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## A STUDY ON STRESS MANAGEMENT OF IT EMPLOYEES IN IT SECTOR

SATHYABAMA INSTITUTE OF SCIENCE AND TECHNOLOGY

Mr. Khokul Baarathi. S,

Student, School of Business Administration,  
Sathyabama Institute of Science and Technology,  
Chennai

Ms. Kavitha Rajayogan,

Assistant Professor, School of Business Administration,  
Sathyabama Institute of Science and Technology,  
Chennai

**ABSTRACT:** In India, one of the most developing sectors is Information Technology. The IT has become more competitive service sector in India. From the beginning of this decade, IT have been facing greater challenges in terms of technological revolution, service diversification and global servicing. So, everyone cannot adapt with the change challenges that they come across in IT sector which leads to stress. Stress is been all over a human life. The impact of stress in employees of IT sector is more in numbers. And it had been common in IT sector in this era because the change Technology, competitiveness, complexity in job. In IT sector performance of a employee is more important and they need to update their knowledge in often to sustain Job Security. Hence this, study was made to find out the causes of stress in employees of IT sector and suggesting organizations to improve the stress management of the employees.

### INTRODUCTION

Due to globalization of Indian economy and encouraging government policies Information Technology (IT) industry in India has got a remarkable boost. In the IT industry a continuous pressure can be seen among IT professionals to provide effective services efficiently and have to be cost effective. IT professionals are prone to develop a lot of health-related problems due to constant physical and mental stress of their work. Globalization and privatization play a very

important roles, job insecurity; insecurity regarding future working situation and swift obsolescence of skills are causes of stress.

IT industry has turned into one of the fastest mounting industries in India. Strong demand over the past few years has positioned India among the fastest growing IT markets in all over the world. Any quite employment has targets, and an employee becomes stressed when he or she is allotted with unachievable targets and are unable to manage a given situation. In today's competitive world stress is a very common phenomenon. It is a state which the normal mental and physical health of a person can be distressed.

Stress is connected with two elements namely constraints and demand. The constraints prevent us from doing what we desire. The demand refers to the loss of something desired. Human body tries to regulate to different circumstances or to the changing environment around him. In this process, the body puts extra work and which ends up in causing stress. Stress disturbs the normal functioning of the body. Stress is not always harmful. It helps the person to work properly in the firm. Thus we can say that stress is simply the body's non-specific reaction to any demand made on it. Stress may cause heart attacks and accidents.

The important thing is that certain sort of stress is normal and essential. Indian IT sector has seen an enormous growth in post liberalization era. The IT companies to realize their goals attempt to utilize the person power at their maximum. This causes psychological problems due to uncontrollable stress. Over 50% of the IT professional face the issues associated with stress. The main reasons for the explanation for stress during this sector is that the over work load and therefore the over working time.

## OBJECTIVES OF THE STUDY

- To understand an overview of job stress and the impact on employees in IT sector.
- To find the stress level and cause of stress from various factors like, Work force leading to stress, Work Culture leading to stress, Employee Personal Factors, Managerial Problems.
- To identify the rate of impact to reduce stress, in order to increase the skill of the employees.

## REVIEWS OF LITERATURE

**Nair and Krishnan (2016)** studied on stress in IT sector has revealed that the respondents feels that they are satisfied with the environment where they are working and they are happy with the effective team work among the employees. The employees are proud of the working hours as they're handling the night shift and morning shifts. The company can focus on some

stress relief programs in order to keep the employees happier and more enthusiastic. And they think that the employees are working with medium stress that can improve their working styles.

**Satpathy, Patnaik and Mitra (2014)** studied the strain level in IT sector. The individuals working within the information technology field face more stress because they need to update their knowledge endlessly. The varied contributing factors and associated attributes for stress found are- sources of job stress that's linked to job dissatisfaction, job satisfaction is directly associated with stress and work culture of organization, significant correlation between organizational climate and job stress, higher stress is directly proportional to quality of labour lifetime of IT professionals, direct relationship between stress and job performance, married women face more stress as compared to men.

**Anbarasan and Jaganath (2014)** Stress was examined at lower level. (Administrative employees, team leaders, employees) Stress was found to be a big problem and therefore the results were wanted to find solutions for reducing the strain level problems of employees and thereby suggestions got to enhance the productivity of the corporate. The businesses got suggestions to attenuate the strain level by reducing heavy workload, by providing proper training to employees regarding the task they are doing, to supply an honest working environment to employees which provides a pleasing feel to the workers, to acknowledge the work of employees and to reward them for the work they are doing which motivates the workers to figure more effectively.

**Bashir, U., & Ramay, M. I. (2010)** examined that relationship between job stress and job performance on bank employees of banking sector in Pakistan. The study tests the aim model in relation of job stress and its impact on job performance by using (n=144) data of graduate, senior employees including managers and customers services officers of well reputed growing bank in Pakistan. The results show that job stress significantly reduce the performance of a private. The results suggest that organization should facilitate supportive culture within the working atmosphere of the organization.

**Bahl (2016)** revealed that Stress Management at individual level contributes more towards overall management of stress. Though employees do understand the worth of exercise, games, walking in contributing significantly towards managing stress at the individual level, the finding report that exercise isn't taken seriously by the respondents. However, it's heartening to notice that employees at their individual level are ready to comparatively manage the strain in better manner as compared to the organizational efforts and interventions.

## RESEARCH METHODOLOGY

A research design is considered as the framework or plan for a study that guides as well as helps the data collection and analysis of data. Descriptive research is a study designed to depict the participants in an accurate way. More simply put, descriptive research is all about describing people

who take part in the study. A convenience sample is one of the main types of non-probability sampling methods. The data are collected from primary data, questionnaire, secondary data sources like journal, books, websites, that was originally collected for other research purposes. A convenience sample is made up of people who are easy to reach. The period of study is from January 2021 to March 2021 which is three months of study. The analytical tools used are SPSS for testing the hypothesis, Chi Square test in SPSS tool and ANOVA in SPSS tool and correlations in SPSS tool.

## RESULTS

### CHI-SQUARE TEST

#### Age \* Not having enough time to manage stress

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	9.714 <sup>a</sup>	8	.286
Likelihood Ratio	8.995	8	.343
Linear-by-Linear Association	.020	1	.886
N of Valid Cases	120		

a. 11 cells (73.3%) have expected count less than 5. The minimum expected count is .05.

Since p (0.286) value is higher than 0.05, we accept the Null hypothesis and reject the alternate hypothesis. Therefore, there is no significant relationship between Age and Not having enough time to manage stress.

### CHI-SQUARE TEST

#### Gender \* Respondents doing work unwillingly

##### Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	10.913 <sup>a</sup>	4	.028
Likelihood Ratio	12.016	4	.017
Linear-by-Linear Association	5.451	1	.020
N of Valid Cases	120		

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 5.73.

Since p (0.028) value is lower than 0.05, we accept the Alternate hypothesis and reject the Null hypothesis. Therefore, there is significant relationship between Gender and Doing Work Unwillingly.

**CORRELATION TEST****Forcing to work overtime \* More work than the capability**

		WORKING OVERTIME	MORE THAN CAPABILITY
WORKING OVERTIME	Pearson Correlation	1	.369**
	Sig. (2-tailed)		.000
	N	120	120
MORE THAN CAPABILITY	Pearson Correlation	.369**	1
	Sig. (2-tailed)	.000	
	N	120	120

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

Pearson correlation value is 0.369, it is a positive correlation. Therefore, there is significant correlation between Forcing to work overtime and More work than the capability.

**CORRELATION TEST****Less salary in comparison to the magnitude of workload \*****Work under pressure circumstances**

		Low Salary	More Pressure
Low Salary	Pearson Correlation	1	.219*
	Sig. (2-tailed)		.016
	N	120	120
More Pressure	Pearson Correlation	.219*	1
	Sig. (2-tailed)	.016	
	N	120	120

\*. Correlation is significant at the 0.05 level (2-tailed).

Pearson correlation value is 0.219, it is a positive correlation. Therefore, there is significant correlation between Less salary in comparison to the magnitude of workload and Work under pressure circumstances.

**ANOVA TEST****Not able to enjoy holidays or free time \* Not comfortable working with my colleagues**

Holiday	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	47.910	4	11.978	7.267	.001
Within Groups	189.556	115	1.648		
Total	237.467	119			

Significance level 0.001, which is below 0.05 therefore, there is a statistically a significant relationship between Not able to enjoy holidays or free time and Not comfortable working with my colleagues.

**CONCLUSION**

Stress has become common among the working people in this era because of the competitiveness, job complexity, advanced technologies and various other reasons. People at the beginning of their career, who are trying to establish themselves, often experience stress. Maintaining healthy employees' relationship is a prerequisite to higher productivity and human satisfaction. Job stress, which if not managed effectively leads to strained relationship among employees. By following these suggestions, one may be able to get stress to work for them instead of against them. I hope that after reading this report, you'll see that the level of stress and its number of consequences vary within and between organizations based on the nature and type of work practices. Organization must start a new way to manage people at work differently, treating them with respect and valuing their contribution. Recognition, participation and continuous training of employees are required to retain the skilled employees. It is the responsibility of the organization to see that its employees undergo stress relaxation practices to overcome stress which maintains the sound health of the employees. The future work of this paper is necessary therefore to manage stress effectively. So that the dysfunctional effect on employees and their organizational performance can be minimized and controlled which in turn.

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