

Effect Of Workplace Aggression Through Work Environment on Employee Performance in It Sectors, Chennai.

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Abstract -This study aims to analyze the effect of workplace aggression through work environment factor on the employees' performance in IT sector, Chennai. More specifically, the study sought to establish which physical factors, psychological factors, social factors and organizational factors affect performance of IT sector employee' in Chennai. Descriptive research design and quantitative research approach was used and sample of 120 employees' collected from IT sector in Chennai. Data analysis was done using Statistical Package for Social Science (SPSS) software and information was presented through tables. The regression analysis revealed that all independent variables have significant impact on employees' performance in IT sectors. The results indicated all the factors were positively associated on employees' performance in at workplace.

Keywords: Workplace Aggression, Work Environment, Employees' Performance.

Introduction

Workplace aggression occurs between employees, supervisors, managers, and the organization. It occurs when coworkers do not cooperate, leaders and supervisors do not support employees, and the organization does not care about employees. This research examines workplace aggression through work environmental factors and its effect on employee performance.

Schat and Kelloway (2000) define workplace aggression as "behavior by an individual or individuals within or outside an

organization that is intended to physically or psychologically harm a worker or workers and happens in a work-related context."

Workplace aggression encompasses behaviors causing psychological and physical harm, including sexual harassment and incivility, from various agents, including superiors, coworkers, subordinates, and citizens. This approach aligns with research highlighting similar behaviors in various forms of workplace violence (Buchanan and Fitzgerald, 2008).

The work environment is crucial for employees to positively face their work. It can be

divided into four types: physical, psychological, social, and organizational. Physical work environments include clean spaces, flexible hours, hygiene facilities, and proper ventilation. Psychological work environments focus on employees' physical well-being, such as stress relief, good support, and a sense of organization's care for their health and well-being.

In social work environments, social support from unions and governments is recommended to ensure employees feel comfortable in their work life. In organizations, employees are considered real assets and should be treated with care. Promotions and welfare can enhance employee performance and productivity, ultimately achieving organizational objectives. A positive approach to workplace management can enhance employee performance and achieve organizational objectives effectively.

A work environment is the setting where employees work and impacts their performance. It can include physical conditions like office temperature and equipment, as well as factors like work processes or procedures. A comfortable and inclusive workplace environment improves employee performance, ultimately boosting organizational performance (Nanzushi, Cynthia, 2015).

The workforce's performance is the heart and soul of an organization, and it significantly impacts its success. Even minor changes in employee performance can make a significant difference. An exceptional performance leads to the organization's success. To achieve end goals, crucial measures must be taken. The work environment plays a crucial role in influencing employee behavior, indicating effectiveness and efficiency (BUSHIRI, 2017).

Humans are influenced by their surroundings, whether physical or non-physical, in order to achieve organizational goals. Work environment encompasses tools, systems, structures, and procedures that affect employee performance, affecting their performance either positively or negatively (Satyvendra, 2019).

Advancements in technology have increased competitive challenges in fulfilling

organizational demands in the work environment. Intangible factors, such as policies, incentives, rules, work culture, relationships, supervisor support, and colleague compatibility, play a vital role in an organization's success. These factors can be measured through success and results, ensuring a positive work environment for employees. Employees now focus on their work environment to measure performance and identify optimal conditions for optimal performance (Satyvendra, 2019).

Individuals enjoy working for financial survival but may no longer view the workplace as their second home. They often feel forced to accommodate in uncomfortable conditions, leading to depression, stress, and long-term health issues (Jena, 2016). Environmental conditions significantly impact work quality and employee performance (Genzorová, 2017).

The working environment's engagement affects employees' desire to learn new skills and capabilities, affecting motivation and productivity (BUSHIRI, 2017). Popoola, Ayeni, and Tella's (2017) study highlights that well-managed organizations view employees as root resources for productivity, performance, and quality. They view employees as capital investments and fundamental sources of improvement and success.

(Awoke's 2019) study on Ethiopian workers at Bole Lemi Industrial Park found a significant relationship between physical working environment, reward, training, and employee performance. Leadership style and work life balance did not show a significant relationship.

This study explores the impact of the workplace environment on employee performance, focusing on physical, psychological, social, and organizational factors. It aims to provide a comprehensive understanding of these factors and their impact on organizational success.

Objectives of the study

The general objective of the study to analyze the effect of work environment on employees' performance in IT sector at Chennai. The specific objectives are

- ✓ To assess the effect of physical work environment on the employee performance
- ✓ To investigate psychological environmental factors on employee performance
- ✓ To examine the social environmental factors on employee performance
- ✓ To analyze the effect of organizational environmental factors on employee performance.

Research Hypothesis

This paper focused on analyzing the following four research hypothesis

Ho1: physical environmental factors have no significant effect on employee performance.

Ho2: psychological environmental factors have no significant effect on employee performance.

Ho3: Social environmental factors have no significant effect on employee performance

Ho4: Organizational Environmental factors have no significant effect on employee performance.

Ho5: workplace Aggressions has no significant effect on employee performance.

Review of Literature

Workplace Aggression

Concha Antón, Merlin Patricia Grueso-Hinestroza, Juan C. Espinosa and Mirela Turc(2022) authenticate a model of relationships among workplace aggression, job satisfaction, and wellbeing at work among 1,066 female and male officers from the Romanian Border Police. Results showed no differential gender effects, but women reported higher levels of workplace aggression than men. Workplace aggression significantly and negatively forecast job satisfaction and wellbeing at work. The research is exploratory but can generate interventions to reduce undesirable behaviors like verbal aggression, malicious jokes, discrimination, and perception of inequalities, gossip, and defamatory words. Future research should consider different sources and conditions of victims and witnesses.

Lars Peter Andersen, Birgit Aust and Trine Nøhr Winding (2021) found that high emotional work demands and low control were

associated with increased risk of pupils' aggressive behavior towards teachers. The study used a survey method from 94 public schools, collecting 1198 samples. The authors recommend supervisors balance teachers' emotional demands with their resources to prevent such behavior.

Muhammad Naseem Khan , Zia Ul Haq, Khan et al. (2021) found that 51% of healthcare personnel experienced workplace violence in the last 12 months, with 842 participants responding to a questionnaire. The study found that 51% of healthcare personnel had experienced any form of workplace violence.

Cheng, Dawson, Thamby, and Liaw (2020) investigate the prevalence of aggression in healthcare and its impact on employee turnover intention, health, and engagement. The study includes 36850 occupational groups, including medical/dental, nursing, allied health professionals, and scientific technical staff. The study highlights the importance of employee engagement in reducing negative behaviors and improving overall workplace well-being.

Sareen (2017) highlights workplace violence, affecting nurse, doctor, and patient relationships. Nurses and doctors display aggressive behaviors due to work stress and personnel issues. Patients may not prioritize healthcare employees' safety.

Work Environment

Gu Zhenjing, Supat Chupradit, and Yenku Kuo (2022) studied the impact of workplace environment on employee task performance, focusing on employee commitment and achievement-striving ability. A cross-sectional research design, involving 420 questionnaires and 314 samples, found that a positive work environment significantly improved employee performance.

Muhammad (2022) conducted a study on the impact of the working environment on employee performance in private schools in Peshawar City. A sample of 200 employees was selected through convenient sampling and analyzed through ANOVA. The results showed that the working environment significantly impacted job satisfaction. The main reasons for employee

satisfaction were supportive work environment, equal work distribution among coworkers, and accommodating supervisors.

Adamopoulos et al. (2022) conducted a systematic review of literature on job satisfaction, stress, and burnout in the public health sector. They found that demographics and workplace environment significantly affect perceived job risk, stress, and satisfaction levels. The study highlights the importance of understanding these factors in the public health workforce.

ohra, Ozyesil, and Esin (2022) studied the impact of the working environment on employees performance among 210 staff members. A self-administered investigation form was developed, and regression analysis and Cronbach's Alpha were used to interpret the data. The study found a significant and positive correlation between the working environment and job happiness. The authors suggest encouraging employees to work together to achieve company goals.

Mgaiwa (2021) investigated the impact of perceived work environment on academicians' job satisfaction in Tanzania's higher education. A sample of 116 academicians was selected from two universities and a cross-sectional survey was conducted. A hierarchical multiple regression analysis revealed that academic freedom, participative decisions, supervision, teamwork, and resources significantly predicted academicians' job satisfaction, surpassing factors like marital status, age, gender, institution type, and academic rank.

Badrianto & Ekhsan (2020) studied the impact of work environment and job satisfaction on employee performance in a production department. A sample of 88 respondents was collected through questionnaires and multiple linear regression analysis. The results showed that work environment and job satisfaction have a positive and significant effect on employee performance, partially and simultaneously.

Siwema and Paul's (2020) research found that the work environment significantly influences employee performance, with a focus on positive or negative aspects. A convenience

sampling design and questionnaire and interview methods were employed to gather data.

Nur Shifaa Athirah Saidi, Florianna Lendai Michael, Helmi Sumilan (2019) investigates the relationship between the working environment and employee performance using five dimensions. Data was collected through questionnaires and a quantitative survey design, with local municipality administrators as respondents. Pearson's Correlation Analysis was used to measure the relationship between variables. The findings indicate a significant relationship between the working environment and employee performance.

Ramli (2019) examined the work environment, job satisfaction, and employee performance in health services. A questionnaire sample of 82 employees at Rumah Sakit Swastha in Jakarta showed that the work environment positively impacts job satisfaction and employee performance. Job satisfaction positively impacts employee performance at Rumah Sakit Swasta.

Agbozo and Owusu (2017) examined the impact of work environment on job satisfaction in a Ghanaian merchant bank. The findings showed overall employee satisfaction and the influence of physical, social, and psychological factors. The findings emphasize the need for management to improve employee work environments to boost productivity.

Employee performance

Nadia Abdelhamid and Mohammed A. Al doghanorcid (2023) examined employee productivity and performance in HEIs through work engagement (WEE) and organizational factors. A cross-sectional study collected 254 samples, finding a significant positive effect of EPD on EP among employees.

Waleed Ameen Almulaiki (2023) highlights the significant moral impact of performance management on employee performance from 2015 to 2020. It highlights the influence of working conditions, compensation, and promotion on employee performance.

Awan and Habib (2020) found that a comprehensive performance management system significantly impacts employee performance in the

banking sector. A total of 285 samples were collected from various sectors in Pakistan. The findings can enhance HR and PMSE strategies in private banks in Pakistan.

Li Lin and Wang Shiqian, (2018) found that performance of the academicians in the top ten Chinese private universities is influenced positively by leadership, self-efficacy and organizational commitment. All these factors contributed directly to positive enhancement on job performance.

Atatsi, Stoffers, and Kil (2018) analyzed literature on organizational citizenship behavior, leader-member exchange, learning, innovative work behavior, and employee performance across various countries and organizations. They aimed to identify gaps and explore positive relationships between these behaviors and employee performance.

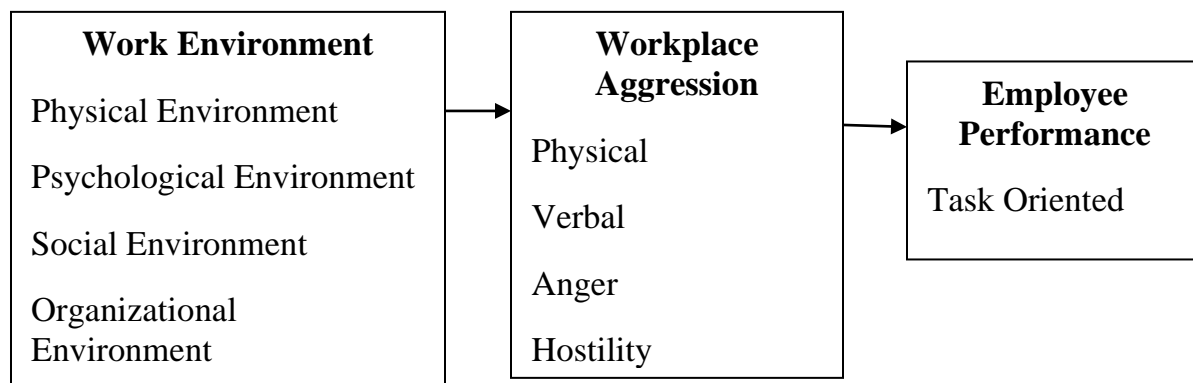
Dahkoul (2018), the determinants of employees' performance in the Jordanian industrial sector

were identified. Data was collected from 100 administrative and executive managers. The research found that satisfaction, management standards, and exercise are significant factors affecting employee performance, leading to increased engagement and ultimately, improved performance.

Anastasios D. Diamantidis, Prodromos D Chatzoglou (2018) discuss the impact of firm/environment, job, and employee-related factors on employee performance (EP). Results show that work environment and management support have the strongest impact.

Shonubi, A.O. 1, Akintaro, A.A (2016) discussed the impact of communication effectiveness on organizational performance. A clear definition of corporate vision and mission to the employee may improve their performance. They established a correlation between a communication approach and efficient organizational performance.

Conceptual Framework



This chapter discusses methods and techniques for testing and evaluating data collected, including research design, sampling technique, selected population, sample size, instruments, deployed techniques, and methods. It also addresses ethical concerns and applies these methods to a similar study by BUSHIRI C. (2014). The chapter provides a detailed examination of the results and their implications.

Study Population

The study has definite the population number with one hundreden twenty (120) employees as respondents who work in IT sectors, Chennai. For the research purpose, data collected from top six IT sectors respectively. The approval was generously given by the organization along with number of employees they had in their organization which is my population size.

Table - 1 Name of the Company List

Sl. No.	Name of Company List	Sample Taken
1.	Cognizant (CTS)	20
2.	Tata Consultancy Service (TCS)	25
3.	HCL Technologies	20
4.	Accenture	20
5.	Hexaware Technologies	15
6.	Tech Mahindra Paypal India Pvt. Ltd.	20
	Total	120

Data Analysis Method

Descriptive statistics involved the use of frequencies and percentage and chi square test. The results were presented using tables. Pearson correlation was used to show the relationship between workplace environment and regression analysis was used to determine to what degree the independent variables (physical, psychological, social, organizational) can explain a change in employees' performance.

Empirical Results

Demographic Variables of the Study Sample

Table - 2: Frequency Distribution of Gender of Employees

Gender	No. of Respondents	Percent
Male	79	65.8
Female	41	34.2
Total	120	100.0

Source: Computed

Table 2 shows a gender-based employee distribution, with 65.8% of respondents being male and 34.2% being female. Frequency analysis indicates a high male gender frequency in the IT sector, with females at 34.2%.

Table - 3: Frequency Distribution of Age of Employees

Age	No. of Respondents	Percent
Below 30 years	81	67.5
30 - 40	27	22.5
Above 40 years	12	10.0
Total	120	100

Source: Computed

Table 3 shows a distribution of employees based on age, with 67.5% under 30 years old, 22.5% between 30 and 40, and 10.0% above 40 years old. Frequency analysis indicates that majority employees under 30 years' work in IT sectors.

Table - 4: Frequency Distribution of Educational Qualification of Employees

Qualification	Frequency	Percent
Diploma	27	22.5
UG	63	52.5
PG	20	16.7
Others	10	8.3
Total	120	100

Source: Computed

Table 4 shows the distribution of educational qualifications among respondents reveals that 22.5% had a diploma, 52.5% completed an Undergraduate, 16.7% a Postgraduate, and 8.3% had other qualifications. The majority of employees are professionally qualified, enabling them to apply innovative ideas in software development, new markets, and plan implementation to achieve organizational goals.

Table 5: Frequency distribution of Work Experience of Employees

Work Experience	Frequency	Percent
Below 5 years	79	65.8
5-10 years	34	28.3
Above 10 years	7	5.8
Total	120	100

Source: Computed

Table 5 displays the frequency distribution of respondents' years in the IT sector. 65.8% have experience below 5 years, 28.3% have 5-10 years, and 5.8% have above 10 years. This indicates that 65.8% of employees have worked below 5 years in the IT sector.

Table - 6: Relationship between Work Environment and Physical Aggression

Work Environment	Physical Aggression	
	r-value	p-value
Physical work environment	-0.967	0.001*
Psychological work environment	-0.970	0.001*
Social work environment	-0.962	0.001*
Organization work environment	-0.964	0.001*

Source: Computed

Ho: Work environment are having no significant relationship with physical aggression

Table - 6 shows the relationship between work environment and physical aggression. In order to check the existence of any significant relationship between work environment and physical aggression, Pearson correlation test was performed. The calculated p-value is significant at one percent level for the

work environment variables with physical aggression. Hence, it is inferred that the work environment factors are having significant relationship with physical aggression.

From the correlation values, it is noted that social work environment ($r = -0.962$) has highly correlated with physical aggression, followed by organization work environment ($r = -0.964$), physical work environment ($r = -0.967$) and psychological work environment ($r = -0.970$). It is revealed that physical work environment, psychological work environment, social work environment, organization work environment factor having significant and negative relationship with physical aggression. However, psychological work environment is having the least level of relationship with physical aggression.

Table - 7: Relationship between Work Environment and Verbal Aggression

Work Environment	Verbal aggression	
	r-value	p-value
Physical work environment	-0.943	0.001*
Psychological work environment	-0.942	0.001*
Social work environment	-0.914	0.001*
Organization work environment	-0.931	0.001*

Source: Computed

Ho: Work environment are having no significant relationship with verbal aggression

Table - 7 shows the relationship between work environment and verbal aggression. In order to check the existence of any significant relationship between work environment and verbal aggression, Pearson

correlation test was performed. The calculated p-value is significant at one percent level for the work environment variables with verbal aggression. Hence, it is inferred that the work environment factors are having significant relationship with verbal aggression.

From the correlation values, it is noted that social work environment ($r = -0.914$) has highly correlated with verbal aggression, followed by organization work environment ($r = -0.931$), psychological work environment ($r = -0.942$) and physical work environment ($r = -0.943$). It is revealed that physical work environment, psychological work environment, social work environment, organization work environment factor having significant and negative relationship with verbal aggression. However, physical work environment is having the least level of relationship with verbal aggression.

Table - 8: Relationship between Work Environment and Anger

Work Environment	Anger	
	r-value	p-value
Physical work environment	-0.950	0.001*
Psychological work environment	-0.962	0.001*
Social work environment	-0.946	0.001*
Organization work environment	-0.951	0.001*

Source: Computed

Ho: Work environment are having no significant relationship with anger

Table - 8 shows the relationship between work environment and anger. In order to check the existence of any significant relationship between work environment and anger, Pearson

correlation test was performed. The calculated p-value is significant at one percent level for the work environment variables with anger. Hence, it is inferred that the work environment factors are having significant relationship with anger.

From the correlation values, it is noted that social work environment ($r = -0.946$) has highly correlated with anger, followed by physical work environment ($r = -0.950$), organization work environment ($r = -0.951$) and psychological work environment ($r = -0.962$). It is revealed that physical work environment, psychological work environment, social work environment, organization work environment factor having significant and negative relationship with anger. However, psychological work environment is having the least level of relationship with anger.

Table - 9: Relationship between Work Environment and Hostility

Work Environment	Hostility	
	r-value	p-value
Physical work environment	-0.954	0.001*
Psychological work environment	-0.960	0.001*
Social work environment	-0.959	0.001*
Organization work environment	-0.956	0.001*

Source: Computed

Ho: Work environment are having no significant relationship with hostility

Table - 9 shows the relationship between work environment and hostility. In order to check the existence of any significant relationship between work environment and hostility, Pearson correlation test was performed. The calculated p-value is significant at one percent level for the work environment variables with

hostility. Hence, it is inferred that the work environment factors are having significant relationship with hostility.

From the correlation values, it is noted that physical work environment ($r = -0.954$) has highly correlated with hostility, followed by organization work environment ($r = -0.956$), social work environment ($r = -0.959$), and psychological work environment ($r = -0.960$). It is revealed that physical work environment, psychological work environment, social work environment, organization work environment factor having significant and negative relationship with hostility. However, psychological work environment is having the least level of relationship with hostility.

Table - 10: Relationship between Workplace Aggression and Task Oriented Employee Performance

Aggression	Task Oriented	
	r-value	p-value
Physical aggression	-0.983	0.001*
Verbal aggression	-0.951	0.001*
Anger	-0.970	0.001*
hostility	-0.979	0.001*

Source: Computed

Ho: Workplace aggression are having no significant relationship with task oriented performance

Table - 10 shows the relationship between workplace aggression and task oriented performance of employee. In order to check the existence of any significant relationship between workplace aggression and task oriented performance, Pearson correlation test was performed. The calculated p-value is significant at one percent level for the workplace aggression with task oriented performance. Hence, it is inferred that the aggression factors are having

significant relationship with task oriented employee performance.

From the correlation values, it is noted that verbal aggression ($r = -0.951$) has highly correlated with task oriented performance, followed by anger ($r = -0.970$), hostility ($r = -0.979$) and physical aggression ($r = -0.983$). It is revealed that physical aggression, verbal aggression, anger, hostility factor having significant and negative relationship with task oriented performance. However, physical aggression is having the least level of relationship with task oriented performance.

Table - 11: Relationship between Workplace Aggression and Relationship Oriented Employee Performance

Aggression	Relationship Oriented	
	r-value	p-value
Physical aggression	-0.985	0.001*
Verbal aggression	-0.965	0.001*
Anger	-0.969	0.001*
hostility	-0.977	0.001*

Source: Computed

Ho: Workplace aggression are having no significant relationship with relationship oriented performance

Table - 11 shows the relationship between workplace aggression and relationship oriented performance of employee. In order to check the existence of any significant relationship between workplace aggression and relationship oriented performance, Pearson correlation test was performed. The calculated p-value is significant at one percent level for the workplace aggression with relationship oriented performance. Hence, it is inferred that the aggression factors are having significant relationship with relationship oriented employee performance.

From the correlation values, it is noted that verbal aggression ($r = -0.965$) has highly correlated with relationship oriented performance, followed by anger ($r = -0.969$), hostility ($r = -0.977$) and physical aggression ($r = -0.985$). It is revealed that physical aggression, verbal aggression, anger, hostility factor having significant and negative relationship with relationship oriented performance. However, physical aggression is having the least level of

relationship with relationship oriented performance.

Table- 12: Regression Analysis for Work Environment and Physical Aggression

R-value	R ² -value	Adjusted R ² value	F-value	P-value
0.986	0.972	0.971	988.389	0.001 ^b

Predictors	Un standardized Coefficients		Standardized Coefficients	t-value	p-value
	B	Std. Error	Beta		
(Contest)	6.540	0.072	-	91.280	0.001*
Physical work environment	-0.351	0.068	-0.299	-5.150	0.001*
Psychological work environment	-0.422	0.068	-0.367	-6.198	0.001*
Social work environment	-0.121	0.075	-0.104	-1.607	0.111
Organizational work environment	-0.296	0.076	-0.235	-3.877	0.001*

Ho: Physical aggression has no significant effect on working environment dimensions namely physical work environment, psychological work environment, social work environment, and organizational work environment.

To verify the above-stated hypothesis, multiple linear regressions have been applied. The result is displayed in the table 12. Here physical work environment, psychological work environment, social work environment, organizational work environment has been treated as independent variables and the physical aggression is taken as a dependent variable. In multiple regression, the p-value of the F-test is used to check whether the overall model is significantly fit or not. The model is statistically significant with a p-value of zero to three decimal places ($F=988.389$, $P < 0.001$). The adjusted R² is 0.971 meaning that 97.1 percent of the variability

of the physical aggression is accounted by the independent variable in the model.

In this regression, social work environment has the highest beta coefficient (-0.104) followed by organization work environment (-0.235), physical work environment (-0.299) and psychological work environment (-0.367). This results, therefore suggest that we should reject our null hypothesis which states that physical aggression has significant effect on work environment in IT sectors.

Table 13: Regression Analysis for Work Environment and Verbal aggression

R-value	R ² -value	Adjusted R ² value	F-value	P-value
0.959	0.920	0.917	329.003	0.001 ^b

Predictors	Un standardized Coefficients		Standardized Coefficients	t-value	p-value
	B	Std. Error	Beta		
(Contest)	6.139	0.112	-	54.773	0.001*
Physical environment work	-0.501	0.107	-0.460	-4.702	0.001*
Psychological environment work	-0.527	0.107	-0.494	-4.948	0.001*
Social work environment	-0.251	0.118	0.234	2.139	0.035
Organizational environment work	-0.295	0.119	-0.253	-2.471	0.015

Ho: Verbal aggression has no significant effect on working environment dimensions namely physical work environment, psychological work environment, social work environment, and organizational work environment.

To verify the above-stated hypothesis, multiple linear regressions have been applied. The result is displayed in the table 13. Here physical work environment, psychological work environment, social work environment, organizational work environment has been treated as independent variables and the verbal aggression is taken as a dependent variable. In multiple regression, the p-value of the F-test is used to check whether the overall model is significantly fit or not. The model is statistically significant with a p-value of zero to three decimal places (F=329.003, P < 0.001). The adjusted R² is 0.917 meaning that 91.7 percent of the variability

of the verbal aggression is accounted by the independent variable in the model.

In this regression, social work environment has the highest beta coefficient (0.234) followed by organization work environment (-0.253), physical work environment (-0.460) and psychological work environment (-0.494). This results, therefore suggest that we should reject our null hypothesis, which states that verbal aggression has significant effect on work environment in IT sectors.

Table 14: Regression Analysis for Work Environment and Anger

R-value	R ² -value	Adjusted R ² value	F-value	P-value
0.973	0.947	0.946	518.494	0.001 ^b

Predictors	Un standardized Coefficients		Standardized Coefficients	t-value	p-value
	B	Std. Error	Beta		
(Contest)	6.250	0.092	-	68.059	0.001*
Physical environment work	-0.272	0.087	-0.246	-3.113	0.002
Psychological environment work	-0.511	0.087	-0.472	-5.849	0.001*

environment					
Social work environment	-0.029	0.096	-0.027	-0.300	0.765
Organizational work environment	-0.292	0.098	-0.246	-2.982	0.003

Ho: Anger has no significant effect on working environment dimensions namely physical work environment, psychological work environment, social work environment, and organizational work environment.

To verify the above-stated hypothesis, multiple linear regressions have been applied. The result is displayed in the table 14. Here physical work environment, psychological work environment, social work environment, organizational work environment has been treated as independent variables and the anger is taken as a dependent variable. In multiple regression, the p-value of the F-test is used to check whether the overall model is significantly fit or not. The model is statistically significant with a p-value of zero to three decimal places (F=510.059, P < 0.001). The adjusted R² is 0.946 meaning that 94.6 percent of the variability of the

anger is accounted by the independent variable in the model.

In this regression, social work environment has the highest beta coefficient (-0.027) followed by organization work environment (-0.246), physical work environment (-0.246) and psychological work environment (-0.472). The study indicates that anger has no significant impact on the social work environment in IT sectors, with a P value above 0.05. However, the physical, psychological, and organizational work environments have significant effect on the anger factor.

Table 15: Regression Analysis for Work Environment and Hostility

R-value	R ² -value	Adjusted R ² value	F-value	P-value
0.976	0.953	0.952	587.001	0.001 ^b

Predictors	Un standardized Coefficients		Standardized Coefficients	t-value	p-value
	B	Std. Error	Beta		
(Contest)	6.194	0.082	-	75.343	0.001*
Physical work environment	-0.236	0.078	-0.225	-3.020	0.003
Psychological work environment	-0.328	0.078	-0.319	-4.197	0.001*
Social work environment	-0.223	0.086	-0.216	-2.589	0.011
Organizational work environment	-0.264	0.088	-0.235	-3.015	0.003

Ho: Hostility has no significant effect on working environment dimensions namely physical work environment, psychological work environment, social work environment, and organizational work environment.

To verify the above-stated hypothesis, multiple linear regressions have been applied. The result is displayed in the table 15. Here physical work environment, psychological work environment, social work environment, organizational work environment has been

treated as independent variables and the hostility is taken as a dependent variable. In multiple regression, the p-value of the F-test is used to check whether the overall model is significantly fit or not. The model is statistically significant with a p-value of zero to three decimal places (F=587.001, P < 0.001). The adjusted R² is 0.952 meaning that 95.2 percent of the variability of the hostility is accounted by the independent variable in the model.

In this regression, social work environment has the highest beta coefficient (-0.216) followed by physical work environment (-0.225), organizational work environment (-0.235)

Predictors	Un standardized Coefficients		Standardized Coefficients	t-value	p-value
	B	Std. Error	Beta		
(Contest)	5.951	0.049	-	121.458	0.001*
Physical aggression	-0.450	0.074	-0.477	-6.065	0.001*
Verbal aggression	-0.014	0.055	0.014	0.256	0.798
Anger	-0.187	0.063	-0.186	-2.967	0.004
Hostility	-0.367	0.077	-0.347	-4.749	0.001*

Source: Computed

Ho: Workplace aggression dimensions like physical, verbal, anger, and hostility has no significant impact on task-oriented employee performance.

To verify the above-stated hypothesis, multiple linear regressions have been applied. The result is displayed in the table 16. Here physical aggression, verbal aggression, anger, hostility has been treated as independent variables and the task oriented employee performance is taken as a dependent variable. In multiple regressions, the p-value of the F-test is used to check whether the overall model is significantly fit or not. The model is statistically significant with a p-value of zero to three decimal places (F=1183.547, P < 0.001). The adjusted R² is 0.975 meaning that 97.5 percent of the variability of the task oriented employee

and psychological work environment (-0.319). This results, therefore suggest that we should reject our null hypothesis, which states that hostility has significant effect on work environment in IT sectors.

Table - 16: Multiple Regression Analysis for workplace aggression and task oriented employee performance

R-value	R ² -value	Adjusted R ² value	F-value	P-value
0.988	0.976	0.975	1183.547	0.001 ^b

performance is accounted by the independent variable in the model.

In this regression, verbal aggression has the largest beta coefficient (0.014) followed by anger (-0.186), hostility (-0.347) and physical aggression (-0.477). The study indicates that verbal aggression has no a significant impact on the task oriented employee performance in IT sectors, with a P value above 0.05. However, physical aggression, anger, hostility have significant effect on the task oriented employee performance in IT sectors.

Table - 17: Multiple Regression Analysis for workplace aggression and relationship oriented employee performance

R-value	R ² -value	Adjusted R ² value	F-value	P-value
0.989	0.979	0.978	1345.216	0.001 ^b

Predictors	Un standardized Coefficients		Standardized Coefficients	t-value	p-value
	B	Std. Error	Beta		
(Contest)	5.807	0.043	-	134.898	0.001*
Physical aggression	-0.416	0.065	-0.472	-6.392	0.001*
Verbal aggression	-0.176	0.048	-0.185	-3.664	0.001*
Anger	-0.123	0.055	-0.131	-2.217	0.029
Hostility	-0.211	0.068	-0.213	-3.108	0.002

Source: Computed

Ho: Workplace aggression dimensions, including physical, verbal, anger, and hostility have no significant impact on employee performance in relationship oriented.

To verify the above-stated hypothesis, multiple linear regressions have been applied. The result is displayed in the table 17. Here physical aggression, verbal aggression, anger, hostility has been treated as independent variables and the relationship oriented employee performance is taken as a dependent variable. In multiple regressions, the p-value of the F-test is used to check whether the overall model is significantly fit or not. The model is statistically significant with a p-value of zero to three decimal places ($F=1345.216$, $P < 0.001$). The adjusted R^2 is 0.978 meaning that 97.8 percent of the variability of the task oriented employee performance is accounted by the independent variable in the model.

In this regression, Anger has the largest beta coefficient (-0.131) followed by verbal aggression (-0.185), hostility (-0.213) and physical aggression (-0.472). This results, therefore suggest that we should reject our null hypothesis, which states that workplace aggression has significant effect on relationship oriented employee performance in IT sectors.

Conclusion

The study analyzed the impact of workplace aggression on employee performance in IT sectors in Chennai. It found that when work environmental factors are satisfied, no aggression occurs. The study found that physical, psychological, social, and organizational factors, particularly social, positively impact employees' performance. Managers and supervisors should be aware of these factors and improve facilities to prevent aggression. Employees understood their roles and responsibilities, performing various activities to fulfill their obligations. The study concluded that good work environment conditions enhance employee performance and effectively control workplace aggression in IT sectors.

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