How Organizational Stress Is Affecting The Family Satisfaction Of The IT Workers

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Abstract: *The present study is an outcome of a number of experiences and prolonged observation of the work culture in various IT sectors in India. Work pressure, conflict and stress are a growing factor in today's world. Thus the objective of the present work is mainly concerned to find the impact of organizational stress on family satisfaction. Accordingly the sample comprised of 100 employees from various IT sectors in Kolkata was selected. Data were gathered through the measures including a demographic questionnaire, a measure of family satisfaction, and organizational stress were used in this study. Purposive sampling technique was followed for collecting the data. 1 hypothesis was formulated and product moment correlation was done to find out the results. The finding reveals that stress has an impact on family satisfaction and negatively related to it. This finding may help the future researchers to plan more particularly focusing on the IT sectors, their constantly changing working culture and their effects.*

Key words: organizational stress, family satisfaction.

In India, the recent paradigm has undoubtedly emerged with a huge change and development in various working sectors including the IT. With a constant thrust of work load and the voracious effort of the multidimensional workers, the level of stress and conflict started rising there, breaking all its tranquility. The work stress evolved in a way where it becomes so severe and sometimes unmanageable too. The present study is an endeavor to find such relationships.

Job stress in organizations is widespread. General theories and researches suggest that excessive job stress can adversely affect the emotional and physical health of workers. The result is decreased productivity, less satisfied, and less healthy workers. Stress is an imprecise term. It is usually defined in terms of the internal and external conditions that create stressful situations, and the symptoms that people experience when they are stressed. So there is a potential for stress when an environmental situation is perceived as presenting a demand that threatens to exceed the person's capabilities and resources for meeting it, under conditions where he expects a substantial differential in the rewards and costs from meeting the demand versus not meeting it.

Stress can be positive or negative: Stress is good when the situation offers an opportunity to a person to gain something. It acts as a motivator for peak performance. Stress is negative when a person faces social, physical, organizational and emotional problems. Factors that are responsible for causing stress are called stressors. A few stressors which exist in employee's life are:

1. Career Concern: If an employee feels that he is very much behind in the corporate ladder, and there are no opportunities for self-growth, he may experience stress. Hence, unfulfilled career expectations are the significant source of stress.

2. Role Ambiguity: It occurs when the person doesn't know what he is supposed to do, on the job. His tasks and responsibilities are not clear. It creates confusion in the minds of the worker and results in stress.

3. Rotating Work Shifts: Stress may occur in those individuals who work on different work shifts. That may create problems in adjusting to the shift timings, and it can affect not only personal life but also family life of the employee.

4. Role Conflict: It takes place when people have different expectations from the person performing a particular role. It can also occur if the job is not as per expectation, or when a job demands a certain type of behavior that is against the person's moral values.

5. Occupational Demands: Jobs that involve risk, and danger are more stressful. Research findings indicate, job that cause stress needs constant monitoring of equipments and devices, unpleasant physical conditions, making decisions, etc.

6. Lack of Participation in Decision-making: In most of the cases, the superiors hardly ask the concerned employees before taking a decision. That develops a feeling of being neglected, which may lead to stress.

7. Work Overload: Excessive workload leads to stress as it puts a person under tremendous pressure. Work overload may take two different forms:
   a. *Qualitative work overload* implies performing a job that is complicated or beyond the employee's capacity.
   b. *Quantitative work overload* is a result of many activities performed in a prescribed time.

8. Work Underload: Doing less work or jobs of routine and simple nature would lead to monotony and boredom, which can lead to stress.

9. Poor Working Conditions: Employees may be subject to poor working conditions. It would include bad lighting and ventilation, unhygienic sanitation facilities, excessive noise, and dust, presence of toxic gases and fumes, inadequate safety measures, etc.

10. Lack of Group Cohesiveness: Individuals experience stress when there is no unity among work group members. There are mistrust, jealousy, frequent quarrels, etc., in groups and this lead to stress to employees.

11. Interpersonal and Intergroup Conflict: These conflicts take place due to differences in perceptions, attitudes, values and beliefs between two or more individuals and groups.

12. Organizational Changes: When changes occur, people have to adapt to those changes, and this may cause stress. Stress is higher when changes are significant or unusual like transfer or adoption of new

technology.

13. Lack of Social Support: When individuals believe that they have the friendship and support of others at work, their ability to cope with the effects of stress increases. If this kind of social support is not available, then an employee experiences more stress.

Organizational stress can have a profound effect on production and motivation in the workplace. Worries about job security or the demands of a heavy workload increase stress levels and cause a variety of emotional and physical ailments. When stress factors, or stressors, are coupled with ineffective or uncaring management, stress can become a problem that extends to the entire department or company. Health Effects, Poor Performance, Unmet Expectations and Deadlines, Turnover are a few of them.

Family satisfaction: Life satisfaction is an overall assessment of feelings and attitudes about one's life at a particular point in time ranging from negative to positive. It is one of three major indicators of well-being: life satisfaction, positive affect, and negative affect (Diener, 1984). Although satisfaction with current life circumstances is often assessed in research studies, Diener, Suh, Lucas, & Smith (1999) also include the following under life satisfaction: desire to change one's life; satisfaction with past; satisfaction with future; and significant other's views of one's life." (Beutell) Life satisfaction can also be looked at in a new one as influenced by a family. **Family satisfaction** is a pertinent topic as everyone's family influences them in some way and most strive to have high levels of satisfaction in life as well as within their own family. As discussed by Gary L. Bowen in his article, "Family Life Satisfaction: A Value Based Approach" he examines how family life satisfaction is enhanced by the ability of family members to jointly realize their family-related values in behavior . It is important to examine family life satisfaction from all members of the family from a "perceived" perspective and an "ideal" perspective. Greater life satisfaction within a family increases through communication and understanding each member's attitudes and perceptions. A family can make all the difference for someone's life satisfaction.

Family satisfaction is defined as the degree to which family members feel happy and fulfilled with each other. At the time of the development of the Family Satisfaction Scale there were no other family satisfaction measures found in the literature. Based on the integrative nature, theoretical salience, and clinical relevance of the *Circumplex Model* (Olson, 2000), the Family Satisfaction Scale was designed to assess overall family satisfaction including the two main dimensions of this model, cohesion and flexibility.

Family also relates to life satisfaction in a very different way: a woman's decision to have children or not. In the "Relationship between Information Search in the Childbearing Decision and Life Satisfaction for Parents and Non-parents" article by Carole K. Holahan, reveals that childless women have much higher life satisfaction than women with children. These are just generalizations and life satisfaction comes from many different sources which are unique and different for every person.

Model 1: shows the relation between stress provoking stimulus and family satisfaction
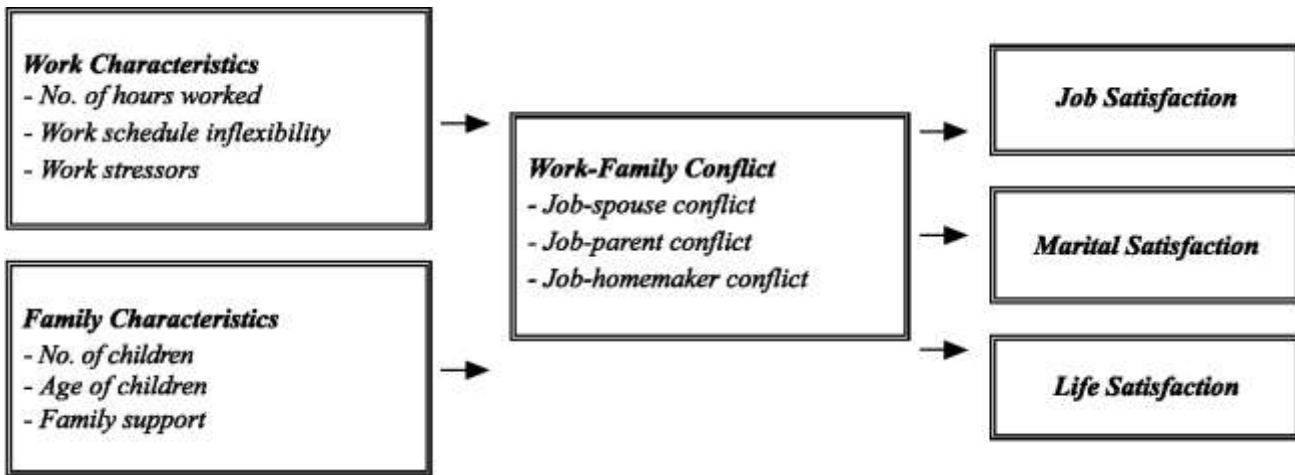
METHODS:

Title of the project:

      How Organizational stress is affecting the family satisfaction- A study based on the IT workers

Aim of the present study:

      The present study aims to find whether organizational stress affects family satisfaction or not.

Hypothesis:

      1. Organizational stress has it's significant impact on family satisfaction.

Respondents:

      The sample comprises of 100 employees from various IT companies in Kolkata were selected (e.g. CTS, TCS, Wipro, IBM). All the respondents had at least 3-4 years of work experience and have family lives. Playing and managing multiple roles in the family was an important criterion for selecting the participants.

Tool:

      The questionnaire named as Occupational Stress Index (OSI) was finalized for measuring occupational stress of executives prepared by Prof. S. K. Srivastava and Prof. A. P. Singh of Department of Psychology, Banaras Hindu University, Varanasi. This standardized questionnaire has the reliability coefficient ascertained by Split half (odd-even) method and Cronbach's alpha- coefficient for the scale as a whole were found to be 0.937 and 0.90 respectively.

      The second questionnaire on Family satisfaction was used to assess using a shortened 5-item version of Brayfield & Rothe's (1951) job satisfaction scale. For this study, a modified version in which the word "work" has been replaced with the term "family life" was used. Aryee *et al.* (1999) found a reliability coefficient of .84 for the modified measure of family satisfaction that was used in this study. In the present study, the coefficient alpha for the Family Satisfaction scale was .82.

Procedure:

      Data were collected through questionnaires distributed at various IT sectors in Kolkata. List of some

IT sectors were prepared first. After contacting every organization, permission was granted for the distribution of questionnaires at each center. A detailed cover letter was attached to the questionnaires. The criteria for participation were outlined in the cover letter. Purposive sampling procedure was followed to collect data. The sample size was 100. All participants received the questionnaires. On average each employee took 10 minutes to fill up the data sheet. The tools were administered to each employee individually.

Statistical treatment:

Besides summation of scores, Mean and SD were calculated. To find out the impact of independent variables on dependent variable, product moment correlation was done.

Results and discussion:

Table shows the role of stress on family satisfaction.

Variables	Mean	SD	R
Stress	190.20	25.81	*-.233
Family satisfaction	38.009	3.386	

* p<0.05

Data inserted in the table shows the relation between stress and family satisfaction. The correlation value was found -.233, which suggests that both the variables were negatively related to each other and was significant in 0.05 level. So, the hypothesis stating that "stress has a significant impact on family satisfaction" was accepted. The present study matches with a few previous studies, as the stress and family relations were negatively related to each other.

To reduce the impact of stress the foremost thing is to follow a balanced and life promoting life style. Further, to cope with stress the following habits can remarkably help: Regular meditation, Physical exercise, Balanced diet, Focused thinking, Control of anger, Managing Depression, Maintaining calmness in stressful situations, Having a positive attitude towards life, Harmony towards self and others, etc.

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