

Stress management among employees in IT Sector

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ABSTRACT: These days the IT sector has become more competitive sector in India and facing great challenges in terms of technological revolution to serve customers and entry of foreign Projects in Indian market multiplied the competition, with this reason the IT sector employees are facing more stress and this is leading to health disorders. Majority of the employees try to find solution to relieve them from stress. To overcome this stress, the IT sector needs to take certain measures. The present study is undertaken to address specific problems of IT employees related to occupational stress, and also the measures and techniques are suggested in the paper to overcome stress that affects their physical and mental health.

Key terms: Technology, IT Sector, stress, measures, health disorders

I. INTRODUCTION

Stress produces numerous physical and mental symptoms which vary according to each individual situational factor. These can include physical health decline as well as depression. Stress is an individual's response to a disturbing factor in the environment and the consequence of such relation.

"Stress is an adaptive response to an external situation that results in physical (or) psychological and/or behavioural deviations for organizational participants". The factors that cause stress arise due to the physical/ psychosomatic changes from the environment. They create stress (or) the potential for stress when an individual perceives them as representing a demand that may exceed that person's ability to respond. Stress can appear itself in two ways positive and negative. If the situation creates a prospects to gain something is known as positive stress. When the stress is allied with health hazards, alcoholism, drug abuse, skiving, and organizational problems, it is said to be negative.

Stress directly shows its impact on employee's work that ultimately affects the organization endurance. Due to heavy stress, the employees unable to pay their attention on work and as a result they can't provide the best productivity to the organization. It is the responsibility of management to reduce the stress at work and to identify the suitable measures to solve this.

SIGNS OF STRESS:

The symptoms of stress are anxiety, craving for food, Bad temper, nervousness, melancholy, low attention, personality changes, loneliness, assault, pessimistic outlook, risk aversion, loneliness, dull senses, irritability, trepidation, eating disorders, usage of vulgar language, intolerance etc.

SOURCES/CAUSES OF STRESSES

Stressors originate at individual, group, organizational levels.

Individual level stressors:

The most common individual level stressors are type of personality, role overload, task, role conflict, role ambiguity, task characteristics. Experts estimate that more than 10 million workers have computer related problems, each year 40% of these people use special glasses while working with video display terminals.

Group level stressors:

Group level stressors are caused by group dynamics and managerial behaviours .managers create stress for employees

by: exhibiting inconsistent behaviours, failing to provide support, showing lack of concern, providing in adequate direction, creating a high productivity environment.

Inter personal stressor is the rising wave of physical violence and aggression in the work place. It is estimated that more than 1000 employees are murdered at work each year in the US. Workplace violence includes assaults, rape and threats using weapon.

Organizational level stresses:

Organizational stressors affect large number of employees. Degree of rules and regulations, lack of participation, superior pressures, organizational climate like poor lighting, loud noise, improper placement of furniture and smelly environment create stress.

Organizational culture also concerns how problems are recognized and solved. It can affect what is experienced as stress full, how that experience translates into health difficulties, how both stress and health are reported and how the organization responds to such reports.

Health related consequences of stress:

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|---------------------------|-----------------------|
| 1. Heart disease & stroke | 6. Smoking |
| 2. Headaches | 7. Accident proneness |
| 3. Cancer | 8. Family conflicts |
| 4. Diabetes | 9. Sleep disturbances |
| 5. Lung disease | 10. Depression |

Review of literature:

1) As Per the opinion of P.S. Swaminathan, & Rajkumar S. in their work on —Stress levels in Organizations and their Impact on Employees' Behavior (2013). An individual can perform optimum level under three situations- role overload, role self distance and role stagnation.

2) In the words of Satija S. & Khan W. in their research work titled - Emotional Intelligence as Predictor of Occupational Stress among Working Professionals (2013). In their view, Job stress and occupational stress is same that can be controlled at workplace. It affect the employee's attitude and behavior negatively. This study investigates that, the relationship between Emotional Intelligence and Occupational Stress. This study revealed findings that, Emotional Intelligence is a most significant predictor of Occupational Stress.

3) According to Kavitha in her work identified that women face more stress than men in the organization. In comparison, married women faces more stress than the unmarried women.

4) Amir Shani and Abraham Pizam (2009) —Work-Related Depression among Hotel Employees have conducted a study on the depression of work among hotel employees in Central Florida. The stress caused due to evaluating the relationship between the occupational stress and work characteristics.

5) Viljoen and Rothmann, have investigated the relationship between —occupational stress, ill health and organizational commitment (2009). They found that organizational stressors contributed significantly to ill health and low organizational commitment. Stress about job security contributed to both physical and psychological ill health. Low individual commitment to the organization was predicted by five stressors, such as Work-life balance, Overload Control Job aspects and Pay

6) Schmidt, Denise Rodrigues Costa; and et al, in their work on—Occupational stress among nursing staff in surgical settings. They aimed at evaluating the presence of occupational stress among nursing professionals working in surgical settings and investigating the relations between occupational stress and work characteristics.

7) Li-fang Zhang have conducted a study on titled —Occupational stress and teaching approaches among Chinese academics (2009) Researcher suggested that, controlling the self-rating abilities of the participants, the Favorable conceptual changes in teaching approach and their role insufficiency predicated that the conceptual change in teaching strategy is negative.

8) Dr.k. Chandrasekhar (2011) found that environmental factors are conducive to work and he also found that factors that affect attitude of employees to work are interpersonal relationships control over environment, shift, emotional factors, job assignment, overtime duty, extended work.

9) According to Pratibha Garg (2010) job or occupational stress is mismatch between the individual capabilities and organizational demands. Employees often experience stress because of work overload, an expected work pace, difficult work schedules, role conflict, uncertainty regarding job security, poor interpersonal relationships and unpleasant working conditions. This stress manifests in conflict, depression, headaches, hypertension, alcoholism and other conditions. The organizations do not only lose money by paying medical bills but there is a loss of productivity.

10) Kayo ko Urakawa and Kazuhito Yokoyam in their work on—Sense of Coherence (SOC) may Reduce the Effects of Occupational Stress on Mental Health Status among Japanese Factory Workers (2009) has found the result i.e. adverse effects on mental health due to the job demand and job stress was positively associated with SOC, the mental health status of males in managerial work was adversely negative, where as it was positive among the female co-workers. Finally they found that, SOC is an important factor determining the coping ability over the job stress for both the genders

11) Kulakarni (2006) in an article burnout said that rapid change of the modern working life is associated with increasing demands of learning new skills, need to adopt to new types of work, pressure of higher productivity and

quality of work, time pressure and hectic jobs are increasing stress among the workforce. Further he added that privatization and globalization have ignited mergers, acquisitions and precarious employment.

12) According to Douglas (1980), stress is defined as any action or situation that special physical or psychological demand up on a person.

13) Cobb (1975) has the opinion that, “the responsibility load creates severe stress among workers and managers”

14) According to French and Caplan (1975), "Pressure of both qualitative and quantitative overload can result in the need to work excessive hours, which is an additional source of stress." Having to work under time pressure in order to meet deadlines is an independent source of stress. Studies show that stress levels increase as difficult deadlines draw near.

Need for the Study: Now-a-days many organizations are showing interest to use stress management programs for employees who are having stress at work place or at home. Many people have spill over stress from home into their working environment. The organizations need to focus on stress management programs to reduce stress among employees at all levels. Hence, the present study is to focus on to identify the causative factors for stress and also to recognise the remedial measures to reduce stress levels among the employees at workplace as well as at home.

Scope of the Study: The study is not only restricted to one specific area. People will have stress everywhere more or less based on their tolerance levels and capability of handling the stress.

Research Problem: The problem of the study is to identify the stress tolerance levels and handling complexities in the organisation of IT employees.

Hypotheses Formulation: Keeping in view of the topic entitled “Stress management among employees in IT Sector”, the following hypotheses are formulated:

- I. There is no significant difference in stress levels among the employees of various IT Companies.
- II. There is no significant difference between individual and group stress levels.
- III. There is significance difference in training programme for reducing the stress.
- IV. There is no significant difference in the stress tolerance levels and handling capacities.
- V. There is no significant difference between causative factors for stress at workplace and at home.
- VI. There is no significant difference between stress and performance of the employees.

OBJECTIVES OF THE STUDY:

The basic objective of the study entitled “Stress management among employees in IT Sector” is to identify the stress management levels among the employees of the IT companies. The sub-objectives are:

- ¹ To identify the causes of stress among employees
- ² To study the effect of stress on the health of employees
- ³ To study the relationship between stress and performance

- 4 To identify different measures to reduce stress.
- 5 To suggest various steps to reduce organizational complexities to reduce stress and to improve productivity.

Research Design:

The present study is explanatory in nature. The Sampling technique used for the study is Convenience Sampling. The data collection for the study is primary data sources using questionnaires with a sample size of 500. The sample unit for the study chosen from the IT companies situated in Hyderabad. ANOVA and Chi-Square test and Percentage Analysis method used to analyze and interpret results and achieve research objectives.

Findings: The major findings of the study are as follows:

- a) Living Standards that are associated with increasing demands of learning new skills need to adapt to new types of work, pressure of higher productivity and quality of work, time pressure and hectic jobs are increasing stress among the workforce.
- b) Interpersonal relationships, control over environment, shift, emotional factors, job assignment, overtime duty, extended work.
- c) The stress levels among the employees differ in their roles and responsibilities, and also individual stress bearing capacity is different than group.
- d) Stress and Performance inversely proportional to each other.

CONCLUSION

Finally we conclude that in the present scenario everyone i.e., a school going kid to an employee have stress at different places. Too much stress is not good for health. The management has to create a healthy atmosphere at workplace and also provide necessary training at all levels so that the stress can be minimized and it leads to prosperity and productivity.

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