

## Cyber Venting - A Tool for Mental Health

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### Abstract:

*The phenomenal change in lifestyle influence the most delicate thing in our life i.e., our mental health. People doesn't give equal importance to mental health in respect to physical which enhances the level of stress, depression and heinously affects our capability of thinking, responding in circumstances and making choices or decisions. Senior executives of companies increased the work hours to cope up the work and also cancelled holidays. This brings up to frustration and anger level in employees which deliberately causes problems like anxiety, depression, short-temperedness, interpersonal and intrapersonal conflicts. All these negative emotions can effortlessly harm the person's productivity. All these activities force the employ to let off their steam which is called venting and as the growth of technologies is increasing day by day, people use social platforms to rant out their frustration, anger, irritation, backbiting etc., in every institution, organizations etc., which is called Cyber- venting. This is the root cause that the rate or need of Cyber-venting is increasing in day-to- day life. Recently there are many websites available which provide a platform to employees to rant and releasing their information which somehow enhance them to improve their mental health and make the virtuous and conflict free environment of office premises. In recent years, researchers have attempted to settle the contradiction by showing that venting doesn't reduce feeling of anger but has other benefits like improving people's mood, sense of fairness etc. This research paper includes random and controlled sample. Dependent sample are measured quantitatively in the form of a questionnaire.*

**Keywords:** Venting, Mental Health, Depression, Backbiting, Conflicts

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## Introduction

Around 61.1% people in the world are employed and work in offices and faces job stress. Job stress is an emotional responses that occur when the requirements of the job do not match capabilities, resources or needs of the work and it includes several reasons like long hours, heavy workload, job insecurity, conflicts with co-workers and getting scolded by the boss. Often people vent out their anger and stress by grumbling to co-workers or sometimes shouting or fights at their homes. But nowadays new social platforms have been developed to help people vent their anger by electronic means. People share their negative experiences and opinions on the internet about their stress and work offices.

Workplace stress also has adverse effects on workers mental health with an increased risk of anxiety, burnout, depression and substance use disorders. Psychosocial stressors are arguably the most predominant stress factors. Workplace stress not only affects the worker, it has adverse effects on company performance well. To get rid of these stresses and anger social platforms are made where people can share their issues.

People disclose their negative experiences in order to prevent others from suffering a similar incident and for helping company to improve their performance by keep their identity safe. Workers use negative emotions for drawing attention to their dissatisfaction in order to get solution or compensation.

Cyber venting is the act of denigrating about one's employer, senior executives, etc., with the motive of letting out the anger and frustration using online websites. Cyber venting relaxes and calms people in short-run. Even though emotions are felt on individual level, through these platforms people come across various organizations, faces same issues shared their experiences or happenings with other. Instead of isolated experiences, on social platforms emotions clusters and many studies shows that emotions can bring people together. Also, these sites enables anonymity which in turn makes people more honest which also enhances company improvement scope. Cyber venting makes organizations transparent in an unparalleled way.

To vent out anger, emotions and thoughts there are entire websites called rant sites. Some of these are hatebook.com, justrage.com, boredat, vent box, ripoff report and various other sites. These sites not only keep identity anonymous but also provides different services. There are only dedicated to allowing people

to vent and provides a forum to vent about whatever they would like, these websites have become common and popular these days.

But very little do people know about the immediate emotional impacts on not only ranters but also on the writers of rants.

In addition to positive consequences, it has also been seen side effects of cyber venting such a loss of control and power to manage organizations public image. The odds of brands insults and the loss of confidential information have increased. Also, in addition to this psychological studies has shown that negative experience impacts greater on people. Studies shows that negative events grow more rapidly with space or time than positive events.

Not only this but some studies also states that cyber venting only helps in short run and relaxes us only for sometimes. So, it is therefore reasonable to say that social media is powerful tool and must be used accurately. For a longer run, people can relieve their office stress in other ways like taking time outs, breathing, organizing and prioritizing different work, meditation and exercise, listening to music and various other ways can be used.

## Objectives

1. To find out how many people are dealing with mental stress due to workplaces or workload.
2. To give opinion about by doing cyber venting people feel relaxed.

## Methodology

This study has used both primary and secondary data. Primary data have been collected by the means of a questionnaire. Secondary data has been collected by published research work and internet. 10 employees of generation-Y of three different organizations were included in this study. Generation-Y people are more familiar to technology world and are more comfortable in virtual world rather than in real world (**Kashyap, 2014**).

### 1. Working Hours in Organizations

In India, people worked for longest hours in comparison of other countries, the National Sample Survey Office (NSSO)'s first periodic labour force survey showed (**Jha, 2019**). On an average, employees worked for about 53-54 hours in a week during July-June 2018 (**www.moneycontrol.com, 2019**). To

accomplish the task before deadline employees need to work for long hours. They don't get their recess time, don't get their holidays, not even their personal time and this is the root cause of all the mental problems. In this type of situations the stress level of an employees is increased and their personal life and healthy life get affected.

### 2. Effects of Workload on Mental Health

Mental health includes our emotional, psychological and social well-being ([www.mentalhealth.gov](http://www.mentalhealth.gov), 2020). It have direct impact on how we think, feel or act in every situation of our life. When employees' workload increases, mental stress increases and their mental health get worsen. It affects them adversely in taking their life decisions. This behavior not only affect the personal environment but also decrease the performance level in work and this is called Counter-productive Work Behavior (CWB). In the field of psychology, the wilful behaviour of employees which can adversely affect a company, its members, or both is termed as Counter-productive Work Behaviour (CWB) (Martin *et al.*, 2013).

### 3. Cyber Venting - A Healthy Tool

As nowadays technology comes in every respective field of our life, it becomes the necessity. People spent most of their time in virtual world. Employees for the motive of letting out their anger, frustration also used virtual world. There are various rant-sites available online which helps to letting of the steam without revealing the identity of an individual. Rant-sites are web sites that provide people with a forum to rant about whatever they would like. Visitors can post anonymous stories about someone or something that angers them. These rant-sites helps an individual to be calm and focus on what he/she actually want to do. Cyber venting helps employees to cope up their stressful work environment.

#### Findings

Research shows that most of the respondents are work in secondary sector i.e., in manufacturing field (Figure No. 1)

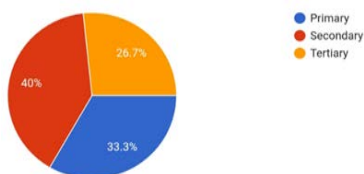


Figure No. 1: Employment sector

Research shows that 70% (Figure No. 2) of employees don't feel comfortable in sharing their mental health issues at workplace which ultimately after sometime causes severe mental diseases like depression, PTSD etc., if they are not using rant sites for venting.

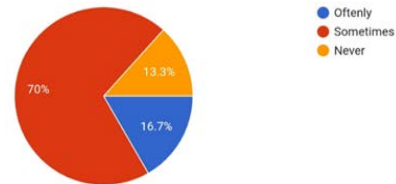


Figure No 2: Percentage of employees who don't feel comfortable in sharing their mental health issues at workplace.

As 43.3% employees (Figure No. 3) feel over-worked they cannot give enough time to their family, friends or even themselves which makes them frustrated and sooner or later affect their personal life.

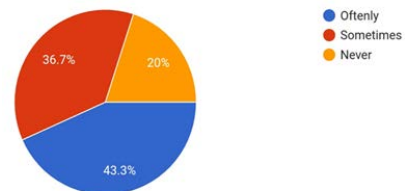


Figure No. 3: Percentage of employee who feel Over-worked as an employee

#### Conclusion

Social media is transferring into a global multiplayer through which emotional experience are shared and strengthened. The essential factors in the ongoing transformation are that although emotions are felt on individual level, in social media they can simultaneously be shared with and by others. So it will not be wrong to say that cyber venting is not bad if we use it effectively. Research findings also show that most of the people don't know about what rant sites are? They keep their mental issues with them and later on suffered with several mental disorders.

By this research, we are deliberately spreading this healthy tool among people. So that they effectively used it and rant out all their negative feelings publicly and anonymously and keep their personal and professional life health.



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