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## STRESS MANAGEMENT IN SOME SOFTWARE INDUSTRIES – A CASE STUDY

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### ABSTRACT

In the present scenario software industry has become one of the fastest growing industries in India. The reason for choosing particularly software industry and employees is that the level of stress these employees face is comparatively higher than other employees. Any kind of a job has targets and an employee becomes stressed when he or she is allotted with unachievable targets and are unable to manage the given situation. Thus the main aim of this article is to bring to lime light the level of stress with software employees in Hyderabad and the total sample size for the study is 250 chosen by random sampling method in Hyderabad, Pune, Bangalore, Chennai, etc.. Cities.

**Keywords:** Stress, software companies, grievances, work environment.

### INTRODUCTION

Stress is one of the problems faced by human beings. It has both positive and negative impact on individual. The positive stress called eustress is required to certain level to help an individual to perform their work without which the individual will not work properly. The negative stress called distress has negative impact on the individual which restricts them in performing their work. The ancient philosophical and religious texts provide information about stress which has two approaches: the first approach begins with the nature of human existence and moves systematically to its dysfunctioning (i.e.) stress is generated under certain circumstances, the second approach

identifies the problem and the principles of dealing with it are woven around the problem and its resolution. Experience of occupational stress is inevitably involved in the execution of any type of work. Stress has an adaptive value. It motivates the individual to attend to the task and get rid of the tension or demand the unattended task produced.

### Defining Stress

Stress is the way human beings react both physically and mentally to changes, events, and situations in their lives. People experience stress in different ways and for different reasons. The reaction is based on your perception of an event or situation. If you view a situation negatively, you will likely feel distressed—overwhelmed, oppressed, or out of control. Distress is the more familiar form of stress. The other form, eustress, results from a “positive” view of an event or situation, which is why it is also called “good stress”.

Eustress helps you rise to a challenge and can be an antidote to boredom because it engages focused energy. That energy can easily turn to distress, however, if something causes you to view the situation as unmanageable or out of control. Many people regard public speaking or airplane flights as very stressful—causing physical reactions such as an increased heart rate and a loss of appetite—while others look forward to the event. It's often a question of perception: A positive stressor for one person can be a negative stressor

for another

The Indian Software industry has grown at a compounded annual growth rate (CAGR) of 28 % during the last 5 years. The key segments that have contributed significantly to the industry's exports include – software services - BPO sector is playing vital role in the growth of our country's economy. Due to liberalization of Indian economic policy, the growth of software industry is in commendable position. Due to cost advantage, availability of skilled manpower, quality services are the main reasons for the growth of IT industry in India.

**Stress Management:** Stress management is the need of the hour. However hard we try to go beyond a stress situation, life seems to find new ways of stressing us out and plaguing us with anxiety attacks. Stress management is to identify the sources of stress in your life begins with & to avoid them.

#### STATEMENT OF THE PROBLEM:

Computers have become an epitome of modern life, being used in every aspect of life. This has also ushered in a new genre of occupation-related health problem among software Professionals. The reason for choosing particularly software employees is that the level of stress these employees face is comparatively higher than other employees. Any kind of a job has targets and an employee becomes stressed when he or she is allotted with unachievable targets and are unable to manage the given situation. The stress among employees of major software industries, Infosys, Tata Consultancy Services, and Cognizant, Microsoft, Oracle, Tech Mahindra and other Software companies in Hyderabad, Pune, Bangalore, Chennai, etc.. Cities.. Hence a study on job stress is needed to understand the level of job stress among the employees. This study has not been explored so far software companies in Hyderabad.

#### OBJECTIVES OF THE STUDY

- To study on job stress among employees of software industries in Hyderabad, Pune,

Importance of Stress Management: Stress Management aims at creating a win-win situation for both the parties the employee and the employers.

A) Employee Benefits:

- Decrease pressure
- Less absenteeism due to stress-related disorders
- Less stressful, more efficient workplace
- Help with child/eldercare arrangements
- Improved morale
- Less negative stress
- Better relationship both on and off the job

B) Business (Organization's) Benefits:

- Employee satisfaction
- Measured increase in accountability
- Better teamwork and communication
- Attract/retain employees
- Decrease labour turnover
- Increase employee productivity
- Improved reputation & Goodwill
- Decrease absenteeism
- Improved business results

Bangalore, Chennai, etc.. Cities.

- To examine the relaxation techniques practiced in the organization.
- To Develop a Personal Action Plan for Stress Management

#### RESEARCH METHODOLOGY

Primary data was collected through well structured questionnaire and interview method from the software Engineers from Hyderabad, Pune, Bangalore, Chennai, etc.. Cities. Secondary data was collected from internal records of the company such as library records, trade journals, and various manuals of the software company and from various training programs previously conducted. Secondary data provides a better view of the problem study, many magazines, tools and other references were also mean important in this study. The sample size is 250 selected randomly.

## Non-Probability Sampling Methods

In a non-probability sample, individuals are selected based on non-random criteria, and not every individual has a chance of being included. This type of sample is easier and cheaper to access, but it has a higher risk of sampling bias. That means the inferences you can make about the population are weaker than with probability samples, and your conclusions may be more limited. If you use a non-probability sample, you should still aim to make it as representative of the population as possible. Non-probability sampling techniques are often used in exploratory and qualitative research. In these

types of research, the aim is not to test a hypothesis about a broad population, but to develop an initial understanding of a small or under-researched population.

## Convenience Sampling

A convenience sample simply includes the individuals who happen to be most accessible to the researcher. This is an easy and inexpensive way to gather initial data, but there is no way to tell if the sample is representative of the population, so it can't produce generalizable results.

## DATA ANALYSIS

**TABLE No.1**  
**Percentage Analysis of Demographic Factors**

S.No.	Parameters		No. of Respondents	Percentage to Total
1	Age of the Respondents	21-25 years	62	24.8
		26-30 years	50	20
		31-40 years	55	22
		41-50 years	45	18
		above 50 years	38	15.5
2	Marital Status	Married	160	64
		Unmarried	90	36
3	Designation	Analysts	25	10
		Delivery Manager	15	06
		Project Manager	50	20
		Software Developer	40	16
		Support Engineer	75	30
		Tester	25	10
4	Nature of Job	Permanent	180	72
		Temporary	70	28
5	Educational Qualification	PGUG	25	10
			225	90
		25001-35000	55	22
		35001-45000	50	20

6	Income (Rupees)	45001-55000	60	24
		55000-100000	60	24
		Above 100000	25	10
7	Experience (years)	0-5 years	77	30.8
		5-10 years	68	27.2
		10-15 years	54	21.6
		15-20 years	26	10.4
		20-25 years	15	06
		Above 25 years	10	04

TABLE No. 2

## Relaxation Techniques Practices

S.No.	Description	Always	Often	Sometimes	Rarely	Never	Total
1.	Yoga	90	45	35	20	30	250
2.	Meditation	87	40	75	23	25	250
3.	Home-Remedy	85	53	40	42	30	250
4.	Walking	120	55	30	25	20	250
5.	Listening to music	60	40	55	30	65	250
6.	Sleeping	50	65	45	42	48	250
7	Others	35	118	38	29	40	250

**Observation:** From the above Table No.2 the highest relaxation technique is walking, second highest relaxation is yoga, third one is Meditation, fourth one is Home Remedy in Always category and fifth one is Listening Music in Never category, sixth one Sleeping in Often category and finally seventh one is Others in Often category for Stress relaxation technique which is practiced in the organization. Based on above table the following figures are drawn.

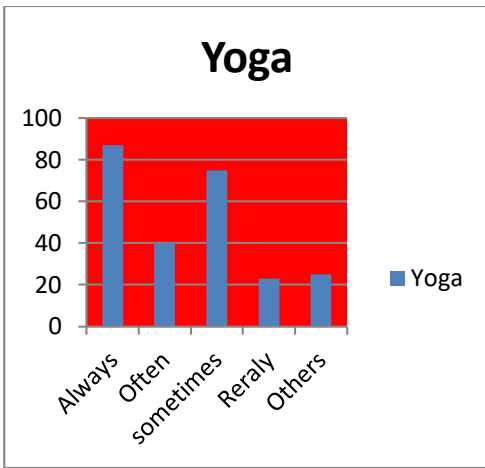


Fig.1: Relaxation Techniques

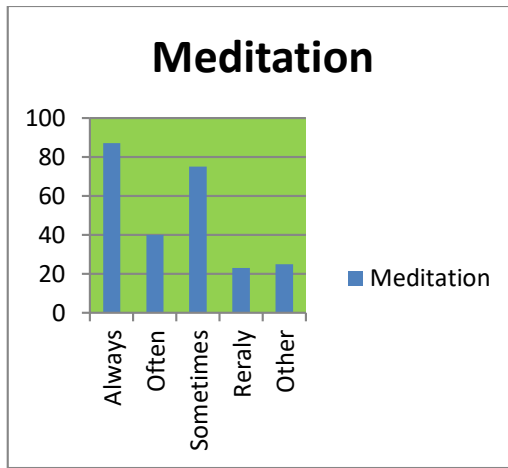


Fig.2: Relaxation Techniques

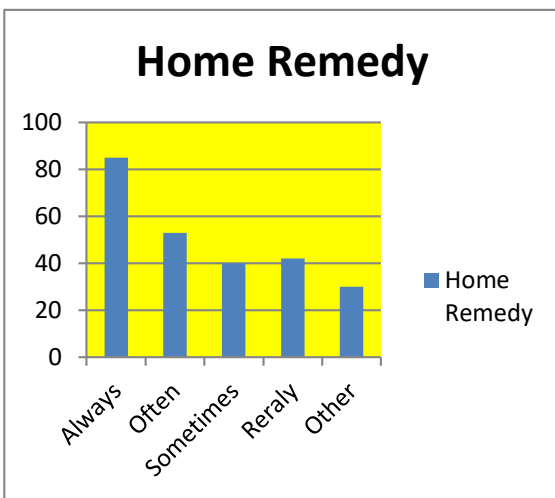


Fig.3: Relaxation Techniques

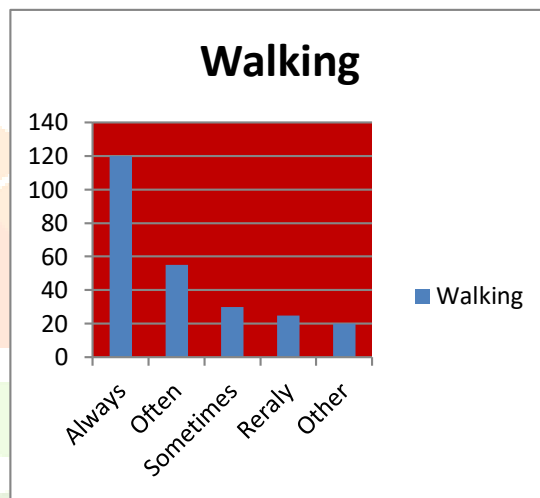


Fig.4: Relaxation Techniques

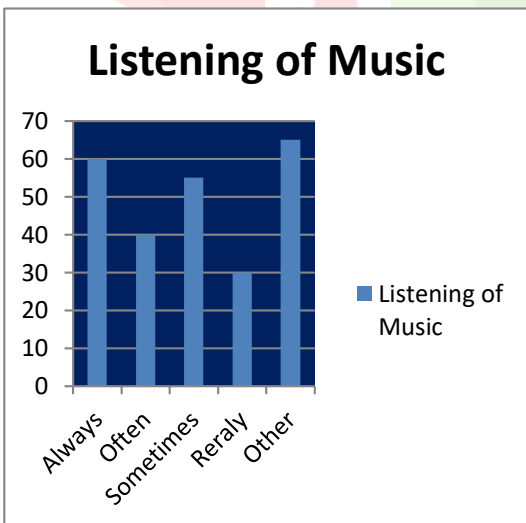


Fig.5: Relaxation Techniques

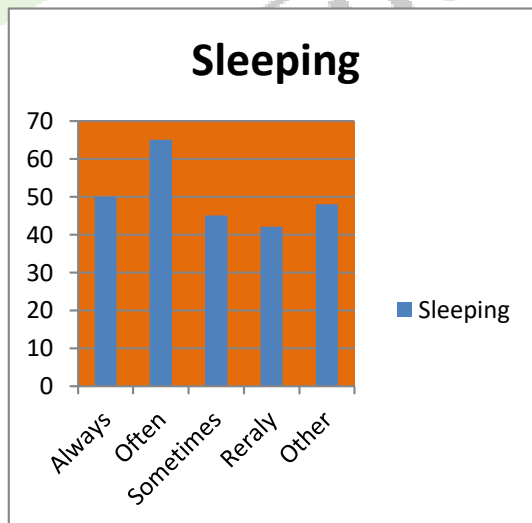
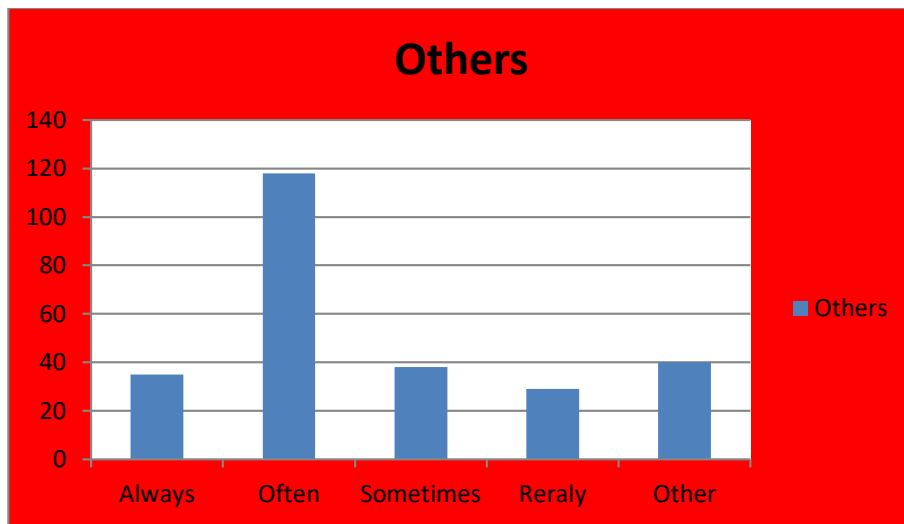


Fig.6: Relaxation Techniques



**Fig.7:** Relaxation Techniques

## CONCLUSION

Stress can have consequences far beyond temporary feelings of pressure. While you can't avoid stress, you can learn to manage it and develop skills to cope with the events or situations you find stressful. By learning to cope with stress, and by recognizing the symptoms of depression and the warning signs of suicide, you'll be better prepared to help not only yourself, but also friends, fellow students, and the Soldiers you will someday lead.

Stress is a slow and insidious malady which is an unavoidable one and a common problem in the workplace. The level of stress and its amount of consequences vary within and between organizations based on the nature and type of work practices. Organization must begin 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.

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