affects how we think, feel, and act. It also helps determine how we handle stress, relate to others, and make choices. Mental health is important at every stage of life, from childhood and adolescence through adulthood. Mental health is a state of mental well-being that enables people to cope with the stresses of life, realize their abilities, learn well and work well, and contribute to their community. It is an integral component of health and well-being that underpins our individual and collective abilities to make decisions, build relationships and shape the world we live in. Mental health is a basic human right. And it is crucial to personal, community and socio-economic development.

Mental health is more than the absence of mental disorders. It exists on a complex continuum, which is experienced differently from one person to the next, with varying degrees of difficulty and distress and potentially very different social and clinical outcomes. Mental health conditions include mental disorders and psychosocial disabilities as well as other mental states associated with significant distress, impairment in functioning, or risk of self-harm. People with mental health conditions are more likely to experience lower levels of mental well-being, but this is not always or necessarily the case. The WHO states that mental health is “more than just the absence of mental disorders or disabilities.” Peak mental health is not only about managing active conditions but also looking after ongoing wellness and happiness.

OBJECTIVES OF THE STUDY

- To examine the impact of digital transformation on employees’ mental health
- To assess the physical health issues experienced by employees due to digital transformation.
- To identify the impact of digital transformation on employees well being
- To analyse employees’ perception of digital transformation and its influence on work-life balance and productivity.

II. REVIEW OF LITERATURE

E. Sansovini and A. Magida (2025) examined the impact of digital technologies on employee mental health using the UTAUT model. Their study found that while digital tools improve performance and efficiency, they also create psychological strain due to constant connectivity and technology dependence. Employees experience increased stress levels when adapting to new systems and expectations.

Benedetto-Meyer, M. and Boboc, A. (2019) explored how digital transformation is often surrounded by broad and sometimes ambiguous organizational discourses, which differ from actual implementation practices. Their study highlights that while digital transformation promises efficiency and flexibility, it can also lead to increased work pressure, role ambiguity, and stress among employees. This is especially relevant in IT environments where constant technological change demands continuous adaptation, potentially impacting employees’ psychological well-being.

Peter Litchfield, Cary Cooper, Clare Hancock, and Paul Watt (2016), workplace well-being in the 21st century is influenced by rapid technological advancements. Their research emphasizes that while technology can enhance productivity and work-life balance, it may also blur boundaries between personal and professional life, leading to burnout and mental fatigue. This dual impact is particularly evident in IT sectors, where remote work and digital tools are widely adopted.

C. Victor and L. Babaci-Victor (2017) discussed the digital revolution as both a threat and an opportunity. They argued that organizations must strategically adapt to digital changes to avoid negative consequences such as job insecurity and employee stress. Their work suggests that proper training and change management can transform digital disruption into a positive force, improving employee engagement and well-being.

III. RESEARCH METHODOLOGY

This study adopts a descriptive research design. Convenience sampling technique was adopted for this study. Both primary data and secondary data are applied to the study. The size of the sample to be used in this study is 100 respondents. Simple percentage analysis, chi square analysis and correlation have been used in this study.

Data analysis and interpretation

Table No. 1 GENDER OF THE RESPONDENTS

Gender	Number of Respondents	Percentage (%)
Male	60	60%
Female	40	40%
Total	100	100%

Source: Primary data

Interpretation

That out of a total of 100 respondents, 60 are male and 40 are female. This indicates that a majority of the participants in the survey are male, accounting for 60% of the total sample, while female respondents make up 40%.

Table No. 2 AGE OF THE RESPONDENTS

Age Group	Number of Respondents	Percentage (%)
18–25	20	20%
26–36	35	35%
37–46	25	25%
Above 46	20	20%
Total	100	100%

Source: Primary data

Interpretation

Respondents reveal that the largest group, 35%, falls within the 26–36 age range, followed by 25% in the 37–46 bracket. Respondents aged 18–25 constitute 20%, while those above 46 years also make up 20% of the sample. This indicates that a significant portion of the participants are in the young to early mid-career stage, which may influence their preferences, decision-making patterns, and engagement in activities relevant to their age and life stage.

Table No. 3 EMPLOYEES’ PHYSICAL HEALTH ISSUES

Statements	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
Body pain due to withstanding sitting and working	30 (30%)	40 (40%)	15 (15%)	10 (10%)	5 (5%)	100 (100%)
Digital transformation creates habits of physical inactivity	25 (25%)	45 (45%)	15 (15%)	10 (10%)	5 (5%)	100 (100%)
It leads to eye irritation	35 (35%)	40 (40%)	10 (10%)	10 (10%)	5 (5%)	100 (100%)
It causes neck and joint pains	28 (28%)	42 (42%)	15 (15%)	10 (10%)	5 (5%)	100 (100%)
It causes sleeping problems	22 (22%)	40 (40%)	20 (20%)	13 (13%)	5 (5%)	100 (100%)

Source: Primary data

Interpretation

Respondents reveal that 30% strongly agree and 40% agree that body pain occurs due to prolonged sitting and working, while 15% are neutral, 10% disagree, and 5% strongly disagree. Regarding the impact of digital transformation on physical inactivity, 25% strongly agree and 45% agree, with 15% neutral, 10% disagree, and 5% strongly disagree. For eye irritation, 35% strongly agree and 40% agree, while 10% are neutral, 10% disagree, and 5% strongly disagree. Neck and joint pains are reported by 28% strongly agreeing and 42% agreeing, with 15% neutral, 10% disagree, and 5% strongly disagree. Finally, 22% strongly agree and 40% agree that working conditions cause sleeping problems, while 20% are neutral, 13% disagree, and 5% strongly disagree. Overall, the majority of employees indicate that work-related health issues, including body pain, eye strain, joint problems, and sleep disturbances, are notable concerns.

Table No. 4 EMPLOYEES' PERCEPTION TOWARDS DIGITAL TRANSFORMATION

Statements	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
Digital transformation ensures work-life balance	28 (28%)	42 (42%)	15 (15%)	10 (10%)	5 (5%)	100 (100%)
It provides the feeling of ease to complete the job	30 (30%)	45 (45%)	15 (15%)	7 (7%)	3 (3%)	100 (100%)
It leads to positive changes in energy level	25 (25%)	40 (40%)	20 (20%)	10 (10%)	5 (5%)	100 (100%)
It facilitates feeling of lower tiredness than work in office	22 (22%)	38 (38%)	25 (25%)	10 (10%)	5 (5%)	100 (100%)
It brings changes in lifestyle	20 (20%)	35 (35%)	25 (25%)	15 (15%)	5 (5%)	100 (100%)

Source: Primary data

Interpretation

Respondents reveal that 28% strongly agree and 42% agree that digital transformation ensures work-life balance, while 15% are neutral, 10% disagree, and 5% strongly disagree. Regarding ease in completing tasks, 30% strongly agree and 45% agree, with 15% neutral, 7% disagree, and 3% strongly disagree. For positive changes in energy level, 25% strongly agree and 40% agree, while 20% are neutral, 10% disagree, and 5% strongly disagree. About feeling less tired than working in the office, 22% strongly agree and 38% agree, with 25% neutral, 10% disagree, and 5% strongly disagree. Finally, 20% strongly agree and 35% agree that digital transformation brings lifestyle changes, while 25% are neutral, 15% disagree, and 5% strongly disagree. Overall, the majority of employees indicate that digital transformation positively influences work efficiency, energy levels, and lifestyle adjustments.

IV. CHI SQUARE ANALYSIS: RELATION BETWEEN THE GENDER OF THE RESPONDENTS AND LEADS TO EYE IRRITATION

Null hypothesis (H₀):

There is no significant difference between gender of the respondents and leads to eye irritation

Alternative hypothesis (H₁):

There is some significant difference between gender of the respondents and leads to eye irritation.

Chi-Square Tests			
	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.827 ^a	4	0.306
Likelihood Ratio	4.918	4	0.296
Linear-by-Linear Association	0.192	1	0.661
N of Valid Cases	100		

a. 4 cells (40.0%) have expected count less than 5. The minimum expected count is 1.56.

Interpretation

As per the above table, it is inferred that the P value is .306; it is not significant to 5% (0.05) significant level. The minimum expected count is 1.56. Thus, alternative hypothesis is rejected and it is found that there is no significant relationship between gender of the respondents and eye irritation.

V. CORRELATION ANALYSIS: RELATIONSHIP BETWEEN AGE OF THE RESPONDENTS AND BRINGS CHANGES IN LIFESTYLE

Correlations			
		AGE OF THE RESPONDENTS	BRINGS CHANGES IN LIFESTYLE
AGE OF THE RESPONDENTS	Pearson Correlation	1	.734**
	Sig. (2-tailed)		0
	N	100	100
BRINGS CHANGES IN LIFESTYLE	Pearson Correlation	.734**	1
	Sig. (2-tailed)	0	
	N	100	100

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

Interpretation

The Above table indicates that out of 100 respondents, co-efficient of correlation between age of the respondents and brings changes in lifestyle is 0.734, This indicates a strong positive relationship between age and lifestyle changes, suggesting that as age increases, employees are more likely to experience lifestyle changes due to digital transformation.

VI. SUGGESTIONS

- The employees should be free when doing the work from home due to digitalization.
- The employees should maintain emotional intelligence during the work.
- They should be stress free work environment and they should create good atmosphere for their work.
- Family support plays a crucial role in maintaining work-life balance.
- They should avoid feelings of boredom in their life. They should maintain their work and life together with proper balance.
- Employees should engage in regular physical exercise and avoid the prolonged sitting and working.
- The employees must provide rest for the eyes as well as they should do small exercise for eye also to prevent irritation.
- The employees must ensure their quality of work life due to the digitalization.
- The employees must maintain and create proper social network in order to be aware in their life as well as to prevent depression due to the work load.
- They should do the work with full-fledged mode to accomplish all the works successfully for the organization.
- The employees must have resources and capabilities to easily complete the task in the home.
- The employees must create positive changes in their life style due to their briskness in their job.

VII. CONCLUSION

Technology has shaped the way we work, and has modified the work itself. Faster processes, electronic records, synchronous and advanced communication systems, such as video-audio conferencing, emailing, instant messaging and social networking have enabled a high level of communication; optimizing time and minimizing space. Thanks to these advances, new professional sectors have been developed under the general description of teleworking including tele-medicine, tele-education, tele-consultancy. However, this growth, based on the associated technological achievements, has not been without a dark side. Although digitalization offers several benefits, it also has certain disadvantages. The working employees have mental issues such as depression, feeling of monotony work, family conflicts and etc. Also, they have health issues such as eye irritation, joint pains and sleeping problem. Due to globalization, this digitalization must be accepted by the working people. They should follow some Do's and Don'ts based on the suggestions in the study in order to get competitive capabilities and potentials to face the digitalization impact in their career. Simply, the study concluded that bringing life style changes, physical exercise and yoga are needed for the working employees to attain successful career in their future.

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