



“IMPACT OF STRESS ON QUALITY OF WORK OF WOMEN EMPLOYEES WORKING FROM HOME IN IT SECTOR”

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Abstract: In Era of globalization where the sustainable technological developments are happening like a wild fire it is very important to manage stress as stress being an inevitable trauma in the present generation affect peoples' capacity and ability to perform especially in Women Employees. Women Employees cannot eradicate suffering, but can be influence healing process. Stress management practices must therefore get a new focus on facilitating the healing of emotional stress faced by Women Employees. The article is aimed at analyzing the causes of stress and testing the relationship between demographic factors and quality of work in women employees working from home in selected MNC's in Mysuru city. The study also aimed at showing the role of voluntary adoption of strategical practices to cope up with stress to enhance quality of work among women employees. An Experimental Study was conducted through structured questionnaire using statistical tools like One-way Anova and independent sample t testing, and it was revealed that there is a significant difference between demography and quality of work among women employees working from home and majority of the respondents agreed that there are certain factors which causes stress during working from home.

Key Terms - Quality of work, Stress management, Work from Home.

I Introduction

The COVID-19 pandemic brought a wave for an increased need for a WFH along with hybrid workplace. In connection with the stress of learning new skills, the shift to changed working environment reduces much-needed personal contact and contributes to individual anxiety and depression. Other challenges may include spending the entire working time at home with family members like spouses, children, or aging parents. Working in a house full of people creates more disturbances and disruptions. Also, many women employees feel they are less productive, which leads to stress. Stress is the fact that many workers are forced to tamper with the demands of their working lives with their parent and family responsibilities. This is intensified by many emotions that there is no end in sight.

Women Employees opened to a critical incident frequently experience emotional, cognitive and behavioral symptoms that compromise occupational functioning. Stress indications may include restlessness, insomnia, anxiety, detachment, intrusive images, poor concentration, social extraction or hyper vigilance. These symptoms develop in the workplace as absenteeism, poor presenteeism, task avoidance, employee conflicts, accidents, or loss of motivation. Women Employees may socially isolate themselves as a means of avoiding talking about the incident. Anxiety, fear, sadness and dissociative symptoms impair cognitive functioning and work skills.

Stress is a feeling of emotional or physical tension. It can come from any event or thought that make feel frustrated, angry, or nervous. Stress is body's reaction to a challenge or demand. Stress can approach in an organization due to many reasons such as control over work, managerial style of manager etc (J Bashir 2020). Stress in limited quantity is beneficial to organization and employee as well. It helps to achieve personal as well as goals of organization. But stress in excess quantity can cause harmful effects on the body, mind and psychology of employees (Dr Tarundeep Kaur,2020). The stress at workplace is an important issue must be dealt with to achieve progress (Panigrahi, Ashok. (2017). Day-by-day challenges for human is increasing in many different fields as if progress in turn creates new problems. Slowly the nature of working has been changed and still these changes are in progress. Stress is the harmful physical and emotional responses that can happen when there is a conflict between job demands on the employee and the amount of control an employee has over meeting these demands. In general, the combination of high demands in a job and a low amount of control over the situation can lead to stress.

II Stress and women employees

Both Male and female are facing stress. Women are also facing same symptoms like man of stress life anxiety, fatigue, and headache. Women are facing work life balance in their life which is the main reason for the stress especially in the WFH mode. Women are main caretaker of their children so they need to take for their children and as well as have to work for the organisaiton (Poornachandran, B & Loganathan, 2017).

The pandemic situation caused an abrupt shift to the nature of work, from office-based work to home-based work. The employer provides necessary equipment to the employee and works from their residence (Mirchandani, 2000). The dual role conflict may overload their role as a parent and a worker to a superfluous spillover. The major conflict arises from the time-based predictors than the strain-based predictors. She finds it challenging to keep the two domains in balance, gradually leading women to mental stress, dismay and health problems (Greenhaus and Beutell, 1985; Majumdar et al., 2020).

III Review of Literature

Pravinah Marimuthu, Dr. Hemaloshinee Vasudevan (June 2020), reveal the psychological impact of those employees who were stranded and forced to work from home during the Covid19 pandemic in Malaysia. The paper deliberates on the challenges the respondents faced during the unexpected movement control order imposed on the country in early 2020. A social survey was conducted by them among 104 working employees and data were then analysed. The conclusion derived offers some strategies to overcome the psychological impact of working from home during a pandemic like Covid19.

Megan Shepherd- Banigan & Janice F. Bell, Anirban Basu & Cathryn Booth – LaForce & Jeffrey R. Harris(April 2015), Poor balance between work and family can be a major stressor for women with young children and have a negative impact on emotional well-being. Family-friendly workplace attributes may reduce stress and depressive symptoms among this population. They examine the impact of workplace attributes on changes in depressive symptoms among workingwomen with young children between 6 and 24 months of age. They suggest that reducing stress in the work place and allowing women to work from home may improve mental health among women who transition back to work soon after childbirth.

Dr. KDV Prasada, Dr. Rajesh W. Vaidyab, Dr. Mruthyanjaya Rao Mangipudic(May 2020), Reports the results of the effect of occupational stress and remote working on employees' psychological well-being in the Information Technology industry. The effect of seven independent occupational stress-causing factors including workload, peer, physiological factors, role ambiguity, organization climate, psychological factors and job satisfaction, and an independent factor, remote working, on the dependent factor of psychological well-being of employees in Information Technology industry was measured. They revealed independent factors like peer; role ambiguity, organization climate, and job satisfaction are significantly influencing the psychological well-being of the employees in the Information Technology Industry. There are minor statistically significant genders and age group differences that are affecting the psychological well-being of employees as observed.

Tracey Crosbie, Jeanne Morre (July 2004), examines the experience of homeworking drawing on a recently completed ESRC study on homeworkers. Using the data from 45 interviews and 3 focus groups with homeworkers from different socio-economic backgrounds, it explores the question of whether working (or not) from home improves people's capacity to balance their work and life commitments.

Ajay K Garg, Jan Van der Rijst (September 2015), Focused on South African circumstances and examined the cost saving implications for a private company and their employees if they would be able and allowed to work from home. Further, relationships between structural and relational factors with virtual work experience were studied.

Donny susilo (2020), Determine the effect of work-from-home on job performance. It proposes work environment, job satisfaction and work motivation as mediating variables, and answers how work-from-home affects employee performance through them. The study has implications for business practitioner who intend to measure the effectiveness of their work-from-home policies. The output revealed that working from home, employees experienced greater enjoyment, satisfaction and motivation thus enhancing job performance. While the validity of this research is constrained in scope to how these benefits are manifested in Indonesia, there may be external validity among other countries affected by COVID-19.

Female employees are somewhat neglected in their work places, which in turn can lead to lower level of job satisfaction and employee productivity. **Khan, 2007, Bhuiya, (2007)**. The female employees find gender discrimination in terms of pay, promotion and other facilities, which is visible in many private industries.

Skinner and Ivancevich (2008), urged that QWL is associated with adequate and fair compensation, safe & healthy working conditions, opportunities to develop human capacities, opportunities for continuous growth and job security, more flexible work scheduling and job assignment, careful attention to job design and workflow, better union-management cooperation, and less structural supervision and development of effective work teams.

IV Objectives

1. To identify the causes of stress among women employees Work from home in the selected MNCs in Mysuru Districts.
2. To analyse the impact of demographic factors on quality of work among women employees.
3. To examine the stress management practices followed by the women employees.

V Research Methodology

This research aims at studying and assessing the relationship between demographic factors and quality of work of the women employees working from home at selected MNC's in Mysuru city. It also purports to examine the level of stress in Work from home and suggesting the coping strategies to bring down stress. The study will be exploratory as well as descriptive and analytical in nature as both primary and secondary data been used.

Primary data has been collected through structured questionnaire using simple random sampling method where data from 100 respondents from various MNCs including team leaders, process specialist and others were obtained. The ages of responded is between 22 to 40 years. Statistical testing has been done using One-way Anova, Independent sampling t test and frequency distribution. Secondary data collected through various journals, articles published, newspapers, books etc.

VI Hypothesis

The researcher would like to test the validity of the following null hypotheses with reference to above stated objectives.

Ho: There is no significant difference between demographic factors and Quality of work in women employees

H1: There is a significant difference between demographic factors and Quality of work in women employees

VII Data Analysis and Interpretation

Table 1: Demography of Respondents

Name of the Company	Infosys Ltd. Mysuru	24
	Wipro InfoTech	06
	Thought Focus Technologies	24
	Theorems India Pvt. Ltd.	12
	Others	34
Designation	Team Leader	17
	Senior Process specialist	10
	Process specialist	3
	Process executives	31
	Others	39
Age	Below 30 years	84
	31 years to 40 years	16
Educational Qualification	Post-Graduation	60
	Graduation	40
Marital Status	Single	86
	Married	14
Family	Nuclear Family	61
	Joint Family	39
Number of Dependents	1 to 2	48
	3 to 4	25
	5	14
	More than 5	13
Experience	Less than 5 years	78
	5 years to 10 years	15
	11 years to 20 years	7

(Source: Field Surveys)

The 100 valid responses were from individuals between the age of 22 to 40 years. Approximately 3/5th of respondents reported having either a post-graduation (60%) or graduate (40%). Across these occupational categories, the vast majority of respondents were process executives (31%), team leaders (17%) while the remaining respondents were senior process specialist (10%), process specialist (3%), or others (39%). Responses were primarily received from individuals working in Infosys (24%), Wipro (6%), Thought Focus Technologies (24%), Theorems India Pvt Ltd (12%) with additional responses received from respondents of other companies (34%). More responses were primarily received from the women employees who are experienced less than 5 years (70%). Further majority of them were single and are with nuclear family having average dependents.

Table 2: Testing of hypothesis

Ho: There is no significant difference between demographic factors and Quality of work in women employees

H1: There is a significant difference between demographic factors and Quality of work in women employees

Quality of Work

Demographic Factors	F- Value/T- value	Sig.
Designation	2.358	0.049
Age	7.066	0.009
Educational Qualification	3.979	0.776
Marital Status	9.184	0.000
Family Type	7.657	0.001
Number of Dependents	0.470	0.704
Experience	5.989	0.004

(Source: Field Surveys)

The article attempts to exhibit the difference between demographic factors and Quality of Work in Women employees working from home at MNC'S in Mysuru city.

The study reveals that there is a significant difference between designation, age, marital status, family type, experience and Quality of Work in Women employees. (P value =0.049, 0.009, 0.000, 0.001, 0.004 <0.05)

Further it was found there is no significant difference between educational qualification, number of dependents, and Quality of Work in Women employees. (P value = 0.600, 0.776, 0.704 > 0.05)

As the study depicts that there is a significant difference between demographic factors and Quality of work in women employees working from home in different MNC'S in Mysuru city. Most of the employees were agreed that their performance has been highly impacted by work from home due to various reasons mainly stress as the major factor.

Table 3: Stress factors

Insufficient time to take care of dependents	75%
Experiencing more network issue	65%
Increased work pressure	62%
Inflexible working timing	69%
Lack of support from the family members	25%
More disturbance from neighbor	38%
No clear instruction regarding work from home	47%
Lack of good working environment	61%
Trouble in communicating with superiors	55%
Undue carry forward of work due to unclear instruction	48%

(Source: Field Surveys)

In the study, most of the respondents agreed that there is an insufficient time to take care of dependents, experience of more network issue, increased work pressure, in flexible working timings, lack of good working environment and trouble in communicating with immediate supervisor are causing more stress among the employees.

Table 4: Coping Strategies Practiced by the Women employees during study period to bring down stress

Yoga/meditation	64%
Physical exercise	57%
Entertainment	70%
Sleep	71%
Speaking with like-minded people	32%
Playing with pet animals	37%
Prayer	25%
Medications	14%
Time management	45%
Positive thinking	52%

(Source: Field Surveys)

The study depicts that majority that is more than 50% of the respondents are adopted various strategies to reduce their stress level like entertainment, sufficient and good sleeping, habits, positive thinking, Yoga/meditation and many of the respondents are practicing physical exercise to reduce stress level there by to improve performance.

VIII Discussions and Recommendations

Work from home has become a significant option, which had been a desired work option during Covid-19 for many especially in a place like India where increasingly twofold family workforce persist. Despite the early overall favorability seen, there is a pitfall in the performance due to carry forward of work for personal reasons. Looking at the opinions received and statistical test done using One –way Anova and Independent sample t testing it is found that most of the demographic factors have high impact on the quality of work of the employees working from home during the pandemic. Most women employees are suffering from various issues like lack of time to take of dependents as work from home stretched their working hours. Furthermore, the study finds that the responsibility of taking care of aged parent, young children coupled with demanding

work environment has been a challenge questioning the work life balance of women employees. Another evidence is that there is lack of appropriate policies and guidelines for work from home . In addition to many have agreed that they are fronting technical issues like frequent power cuts, poor internet connection which makes them unable to communicate with immediate superiors and thus causing emotional trauma by extreme stress. It is suggested for the companies to make special work arrangement to mitigate the outbreak of work from home by providing clear guidelines and providing dongles, modems for better internet connection. Furthermore it is recommended to organise workshop on yoga and meditation to reduce stress and to maintain good health.

IX Conclusion

Work from home though may be a new concept but is need of the hour. Many researches have proved that work from home is the best way to get effective work from employees but in turn it also reveals that it hinders the performance of the employees by causing stress which leads to emotional trauma. However best practices like entertainment, good sleeping habits, yoga, meditation, positive thinking, physical exercises and many are greatly contributed to reduce the stress level and enhance the performance of the employees in many organisation. It is also significant that proper policies and guidelines regarding work from home enable the organisation to get better, efficient and effective work from its employees. Work life domain of majority of employees has many negative consequences from the impact of work from home in the COVID-19. Nevertheless, during the period of pandemic, work from home has reformed as the modern way of working in future prospective if it is appropriately monitored.

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