



A study on stress management in information technology (IT) sector

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Abstract

The IT sector has become more competitive sector in India and facing great challenges in terms of technological revolution to serve customer and entry of foreign projects in Indian market multiplied the competition with the reason the IT sector employees are facing more stress and this is leading to health disorders. Majority of the employees try to find solutions to relieve them from stress. To overcome this stress, the IT sector needs to take certain measures. The present study is undertaken to address specific problems of IT employees related to occupational stress, and also the measures and techniques are suggest in the paper to overcome stress that affects their physical and mental health.

Keywords: Technology, IT sector, stress, measures, mental health

Introduction

Stress is the inevitable part of life. Stress produces numerous physical and mental symptoms which vary according to each individual situational factor. These can include physical health decline as well as depression. Stress is an individual's response to a distributing factor in environment and the consequences of such relation.

“Stress is an adaptive response to an external situation that results in physical, psychological and behavioral deviation for organizational participants”. The factor that cause stress arises due to the physical and psychological changes from the environment. Stress can apparent itself in two ways positive and negative. If the situation creates a prospects to gain something is known as positive stress. When the stress is allied with health skiving and organizational problems it is said to be negative.

Objectives of the Study

- To study the stress management in Information Technology industry.
- To study the relationship between stress and performance.
- To identify the factors that lead to stress among the employees of IT industry.
- To identify different measures to reduces stress.
- To suggest various steps to reduces organizational complexities to reduce stress and to improve productivity.

Scope of the Study

- The study is not only restricted to one specific area. People will have stress everywhere more or less based on their tolerance levels and capability of handling the stress.
- The scope of this research is to focus on the employees stress and its effect on their job efficiency.
- The study will focus on work stress among employees. IT sector is one of the important sectors in India.

Limitation of the Study

- Few employees feel that they need more identification for their work also job should go hand in hand with relaxation activities.
- Some employees could not follow a proper strategy as they could not take a proper decision.
- Also few employees feel that their target period is also sometimes very short so they feel it should be extended for certain span of time to complete it properly without any stress.

Statement of the Problem

Stress exists in every aspects of life. The IT Environment poses stressful working condition. The demand of meeting the required project deadlines to this factor, things such as job repetition, potential job dissatisfaction or low pay results in higher level of stress. This operation topic focus on various approaches to managing stress. The IT sector is a main part of the region's economy, employing a larger work force, but there is a lack of research focused on identifying the sources of stress and effectiveness of stress management in this specific context.

Review of Literature

- Dr.K. Chandrasekhar (2011) found that environmental factors are conductive to work and he also found that factors that affect attitude of employees to work are interpersonal relationships control over environment, shift, emotional factors.
- P.S. Swaminathan & Rajkumar S.in their work on stress levels in all organization and their impact on employees behavior (2013). An individual can perform optimum level under three situations are role overload, role self-distance and role stagnation.
- Satija S. & Khan W in their research work titled emotional intelligence as predictor of occupational stress among working professional (2013). In their view job stress and occupational stress is same that can be controlled at work place. It affect the employees attitude and behavior negatively the study investigate

that the relationship between emotional intelligence and occupational stress.

Research Methodology

Research methodology refers to the systematic process for getting information on a specific topic. Research is an art of scientific investigation where research comprises defining and redefining problem formulation suggestion, solution, and evaluating data.

Method of the Data Collection

The data collected for this study is

Primary Data

The primary data are those are collected through structured questionnaires.

Secondary Data

The secondary data is data collected from websites and record.

Area of Study

The area of the study was conducted in Coimbatore city.

Sample Size

160 respondents residing in Coimbatore city were selected for the study.

Tools Used for Analysis

Data analysis tools are Simple Percentage and Chi-Square test.

Data Analysis and Interpretation

Percentage Analysis

Table 1: Age of the respondents

Age (Years)	Respondents	%
18-25	105	66
26-30	45	28
30-35	8	5
36-40	2	1
Total	160	100

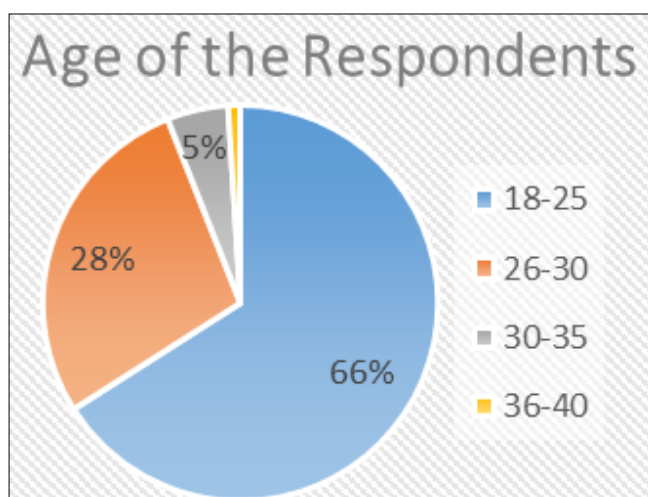


Fig 1: Age of the Respondents

Interpretation

It is interpreted that majority (66%) of the respondents are in the age group of 18-25 years.

Table 2: Factors affecting the stress

Stress	Respondents	%
Time	66	41
Work Place Atmosphere	54	34
Distance	37	23
Income Source	3	2
Total	160	100

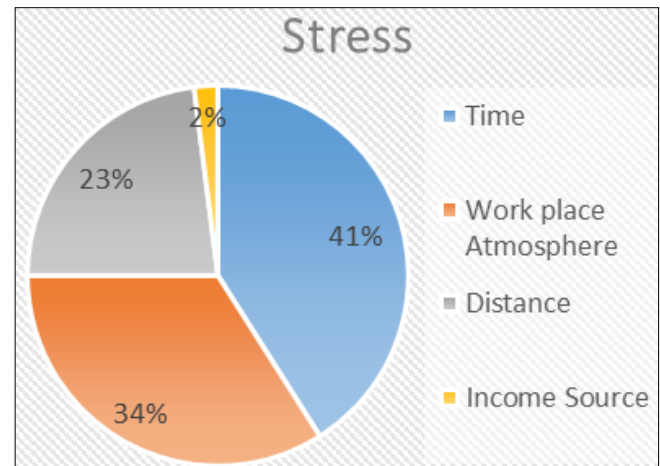


Fig 2: Factor affecting the stress

Interpretation

It is interpreted that majority (41%) of the respondents are affecting the stress is time.

Chi-square analysis

Chi-square analysis formula

$$\chi^2 = \sum (O_i - E_i)^2 / E_i$$

Degree of freedom: (r-1) (c-1).

H1: There is a significant relationship between Gender and provides employees benefits.

Table 3: Chi-square

O	E	(O-E)	(O-E) ²	(O-E) ² /E
57	52.91	4.09	16.72	0.31
32	36.33	4.33	18.74	0.51
12	10.83	1.17	1.36	0.12
1	1.9	0.9	0.81	0.42
26	30.08	4.08	16.64	0.55
25	20.66	4.34	18.83	0.91
5	6.16	1.16	1.34	0.21
2	1.08	0.12	0.84	0.77
			Total	3.8

Results: Calculated chi-square value is (3.8) less than (7.81) table value. Hence the hypothesis is accepted and it is a Null Hypothesis (H0).

Findings

- It was found that majority (65.6%) of the respondents are in the age group (18-25).
- Majority (63.7%) of the respondents are Male.
- Marital status majority is (61.3%) are Married.

- The Majority (46.3%) of the respondents monthly income is 16,000-25,000.
 - The Majority of the respondents (45%) are family members.
 - The Majority of the respondents (72.5%) are nuclear family.
 - The Majority of the respondents (56.9%) are urban
 - The Education qualification majority of the respondents (52.5%) are UG.
 - The Majority of the respondents (70.6) are find hard time with teammates.
 - The Majority (48.1%) of the respondents are faced work stress.
 - The Employee Personal stress (40%) of the respondents are Health Issues.
 - The Employee Work stress (41.9%) of the respondents are work pressure.
 - The Employee has respondents that (58.1%) majority can finish their assignment.
 - The Employee has respondents that (77.5%) has high demand at work.
 - The Employee has respondents that (63.7%) majority are workload increased.
 - The Majority of the respondents (42.5%) are Frequent Headache.
 - The factor affecting stress is (41.3%) majority respondents are Physical stress.
 - It was found that majority respondents (53.1%) are Rewards.
 - The working hours relaxation majority respondents (75.6%) to reduces stress.
 - The employee has respondents that (60%) are find it hard to sleep because they are occupied with work.
 - The Majority of the respondents are (65.6%) are to burnout workshop.
 - The Majority of the respondents (40.6%) are experienced with 2 years.
 - It was found that (44.4%) majority respondents Physical Exercise.
 - It was found that (85.6%) majority respondents are Nil.
2. Stress and Stress Management, Klinik Community Health Centre, 870 Portage Avenue, Winnipeg MB Canada, 2010, 4.
 3. Viljoen JP, Rothmann S. Occupational stress, ill health and organizational commitment of employees, 2009.

Suggestion

From the findings its more clear that many of the employees faces physical stress during their work. The employees agree that they have too many works allocated to them and also they don't have sufficient time to relax in between. Most of the employees follow few steps to overcome stress but it is not always same in all situation few steps has to be taken by the organization to manage and overcome stress.

Conclusion

The future of IT industry is in the hands of the employees who work for their organization but question whether the employees are satisfied in their work and whether they get what they need. Since IT is a widespread industry people work in different rotational shifts but they are not machines they need rest and they need proper guidance and appreciation for their work.

References

1. Rajesh Chandwani, Amit Gupta. Job stress and performances.