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STRESS MANAGEMENT AND INFORMATION TECHNOLOGY SECTOR IN INDIA

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ABSTRACT:

Stress is a state of mental or emotional strain or tension resulting from adverse circumstances. The nature of work is changing at rapid speed, may be now more than ever before. As we try to concentrate more on accomplishment of professional commitments, stress levels are at their highest point. Work related stress arises where job or the organization demands the work which is beyond the capacity and capability of an employee. Today, stress management has evolved as an individual stream of study. To manage stress at work place is responsibility of both and employer and an individual. Stress management refers to wide spectrum of techniques and psychotherapies aimed at controlling a person's level of stress. This paper focuses on causes of stress at work place and study of stress management techniques adopted by the best employer in India.

Keywords: Causes of Stress, Work related stress, Stress Management Technique, Stress Management Practices in Indian Industry.

INTRODUCTION:

Stress-A-Silent Killer. The nature of work is changing at rapid speed, may be now more than ever before, job stress threaten the health of workers and hence the health of the organization and nation. Career is a word that includes so many things in it like, competition, deadlines, follow ups, targets, schedules, meetings, and so many others which keep us busy on professional end. As we try to concentrate more on accomplishment of professional commitments, stress levels are at their highest point. Work related stress arises where job or the organization demands the work which is beyond the capacity and capability of an employee. The main cause of work related stress is poor organization culture. Today, stress management has evolved as an individual stream of study. To manage stress at work place is responsibility of both and employer and an individual. The employer should try to provide the stress free organization culture which is encouraging, motivating and recreational for the employee. According to the inaugural Asia Pacific edition of the 'Staying @Work' survey, stress is the number one lifestyle risk factor, ranking above physical

inactivity and obesity. As per the survey almost one in every three Indian employers has instituted stress or resilience management programme in 2013 and almost equal number plan to follow suit in 2014. Furthermore it is noteworthy that Indian employers fared better than Asia Pacific counterparts in managing employees' work related stress. One of the most common solutions adopted by employers to manage employees' stress is offering flexible working hours. Other top solutions adopted by employers are stress management workshops, yoga, tai chi and undertake education and awareness campaign to help their employees manage stress.

Stress is a state of mental or emotional strain or tension resulting from adverse or demanding circumstances. Stress happens when one feels that he can't cope with pressure and this pressure comes in many shapes and forms and triggers physiological response. And it creates perceived threats to one's survival. Some most common causes of stress are survival stress, internal stress, environmental stress, and fatigue and overwork.

Work-related stress is the response people may have when presented with work demands and pressures that are not matched to their knowledge and abilities and which challenge their ability to cope.

Stress occurs in a wide range of work circumstances but is often made worse when employees feel they have little support from supervisors and colleagues, as well as little control over work processes. There is often confusion between pressure or challenge and stress and sometimes it is used to excuse bad management practice. In modern competitive era, pressure at work is unavoidable.

Tolerable level of pressure keeps employees alert; it motivates the employees and strengthens the employees' to meet the dead lines. However, when pressure becomes unmanageable or intolerable, it leads to stress. Stress is harmful to employees' as well as organization's health. Work related stress arises because of poor organizational culture.

India's growing stature in the Information Age enabled it to form close ties with both the United States of America and the European Union. However, the recent global financial crises has deeply impacted the Indian IT companies as well as global companies. As a result hiring has dropped sharply, and employees are looking at different sectors like the financial service, telecommunications, and manufacturing industries, which have been growing phenomenally over the last few years. India's IT Services industry was born in Mumbai in 1967 with the establishment of Tata Group in partnership with Burroughs. The first software export zone SEEPZ was set up here way back in 1973, the old avatar of the modern day IT park. More than 80 percent of the country's software exports happened out of SEEPZ, Mumbai in 80s.

Thus the reason for stress differs from person to person. But at the same everyone experiences stress. The stress people's experience should not be necessarily treated as harmful. An optimum amount of stress can always act as an energizer or motivator and propel people to apply the efforts and complete the work. But a high level of stress can be a serious threat to the personality traits of the individual and can cause physiological and social problems. From an individual's point of view, stress is human body's physical,

mental and chemical reactions to circumstances that frighten, confuse, endanger or irritate us. If taken positively, stress is a friend that strengthens the individual for the next encounter, but if, taken negatively; it can have adverse effect on both physical and psychological factors. Stress affects not only the individual but also his/her environment.

STRESS MANAGEMENT:

Stress management refers to wide spectrum of techniques and psychotherapies aimed at controlling a person's level of stress, especially chronic stress, usually for the purpose of improving everyday functioning. Stress management starts with identifying the sources of stress. The management of stress has become the most important skill for the corporate era. There is no single solution for stress management but it is a step wise process which incorporates so many interrelated activities.

CAUSES OF WORKPLACE STRESS IN INDIAN INDUSTRY:

By the advent of liberalization, privatization, globalization, India faces an economic reform and become the global attraction centre for various national and multinational companies. The service sector in India has seen a huge growth and still possesses immense potential to be tapped. This development process is not untouched with the cut throat competition culture in the market. In order to maximize the market share, the companies generally fix a target level and reaching the target level becomes the root cause of survival. In order to give the best and making it before the competitors the workplace has now been observed to be occupied with the stress level. Every stress level is determined by the position of the employee in the organization and his legitimate powers to transfer the part of stress level to his subordinates and staff members. The human resource management practices helps in throwing light on this contemporary subject. IT industry is one of the growing sector of the day, the demand of IT professionals of India in the world is increased to such an extent that they get an handsome amount of packages with hectic, stressed full job targets, willingness to earn more in short span of time leads youth and expose to different health related issues and convert into psychological, psychosomatic and physiological disorders. The IT industry has been one of India's most rapidly growing areas of new employment, but opportunities have also emerged in other service industries including fast food, fashion, advertising and design, courier services, hairdressing and cosmetics, etc., The boom in the Indian software industry has put the country on the global IT map.

LONG WORKING HOURS:

The fear of loosing a job make employees want to work harder to be able to outperform their colleagues in the desire to impress the bosses. Long hours are not only physically tiring but can a high alert state throughout the day can drain employee's mind completely. Long working hours and odd hours is the greatest cause of stress for Indian IT industry. This is the major reasons for high rate of attrition in the industry. Long hours, in itself, is a combination of work load. In the industry workload is tremendous plus the time involved in traveling between home and office. The employees have to work for 11-12 hours per day-the number goes up to 14 in case of companies that encourage overtime.

TRAVEL TIME:

Most IT companies are located on the outskirts of cities, and therefore most employees spend a long time travelling to and from their offices. Again, this is unique to the Indian industry and cannot be easily wished away. Most IT companies require large manpower influxes in order to scale up and grow, and to support such huge workforces, they need lots of real estate. And exorbitant land prices inside cities necessitate their movement to the outskirts. Therefore, most of the IT companies in India affected by this factor.

JOB INSECURITY:

The competition in the market, economic conditions, mergers and acquisitions and better technologies are making resources redundant. In such a situation every employee is pushed towards saving his place irrespective of what it takes to do so. Back-biting, taking credit for where it is not due and other such unprofessional behaviour breeds.

EMPOWERMENT:

The empowerment of employees offers advantages to the organization and its employees. Some employees appreciate the greater responsibility and decision-making authority and empowerment. But employees who have no interest in empowerment and responsibility may experience greater level of stress. Some people find group work stressful, and their work may suffer when they work in a team setting.

OBJECTIVES OF THE STUDY:

1. To identify the measures adopted by the organization to cope up with the stress level among the employees of IT sectors.
2. To analyse the factors influencing the work stress perceived by the employees working in IT sectors.
3. To identify the various factors relating to stress prevailing in different levels among employees working in IT sectors.

METHODOLOGY:

The present study based on secondary data, the data related to the working conditions of the Information technology sector were collected from books, journals, web portal,

STRESS MANAGEMENT IN INDIAN INDUSTRY:

With growing stress level among the employees, employers are giving attention to personal enhancement of employees to increase the efficiency at business organization. Nowadays stress management has become key responsibility area of managers in many companies. Companies are just not only focusing on IQ but also on EQ, and SQ.

GOOGLE INDIA:

Google India is one of the best companies to work in and the employees are most satisfied, claims many surveys conducted by different organization year on year. The company provides very warm and sound organizational culture to every employee in each of the department. The stress management techniques at Google India includes- Flexible working hours and don't have time cards.

Googler 2 Googler : Nooglers (New hires) have induction programme at some of the most beautiful place in the world, enables employees to share their knowledge with peers. Play Dough: Every manager was given a budget to spend on a fun group activity outside office.

Free Legal Advice: Googlers get free legal advice.

Travel without Worries: All googlers and family members get travel insurance and emergency services even when they are on personal vacation. Celebration of Local Festivals: In all the campus of Google India, company celebrates all major local festivals.

Cafeteria: Google provides the best food and one can never get bore eating at Google cafeteria. The chief chef will come to dining table and will ask about the taste and suggestions for the food.

Sports Activities: Google office features foosball, ping pong and pool tables, an outdoor basket ball court and indoor cricket pitch. Gym: Google provides excellent gymnasium facility and a massage centre.

ACCENTURE:

Accenture offers 'Total Reward' package to each of the employees which includes compensations, perks, personal growth opportunities and a successful career with healthy life style involving, family, friends, and community. The company has applied ergonomics – the science of fitting the physical aspect of work environment to the human body. it helps employees to understand the potential hazards of incorrect work station posture and apply correction to the posture. Accenture provides work place flexibility which includes – Flexi time schedule, job sharing, work from home, fly back etc.

TATA CONSULTANCY SERVICES:

At TCS work life balance is an important aspect of employees. TCS regularly organizes employee engagement programmes. TCS has introduced stress management as part of HR policy of the company.

Sports: TCS offices are equipped with facilities like Table tennis, basket ball, badminton and tennis with professional coaches to train and help employees to enhance their ability.

Gym: TCS office is Mumbai has a fully equipped gym with latest machine and trained fitness experts.

Yoga : TCS regularly organizes Yoga camps for the employees.

Maitree: The other initiatives include fun events, picnics, wellness program, and trekking camps and also promotes community development projects as part of work life balance programme.

Infosys: Infosys has always been most preferred Indian company as it provides very good facilities to its employees which just not include monetary package but a homely and motivating work culture.

HALE: To curb the stress level amongst employees, Infosys launched a Health Assessment & Lifestyle enrichment plan This has been a focused response to rising concerns of employee health and the impact of work stress on our employees and their families. HALE improves organizational productivity through healthy employees and has done work in the area of employee health (physical and mental), creating a healthy work environment, amongst other things.

Nurture You're Passion: Infosys has a range of clubs for activities such as music, movies, sports, theatre, and photography. You can also create new clubs with like-minded Infoscions and add it to our club roll. Get Social: Meet, collaborate, and share your interests with Infoscions around the world on our intranet portal Sparsh and our social networking platform Infy Bubble. Also be part of entertaining events on campus-from concerts and family days to festivals and award ceremonies.

A Friendly Ear: At Infosys, you'll find mentors to guide you in your career. You will only get better every day with managers who provide you constructive feedback and track your progress. Infosys allows it employees to use twitter, face book or other social networking sites. It provides facilities like gym, saloon, swimming pool, table tennis etc.

CONCLUSION:

The employees are happy with the working hours as they are dealing with the night shift and morning shifts. The company can focus on some stress relief programs in order to keep the employees more happy and enthusiastic. And I think that the employees are working with medium stress that can improve their working styles. The aged employees are having more stress factors relating to stress factors organizational personal health and psychological. Female employees are highly affected the stress factors in their work, health and they are more emotional in nature. The married employees are having high level stress in the work and they are expects in self respect among the employees. Work environment issue has same effect for the IT sectors i.e. there is negligible difference in the means of selected IT companies. The male employees and the employee in the large family size are having more stress impact in the family. The environment and organizational factor are less significant among the employee stress in the IT sector.

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