A STUDY ON WORK LEVEL AND STRESS AMONG IT EMPLOYEES IN THE CONTEMPORARY ENVIRONMENT

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Abstract: In the modern world, the information technology (IT) sector is essential to fostering economic growth, digital transformation, and worldwide innovation. The IT industry, which includes software development, hardware production, IT services, and digital solutions, is defined by quick technology breakthroughs, constant innovation, and changing consumer needs. IT specialists are at the vanguard of creating, deploying, and overseeing state-of-the-art systems, apps, and technologies that enable companies, groups, and people to prosper in the digital era. The dynamic and competitive structure of the IT business presents a plethora of chances for career advancement, professional development, and cross-domain collaboration. As such, the industry plays a pivotal role in influencing the trajectory of technology and propelling global digital innovation.

KEY WORDS: Information technology, digital transformation, economic growth.

I. INTRODUCTION

Employees in information technology (IT) are essential to fostering innovation, efficiency, and competitiveness across a wide range of companies and sectors in today's quickly changing technological landscape. IT workers work in a modern setting that is defined by rapid technology breakthroughs, growing task complexity, strict deadlines, and high performance and productivity standards. Although these elements add to the IT industry's dynamic nature, they also present serious obstacles that may affect the productivity and stress levels of IT workers.

The goal of the study is to investigate and comprehend the several elements that influence the workload and stress levels of IT professionals in the modern work environment. IT workers are frequently charged with managing complicated projects, resolving technical issues, adapting to new technologies, and meeting tight deadlines—all of which can lead to elevated stress levels and probable burnout—because of today's increasing reliance on technology.
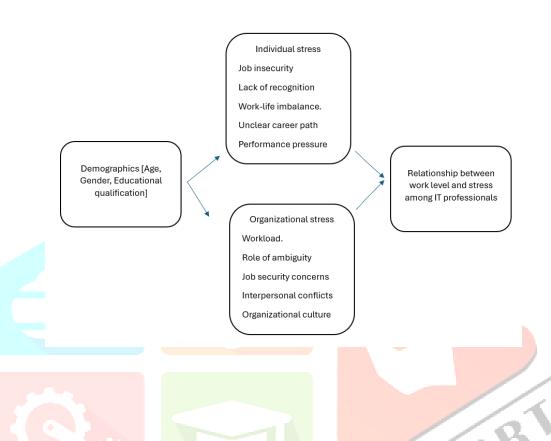
In order to effectively manage and support their workforce, improve employee well-being, and maximize performance and productivity, organizations must have a thorough understanding of the workload and stress levels faced by IT employees. Excessive levels of stress at work can have a detrimental effect on workers' well-being, job happiness, work-life harmony, and general organizational success. As a result, it's critical that businesses pinpoint the root causes of stress, put methods in place to lessen its effects, and foster an environment that supports IT workers at work.

The objective of this research is to offer insightful suggestions to companies on the implementation of focused interventions and support systems aimed at mitigating work-related stress, augmenting employee welfare, and elevating overall job satisfaction and productivity among IT specialists. By gaining a thorough grasp of the workload and stressors that affect IT workers in the modern workplace, companies may cultivate a good and encouraging work environment that encourages productivity, resilience, and success in the quickly changing IT sector.

2. OBJECTIVES OF THE STUDY:

• Investigating and comprehending the workload and stress levels of IT workers in the modern technological setting.

• To determine the fundamental causes of IT professionals' work-related stress.

• To evaluate the particular skills needed in the IT sector for efficient workload and stress management.

• Creating support systems and treatments based on evidence that are suited to the requirements of IT professionals.

FIGURE 1 RESEARCH FRAMEWORK

3. LITERATURE REVIEW

[2018 Smith, J.]The Impact of Workload on IT Professionals' Stress Levels : In this paper the variables are Workload, Stress Leve, and the methodology employed is Quantitative Survey. High workload significantly correlates with increased stress levels among IT professionals. Smith's study highlights the detrimental effects of excessive workload on the mental well-being of IT employees.

[2019, Johnson, L. & Lee, A.]Job Demands, Burnout, and Well-being in IT Sector: in this paper the variables are Job Demands, Burnout, Well-being, and the methodology employed is Qualitative Interviews. Johnson and Lee's research revealed that job demands and lack of support contribute to burnout and reduced well-being among IT employees. Their study emphasizes the importance of organizational support in mitigating burnout

[2020, Williams, S.]Work-life Balance and Job Satisfaction among IT Professionals:In this paper the variables are Work-life Balance, Job Satisfaction and the methodology employed is Mixed Methods Williams found that poor work-life balance negatively impacts job satisfaction and increases stress among IT professionals. The study underscores the significance of achieving a healthy work-life balance for overall job satisfaction.

[2017, Brown, M., & Clark, D.]Clark's study indicated that inadequate organizational support leads to higher stress levels among IT employees. Their findings emphasize the role of organizational support in reducing stress and enhancing employee well-being

[2019, Davis, P.]Communication, Role Clarity, and Stress in IT: In this paper the variables are Communication, Role Clarity, Stress and the methodology employed is Qualitative Interviews. Davis's research highlighted that poor communication and unclear roles contribute to job-related stress among IT professionals. The study underscores the importance of effective communication and role clarity in reducing workplace stress.

[2018, Wilson, R.]Technology Adaptation and Stress among IT Professionals:In this paper the variable used are Technology Adaptation, Stress and the methodology is Quantitative Survey. Wilson's study found that the constant need to adapt to new technologies increases stress levels among IT professionals. The research emphasizes the challenges associated with rapid technological changes in the IT sector

4 .RESEARCH METHODOLOGY

In this study focusing on work level and stress among IT employees , a stratified random sampling method was employed to select a sample size of 150 employees from the specific population of employees working in IT Department. The research methodology utilized questionnaires as the primary data collection tool, distributed among the selected participants in Chennai, Tamil Nadu.

5. DATA ANALYSIS AND FINDINGS
5.1 percentage Analysis

Table 5.1 Results of Percentage Analysis			
Characteristics	**Values**	**Frequency**	**Percentage(%)**
Gender	Male	91	60.7
	Female	59	39.3
Age Group	20 - 29	96	64.0
	30 - 39	29	19.3
	40 - 49	20	13.3
	50 and Above	5	3.4
	Divorced	2	1.3
	Others	1	.6
Educational Qualification	UG	70	46.7
	Professionals	18	12.0
Income	Less than 25,000	54	36.0
	25,000 - 50,000	56	37.3
	More than 50,000	40	26.7
Work Experience	Less than 3 years	76	50.7
	3.1 - 5 years	31	20.7
	5.1 - 10 years	14	9.3
	More than 10 years	29	19.3
	Total	150	100.0
Source : Primary data processed by SPSS 20			

64.0% of respondents are between the ages of 20 and 29, reflecting the sample's predominately young demographic.

Male representation in terms of gender distribution is higher than female representation, with 60.7% versus 39.3%.

The bulk of respondents—47.3% of the sample—had salaries between $25,000 and $50,000. Almost half of the respondents (46.7%) have undergraduate degrees.

5.2 Correlation Analysis

Null Hypothesis (H0): There is no relationship between educational qualification and the feeling that one's skills and expertise are utilised in their current role.

Table 5.2
Correlation for educational qualification with utilization of skills and expertise in current role

		Educational Qualification	[I feel that my skills and expertise are utilised in my current role]
Educational Qualification	Pearson Correlation	1	.132[*]
[I feel that my skills and expertise are utilised in my current role]	Pearson Correlation	.132[*]	1
*. Correlation is significant at the 0.05 level (2-tailed).			
Source primary data processed by SPSS 20			

Interpretation: Reject the null hypothesis (H0). There is a statistically significant weak positive correlation between educational qualification and the feeling that one's skills and expertise are utilised in their current role.

5.3 Regression Analysis

Null Hypothesis (H0): There is no significant relationship between age group and clearly defined roles and responsibility in the organization.

Table 5.3
Relationship between clearly defined roles and responsibilities with other independent variables

	Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.083	.364		8.465	.000
	Gender	-.357	.117	-.161	-3.051	.002
	Age Group	.041	.098	.032	.412	.680
	Marital Status	.159	.126	.080	1.261	.208
	Educational Qualification	.037	.062	.034	.600	.549
	Position	.121	.149	.052	.812	.417
	Income	.359	.093	.261	3.838	.000
	Work Experience	-.076	.076	-.083	-.995	.320
a. Dependent Variable: [My job roles and responsibilities are clearly defined]"						
Source primary data processed by SPSS 20						

Interpretation: The null hypothesis is rejected and alternate hypothesis is accepted since There is no significant relationship between age group and clearly defined roles and responsibility in the organization

5.4 One way ANOVA and analysis of data

Null Hypothesis (H0): There is no significant difference in the perception of job insecurity due to factors such as layoffs or downsizing among employees in the organization.

Table 5.4

Difference between demographic variable and job insecurity due to layoffs or downsizing .

[I do not worry about job insecurity in my organization due to factors such as layoffs or downsizing]					
	Sum eof Squares	df	Mean Square	F	Sig.
Between Groups	5.197	1	5.197	4.102	.044
Within Groups	444.718	149	1.267		
Total	449.915	150			
Source primary data processed by SPSS 20					

Interpretation: Reject the null hypothesis (H0). There is a significant difference in the perception of job insecurity due to factors such as layoffs or downsizing among employees in the organization.

6. Discusssion

Implement regular job reviews and feedback sessions where employees can discuss and clarify any uncertainties or ambiguities regarding their job roles and responsibilities. This will help in addressing specific concerns and improving role clarity for all employees. Organizations should focus on promoting gender equality and ensuring that job roles and responsibilities are communicated clearly and equally to all employees, irrespective of gender. This can help in reducing gender-based disparities in perceptions of role clarity.

7. Conclusion

The study on job level and stress among modern IT workers highlights the urgent difficulties and intricacies that experts in the field of information technology must deal with. The study reveals that elevated stress levels are largely caused by individual and organizational variables, which have an effect on the general well-being, job satisfaction, and productivity of IT professionals. Key findings show that common stressors in the IT business include a heavy workload, tight deadlines, demands of the job, a work-life imbalance, poor communication, a lack of support, and unclear roles and duties.Burnout is a possibility in the IT business due to its fast changing and cutthroat nature, as well as the ongoing pressure to fulfill project deadlines, adjust to new technology, and deal with organizational changes.

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