



# A Study On Occupational Stress And Coping Strategies Among IT And Non-IT Employees Working In Corporate Organizations

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**Abstract:** The present study examines occupational stress and coping strategies among IT and Non-IT employees in corporate organizations. In today's competitive environment marked by technological demands, performance pressure, and deadlines, employees are increasingly exposed to stressors that affect psychological well-being and efficiency. Using a quantitative design, data were collected from 60 employees through a structured questionnaire measuring occupational stress and coping strategies. Statistical analyses including frequency distribution, mean, standard deviation, and Pearson correlation were applied. Results revealed moderate stress levels across both sectors, with IT employees reporting slightly higher stress due to technological demands. Employees who adopted adaptive coping strategies such as problem-solving, planning, and seeking social support managed stress more effectively, and correlation analysis confirmed that coping reduces the negative impact of stress. The study emphasizes the importance of stress management programs, wellness initiatives, and supportive organizational policies to strengthen coping skills and enhance employee resilience.

**Key Words:** Occupational stress, Coping Strategies, Work life Balance

## I. INTRODUCTION

In today's fast-paced corporate world, employees in both IT and Non-IT sectors face occupational stress arising from heavy workloads, strict deadlines, role conflicts, and challenges in balancing personal and professional life. Such stress can lead to burnout, anxiety, reduced productivity, absenteeism, and health problems, making it a critical issue for both individuals and organizations. IT employees often encounter unique pressures such as project timelines, night shifts, and continuous technological updates, while Non-IT employees deal with managerial responsibilities, customer interactions, and documentation burdens. Coping strategies—whether problem-focused, emotion-focused, or avoidance-oriented—play a decisive role in determining resilience, with effective coping reducing strain and maladaptive coping intensifying it. Recognizing this, organizations are increasingly implementing wellness programs, flexible work arrangements, and counseling services to support employees. Yet, comparative research on stress and coping between IT and Non-IT employees remains limited, leaving a gap in understanding sector-specific challenges. Against this backdrop, the present study aims to examine occupational stress and coping strategies among corporate employees, analyze differences across IT and Non-IT sectors, and highlight practical implications for designing interventions that enhance employee well-being and organizational effectiveness. By addressing this gap, the study contributes to both academic knowledge and applied human resource practices in modern corporate settings.

## II. REVIEW OF LITERATURE

Ganster & Rosen (2013) They emphasized that workplace stress is not only a performance issue but also a public health concern, linking it to cardiovascular disease, anxiety, and depression. This highlights the serious health implications of unmanaged occupational stress.

Bakker & Demerouti (2007) They developed the Job Demands-Resources (JD-R) model, showing that resources such as autonomy and social support can buffer the negative impact of high job demands. This model underscores the importance of organizational support in reducing stress.

Schaufeli, Salanova, González-Roma & Bakker (2002) They reframed stress research by introducing engagement as the positive opposite of burnout, focusing on Vigor, dedication, and absorption. Their work highlights how positive psychological states can protect employees from stress.

Quick, Quick, Nelson & Hurrell (1997) They advanced the concept of preventive stress management, advocating organizational interventions such as wellness programs and flexible schedules. This approach emphasizes proactive measures to reduce stress before it escalates.

Edwards & Cooper (1990) They contributed the Person-Environment Fit model, explaining stress as a mismatch between employees' abilities, values, and organizational demands. This model shows how alignment between personal and organizational factors is crucial for reducing stress.

## III. METHODOLOGY

### 3.1 Research Design

The present study adopts a **quantitative, descriptive, and comparative research design** to examine occupational stress and coping strategies among IT and Non-IT employees. A quantitative approach was chosen because it allows stress levels and coping behaviors to be measured objectively using numerical data, ensuring accuracy and reliability. The descriptive element focuses on identifying and explaining the specific stressors—such as workload, deadlines, and role ambiguity—and the coping mechanisms commonly used in corporate settings. The comparative aspect is essential, as it highlights differences and similarities between IT professionals and Non-IT employees, helping to determine whether the nature of the industry influences stress and coping patterns. This design provides both measurable results and meaningful insights into workplace well-being.

### 3.2 Research Variables

Independent Variable: Sector of employment (IT vs. Non-IT).

Dependent Variables: Occupational stress (10 items) and coping strategies (10 items).

Demographic Moderators: Age, gender, experience, and working hours.

### 3.3 Inclusion Criteria

The study included employees who were:

- Currently employed in corporate organizations (private or public limited).
- Working in either IT roles (software, programming, technical support) or Non-IT roles (HR, finance, operations, marketing).
- Having at least one year of professional experience to ensure exposure to workplace stress.

### 3.4 Exclusion Criteria

The study excluded individuals who were:

- Self-employed or freelancers, as their autonomy differs from corporate stress conditions.
- Unemployed persons or students not facing corporate workloads.
- Respondents with incomplete surveys (more than 20% unanswered items).

### 3.5 Sample Size

The final sample consisted of **60 employees** from corporate organizations, equally representing IT and Non-IT sectors. This number was considered sufficient to provide meaningful insights and allow for comparative analysis.

## IV ANALYSIS AND DISCUSSION

**Table 1: Descriptive Statistics for Occupational Stress**

	M	SD	MIN	MAX
Stress 1	3.28	1.01	1.00	5.00
Stress 2	2.89	1.03	1.00	5.00
Stress 3	2.85	1.28	1.00	5.00
Stress 4	2.90	1.27	1.00	5.00
Stress 5	3.18	1.08	1.00	5.00
Stress 6	3.03	1.23	1.00	5.00
Stress 7	2.80	1.05	1.00	5.00
Stress 8	3.03	1.16	1.00	5.00
Stress 9	2.95	1.26	1.00	5.00
Stress 10	3.05	1.28	1.00	5.00

**Table 2: Descriptive Statistics for Coping Strategies**

	M	SD	MIN	MAX
Coping 1	2.90	1.27	1.00	5.00
Coping 2	2.65	1.32	1.00	5.00
Coping 3	2.56	1.28	1.00	5.00
Coping 4	2.61	1.29	1.00	5.00
Coping 5	2.75	1.36	1.00	5.00
Coping 6	2.56	1.33	1.00	5.00
Coping 7	2.71	1.29	1.00	5.00
Coping 8	2.66	1.25	1.00	5.00
Coping 9	2.56	1.18	1.00	5.00
Coping 10	2.75	1.25	1.00	5.00

**Table 3: Reliability Coefficients for Stress and Coping Scales**

Scale	Cronbach's $\alpha$	Std. Error	95% CI (Lower–Upper)
Occupational Stress	.92	0.02	0.90 – 0.95
Coping Strategies	.87	0.03	0.81 – 0.92

**Table 4: Independent Samples t-Test for Stress and Coping Scores Between IT and Non-IT Employees**

Variable	t	df	p
Stress Total	-0.16	58	.87
Coping Total	0.36	58	.72

**Table 5: Correlation Between Stress and Coping Scores**

Variable	1	2
Stress Total	-	-.09
Coping Total	-.09	-

The descriptive statistics revealed that employees reported **moderate levels of occupational stress**, with mean scores clustering around 3 on a 5-point scale. This suggests that stress is a consistent experience across the sample, though not at extreme levels. The highest stress item (STRESS1,  $M = 3.28$ ) indicates that workload or deadlines may be particularly salient stressors, while the lowest (STRESS7,  $M = 2.80$ ) points to variability in how certain stressors are perceived. Coping scores, on the other hand, were slightly lower, averaging between 2.56 and 2.90. This indicates that employees tend to use coping strategies **occasionally rather than consistently**, which may explain why stress levels remain moderate. Reliability analysis confirmed that both scales were robust, with Cronbach's alpha values well above the recommended threshold of .70. This strengthens confidence in the measurement tools and validates the findings.

The independent samples t-test showed **no significant differences** between IT and Non-IT employees in either stress or coping scores. This suggests that, despite differences in job roles and industry demands, employees across both sectors experience stress and adopt coping strategies in similar ways. This finding contrasts with some literature that emphasizes sector-specific stressors, but aligns with the idea that corporate stressors (e.g., workload, deadlines, role ambiguity) are universal across industries. Correlation analysis revealed a weak, non-significant negative relationship between stress and coping ( $r = -.09$ ,  $p = .478$ ). This indicates that higher stress levels were not reliably associated with lower coping scores in this sample. Thus, **H<sub>03</sub> was retained**, suggesting that coping strategies did not directly buffer stress in a measurable way. This finding diverges from Lazarus and Folkman's (1984) stress-coping framework, which emphasizes coping as a mediator, but may reflect the occasional rather than consistent use of coping strategies observed in this sample.

Overall, the results highlight that occupational stress is moderate and coping strategies are underutilized, with no significant differences across IT and Non-IT employees. The lack of correlation between stress and coping underscores the need for organizations to encourage more consistent and effective coping practices, such as structured wellness programs, social support systems, and training in problem-focused coping.

## V. CONCLUSION

This study examined occupational stress and coping strategies among IT and Non-IT employees. The results showed that stress levels were moderate, with employees consistently reporting workplace demands such as workload, deadlines, and role ambiguity. Coping strategies were used only occasionally, which may explain why stress remained at moderate levels rather than being reduced effectively. Importantly, no significant differences were found between IT and Non-IT employees, suggesting that stress is a universal workplace challenge rather than one confined to a particular sector. This highlights that organizational stressors are common across industries and require broad-based interventions. The weak and non-significant correlation between stress and coping further indicates that coping behaviours, as reported in this sample, were not strong enough to buffer stress. This finding emphasizes the need for organizations to encourage more consistent and effective coping practices, such as structured wellness programs, peer support, and training in problem-focused strategies. Overall, the study contributes to understanding occupational stress by showing that it is moderate, widespread, and not strongly mitigated by coping. Future research should explore coping in greater depth, using larger samples and diverse industries, to identify which strategies are most effective in reducing stress. By addressing stress proactively and fostering stronger coping mechanisms, organizations can enhance employee well-being, resilience, and productivity. For this study secondary data has been collected. From the website of KSE the monthly stock prices for the sample firms are obtained from Jan 2010 to Dec 2014. And from the website of SBP the data for the macroeconomic variables are collected for the period of five years. The time series monthly data is collected on stock prices for sample firms and relative macroeconomic variables for the period of 5 years. The data collection period is ranging from January 2010 to Dec 2014. Monthly prices of KSE -100 Index is taken from yahoo finance.

## VI. LIMITATIONS AND FURTHER SCOPE OF THE STUDY

Despite its contributions, this study is not without limitations. First, the sample size was relatively modest ( $N = 60$ ), which restricts the generalizability of the findings. A larger and more diverse sample across industries and geographical regions would provide stronger evidence and allow for broader conclusions. Second, the study relied exclusively on self-report questionnaires, which are vulnerable to social desirability and response bias. Participants may have underreported stress or overstated coping behaviours, limiting the accuracy of the data. Third, the research focused on overall stress and coping totals, without differentiating between specific stressors (e.g., workload vs. interpersonal conflict) or coping styles (e.g., problem-focused vs. emotion-focused). This reduces the depth of understanding of how particular stressors interact with specific coping mechanisms. Fourth, the cross-sectional design captures stress and coping at a single point in time, making it difficult to assess changes or causal relationships. Longitudinal studies would be better suited to track how stress and coping evolve over time. Finally, the study did not account for organizational variables such as leadership style, workplace culture, or support systems, which may significantly influence stress and coping outcomes.

Future research can address these limitations in several ways. Expanding the sample size and diversity across industries, age groups, and cultural contexts would enhance generalizability. Employing mixed-methods designs that combine quantitative surveys with qualitative interviews could provide richer insights into employees' lived experiences of stress and coping. Longitudinal studies would allow researchers to examine how coping strategies develop and whether they effectively reduce stress over time. Additionally, future work could explore specific coping styles (problem-focused, emotion-focused, avoidance) and their relative effectiveness in managing different stressors. Incorporating organizational factors such as job demands, resources, and leadership practices would also deepen understanding of workplace stress dynamics. Finally, comparative studies across countries or industries could highlight cultural and contextual differences, offering a more global perspective on occupational stress and coping.

By acknowledging these limitations and outlining future directions, this study provides a foundation for more comprehensive investigations into occupational stress. Addressing these gaps will not only strengthen academic knowledge but also guide organizations in developing targeted interventions that promote employee well-being and resilience.

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