

Employees Stress in Information Technology Sectors – A Study of Select Companies

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*“Sometimes when people are under stress, they hate to think, and it's the time when they most need to think” -
William J. Clinton*

ABSTRACT: In Indian Information Technology Sectors Stress has become common among the working people in this era because of the competitiveness, job complexity, advanced technologies and various other reasons. People at the beginning of their career, who are trying to establish themselves, often experience stress. Various factors relating to stress impact of stress in the family, work and individual, management of stress factors and organizational health factors. This article presents the detail perception of employees on Environmental and General Causes leading to stress and stress management techniques and its impact on their physical, mental and behavioral changes

I. INTRODUCTION

Stress definitely has become a hot topic of late. Everyone talks about stress: "I've been stressed out lately," "I'm really stressed," "I'm under a lot of stress," "All this stress is getting to me." We hear these phrases and many more, all built upon that one six letter word: stress.

But what is stress? According to the dictionary, stress is a force exerted upon a body that tends to strain or deform its shape. It's an actual physical force, usually measured in pounds per square inch. Despite the dictionary definition, the stress we speak of actually is nothing more than a mythical creation, created in our minds by anxiety and fear. Stress is a popular topic these days. There is seldom a week that will pass by without one hearing or reading about stress and its deleterious effects on health. In popular terms, stress is defined mainly as time pressure. We feel stressed when we do not have the time to perform the tasks we want to perform within a given period of time. This time pressure usually triggers a set of physiological reactions that give us the indication that we are stressed. Although this definition is certainly accurate in terms of one component of the stress response, it is important to acknowledge that, in scientific terms, stress is not equivalent to time pressure.

II. METHODOLOGY OF THE STUDY

The research study is based on partly quantitative research methods and partly on qualitative methods. During data collection the choice and design of methods are constantly modified, in order to suit changing conditions. The study examines the factors causing stress, the consequences of stress, symptoms causes, and stress management techniques employed by the companies which would explain its impact on employee and organizational performance.

Sample Design

Many employees were reluctant to divulge response so referral sampling method is used for this empirical study. It has been carried out with a sample size of 200 employees.

Source of Data

The objective is not only to analyze, interpret and report the status but also to determine the adequacy of status by comparing it with establish standards. It is descriptive in the sense that it sets to describe the nature and distribution

of variables, which involves the comparison of occupational stress among employees and managerial executives of software companies.

(1) Primary sources of data:

To collect the primary sources of data, a well structured questionnaire is designed. The data is to be collected based on 5 point Likert Scale. The first task of the investigator is to take a representative sample from field of investigation. For this purpose a sample of 200 employees of major software companies of Hyderabad were been selected. The technique of purposive random sampling is to be applied for selection of the sample unit.

(2) Secondary sources of data :

The researcher will also use secondary source of data for the study. Information regarding stress management and its affect on employees will be collected through publications, books, and websites.

Statistical Techniques Used

The statistical analysis of data has been done through SPSS package. Descriptive statistical methods and analysis of variance have been used for the analysis of data.

III. SOFTWARE INDUSTRY ON THE IMPACT OF STRESS MANAGEMENT ANALYSIS

It is aimed at analyzing the views of organizational at various levels in the Software Industry on the impact of stress management. Their views were elicited by administering a well designed questionnaire to a select sample of 200. The selection of sample is based on judgment-cum-stratified method of sampling. The study of perception of various categories of employees is restricted to software industry of select companies in Hyderabad city.

Employee perception on stress management

This section presents the detail perception of employees on environmental and general causes leading to stress and its impacts on their physical, mental and behavioral changes.

1. Stress levels of employees
2. Work force factors
3. Work culture leading to stress
4. Stress and employee personal factors
5. Managerial problems leading to employee stress

1. Stress levels of employees:

Stress is common to employees in the normal course of their job. It is caused by many reasons but the level of stress differs one to another. Data collected in this regard is analyzed and presented through table 1.

Table -1: Stress levels of employees.

Sl. No.	Statement	Strongly Agree	Agree	Agree Some-what	Disagree	Strongly Disagree
1.	Experience of tension, anxiety nervousness indigestion.	80 (40.0)	58 (29.0)	28 (14.0)	22 (11.0)	12 (6.0)
2.	Pain in the neck or shoulders or suffer from migraine, difficulty in sleeping due to stress.	135 (67.50)	43 (21.5)	14 (7.0)	4 (2.0)	4 (2.0)
3.	Not having enough time to manage my stress properly.	33 (16.5)	51 (25.5)	67 (33.5)	27 (13.5)	22 (11.0)

4.	Work includes many deadlines and challenges.	61 (30.5)	64 (32.0)	37 (18.5)	28 (14.0)	10 (5.0)
5.	High level of stress due to change of job.	44 (22.0)	48 (24.0)	36 (18.0)	39 (19.5)	33 (16.5)
Average		70.6	52.8	36.4	24.0	16.20
Standard Deviation		35.91	7.41	17.37	7.668	16.36
Variance		1289.52	54.908	301.717	58.798	267.64

Source: Primary Data

Note: Figures in brackets are per cent to total.

Irrespective of the image and size of the organizations the stress problem is found similar almost among everybody of the employee community. It is very vivid from the table that the stress is caused by tension, anxiety, nervousness, and indigestion. This is very high in all the employees that have lead them to experience the stress a lot. It is evident, because, 40 per cent of employees strongly agree where the average is 70.6 which are very significant.

Respondents also opined that due to the stress they are exposed to neck and shoulder pain, migraine, difficulty in sleeping a lot. This opinion was not observed very strongly from the respondents, as it was supported by the average of 52.8. The respondents too opined that they don't have adequate time to manage the stress as they are put amidst many targets, deadlines and challenges. This is a strong observation and which is very valid among the respondents as 67.5 percent of them strongly agree respectively with a deviation of 35.91 respectively.

Finally it can be asserted that the stress level of the employees is getting higher day-by-day due to change in the job as it brings many challenges of the task to be performed. This is empirically observed at 33.5 percent of the respondent agree somewhat with a deviation of 17.37. It indicates that change in job can lead employees of any organization to a greater level of stress. At the end it can be inferred that the stress level of the employees of IT sector is very high due to targets, deadlines and expected performance by the management in all aspects. It is also supported by the respondents as agreed which is 32 percent of the sample.

2. Work force leading to stress:

Employees are exposed to stress due to various reasons. Work force is one of the factors that causes stress to employees is analyzed and presented through table 2.

Table- 2: Work force factors leading to stress.

Sl. No.	Statement	Strongly Agree	Agree	Agree Some-what	Disagree	Strongly Disagree
1.	Crisis is the major factor leads to stress.	71 (35.5)	67 (33.5)	36 (18.0)	16 (8.0)	10 (5.0)
2.	Change in responsibilities of job.	89 (44.5)	79 (39.5)	18 (9.0)	10 (5.0)	4 (2.0)
3.	Personal goals, targets, change in working hours, conditions, and climate and work environment.	90 (45.5)	53 (26.5)	25 (12.50)	17 (8.5)	15 (17.5)
4.	Forces to work overtime.	79 (39.5)	48 (24.0)	28 (14.0)	33 (16.5)	12 (6.0)
5.	More work than the capability.	97 (48.5)	59 (29.5)	24 (12.0)	13 (6.50)	7 (3.5)

6.	The present work is difficult one.	32 (16.0)	63 (31.5)	32 (16.0)	32 (16.5)	41 (20.5)
7.	Forces to change.	11 (5.5)	9 (4.5)	48 (24.0)	60 (30.0)	72 (36.0)
Average		67	54	30	26	23
Standard Deviation		30.3	20.5	9	16.24	23
Variance		919	423	81	264	528

Source: Primary Data

Note: Figures in brackets are per cent to total.

Among the various work force, crisis is found as a major factor that causes stress at an high rate as the average is 67 which is strongly agreed by 35.5 per cent of the respondents. On the other hand change in responsibilities of the job of employees also made them to feel stress in a similar manner but not at par with the former due as its average is 54 and strongly agreed by 44.5 per cent of respondents.

Similarly, the respondents opined that personal goals, targets, changes in working hours, conditions, climate, and work environment too make them feel stress in a significant way which is strongly agreed by 45.5 per cent of the respondents.

Long hours of work and overtime is leading to stress which is been supported by 39.5 per cent as strongly agreed, where the deviation is 30.3. Employees undergo stress when they are given more work above their capability was been supported by 48.5 per cent of the respondents strongly agreed.. They also find that the present work is a difficult one which is been supported by an average of 67 per cent of respondents were strongly agreed whereas 23 per cent were strongly disagreed.

3. Work culture leading to stress:

Sometimes the work culture adopted by the management in the organization may not be suitable to all types of works due to which the employees will face various types of problems. How the work culture is a stress causing factor is analytically presented through table 3.

Table- 3: Work culture factors leading to stress.

Sl. No.	Statement	Strongly Agree	Agree	Agree Some-what	Disagree	Strongly Disagree
1.	Less salary in comparison to the magnitude of workload.	78 (39.0)	66 (33.0)	35 (17.5)	13 (6.5)	8 (4.0)
2.	Work under tense circumstances.	34 (17.0)	58 (29.0)	52 (26.0)	36 (18.0)	20 (10.0)
3.	Managing the work load with insufficient resources.	47 (23.5)	44 (22.0)	42 (21.0)	45 (22.5)	22 (11.0)
4.	Finding a job with another employer with approximately the same income and fringe benefits.	46 (23.0)	49 (24.5)	52 (26.0)	21 (10.5)	32 (16.0)
Average		51.25	54.25	45.25	28.75	20.5
Standard Deviation		16.26	8.437	7.189	12.49	8.529
Variance		264.53	71.185	51.68	156.09	72.74

Source: Primary Data

Note: Figures in brackets are per cent to total.

Salary fixation is different in various IT companies. In various companies the same level employees may draw different payments that depend on the pay package of the company, employees experience and education and also sometimes based on the competition. Salary variations depend on the work and assignments allotted to employees

which are supported by a deviation of 16.26. Employees are not provided sufficient resources to complete their excessive workload, or delay in providing the resources and if provided but insufficient resources will not help employees in completing their work in the stipulated time. Because, such managerial incapability, employees could neither complete the work with insufficient resources nor escape from the managerial punishments. Such inconvenience leads to employee frustrations and pressures which is strongly agreed by 23.5 of respondents with an average of 51.25.

Employees getting stressed due to work culture, tense circumstances at work place, improper resources and changing the job are found as some of the major factors that cause very high level of stress among employees. It is evidently shown by the average of 51.25 of every aspect as well 23.5 per cent of respondents strongly agreed.

4. Stress and employee personal factors

Employee's personal factors due to which they experience stress are a sense of powerlessness. A feeling of powerlessness is a universal cause of job stress. Generally in our life stress comes from conflicts and interpersonal difficulties and encounter with other people. Employees were experienced the stress due to their personal factors the data collected in this regard is analyzed and presented through the following table;

Table- 4: Stress and employee personal factors.

Sl. No.	Statement	Strongly Agree	Agree	Agree Some-what	Disagree	Strongly Disagree
1.	Feeling anxiety at home due to family member's behavior.	39 (19.5)	34 (17.0)	25 (12.5)	50 (25.0)	52 (26.0)
2.	Eating in excess and smoking to get rid of stress.	11 (5.5)	38 (19.0)	71 (35.5)	47 (23.5)	33 (16.5)
3.	Not able to enjoy holidays and free time.	106 (53.0)	55 (27.5)	26 (13.0)	8 (4.0)	5 (2.5)
4.	Working with persons of not liking	60 (30.0)	31 (15.5)	37 (18.5)	53 (26.5)	18 (9.0)
5.	Getting nervous when unable to meet the organizational requirements.	88 (44.0)	57 (28.5)	31 (15.5)	16 (8.0)	9 (4.5)
Average		60.8	43	38	34.8	23.4
Standard Deviation		33.87	10.86	12.68	18.88	17.23
Variance		1147.40	117.9	160.79	356.50	296.95

Source: Primary Data

Note: Figures in brackets are per cent to total.

5. Employees undergoing stress due to managerial problems:

Management is exposed to complicated problems like formal rules and instructions of the organizations, group pressures, political pressures, uncertainty regarding their role and authority also leads to stress. Due to various pressures, management may not be able to handle the employee's issues smoothly and successfully. Thus the management becomes one of the stress causing factors among the employees which is analyzed and presented properly through table 5.

Table -5: Managerial problems leading to employee stress

Sl. No.	Statement	Strongly Agree	Agree	Agree Some-what	Disagree	Strongly Disagree
1.	Facing complicated problems like political / group pressures and formal rules and instructions of the organization.	34 (17.0)	38 (19.0)	57 (28.5)	37 (18.5)	34 (17.0)
2.	Doing work unwillingly.	43 (21.5)	75 (37.5)	22 (11.0)	35 (17.5)	25 (12.5)

3.	Unable to perform duties owing to uncertainty and ambiguity.	57 (28.5)	64 (32.0)	41 (20.5)	23 (11.5)	15 (7.5)
4.	The work and position is not given significance by higher authorities.	64 (32.0)	54 (27.0)	33 (16.50)	37 (18.5)	12 (6.5)
5.	The unclear expectations about the work and behavior form the higher authorities.	58 (29.0)	56 (28.0)	32 (16.0)	38 (19.0)	16 (8.0)
6.	Supervisors showing too little interest in the feelings of subordinates.	82 (41.0)	66 (33.0)	20 (10.0)	16 (8.5)	16 (8.0)
Average		56.33	58.83	34.16	31	19.66
Standard Deviation		15.26	11.58	12.40	8.42	7.54
Variance		232.87	134.1	153.77	70.94	56.86

Source: Primary Data

Note: Figures in brackets are per cent to total.

V.CONCLUSIONS

It is intended to present the conclusions based on an empirical analysis of stress management in IT sector and its impact on employees. Stress is a psychological phenomenon which affects one physically after sometime. The overall stress symptoms and occupational stress index of the respondents are found highest in the IT sector. Most common stress busters used in Indian IT companies are exercise, informal get-togethers like parties and picnics, mandatory annual leaves, job rotation and counseling. However the following are found as the broad findings of the study:

- 1) Regarding the stress causes as tension, anxiety, nervousness and indigestion, it is observed from the data of the table that the 40 per cent of respondents strongly agreed, 29 per cent of respondents agreed, and 14 per cent of respondents agreed somewhat. Whereas, 11 per cent of respondents were disagreed and only 6 per cent of respondents were strongly disagreed.
- 2) The respondents opined that personal goals, targets, change in working hours, conditions, climate, and work environment to make them feel stress in a significant way which is supported by the respondents where 45.5 per cent strongly agreed, 26.5 per cent agreed and 12.5 per cent agreed somewhat. Whereas, 8.5 per cent of respondents were disagreed and 17.5 per cent were strongly disagreed.
- 3) It is observed that personal pressures, organizational pressures, environmental pressures are forcing to change the employee life style. It is observed that 16 per cent of the respondents strongly agreed with the above said, 31.5 per cent agreed, 16 per cent of respondents agreed somewhat, and 16.5 per cent disagreed, 20.5 per cent strongly disagreed.
- 4) The employees of IT sector always get contradictory instructions regarding their work from hierarchy like team leaders, project managers, departmental heads etc. This leads to confusion among employees where they are not clear whether to follow their own procedure or the procedure suggested by their bosses.
- 5) Employees getting stressed due to work culture, work place, improper resources and changing the job are found as some of the major factors that cause very high level of stress among the employees. It is evident that the average of 51.25 per cent was strongly agreed all the leading factors as well as 20.5 per cent were strongly disagreed.
- 6) Many employees feel stressed due to various personal factors like their house hold activities or family member's behavior etc. Family members are not supportive to employees as they are not able to spend time with them due to their busy work schedule and long working hours. With reference to the above supportive aspects the respondents perception is 19.5 per cent as strongly agreed, 17 per cent as agreed and 12.5 per cent as agreed somewhat whereas, 25 per cent disagreed and 26 per cent strongly disagreed.

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