



A STUDY ON STRESS MANAGEMENT AMONG EMPLOYEES IN INFORMATION TECHNOLOGY SECTOR AT CHENNAI CITY

Dr. N.A. ANBARASAN, M.Com, M.Phil, Ph.D¹ , C.JAGANATH, M.Com, M.Phil²
Associate Professor and Research Head, Department of Commerce¹,
Ph.D Research Scholar, PG & Research Dept. of Commerce²,
Government Arts College, Dharmapuri-636705,
Tamilnadu, India.

ABSTRACT- Levels of work-related stress were examined in 100 employees from the major IT companies and as a result stress management techniques and strategies were identified. The stress of employees at lower level (administrative employees, team leaders, employees) was examined in the study and the results were used to find solutions for reducing the stress level problems of employees and thereby suggestions were given to improve the productivity of the company. The companies were given suggestions to minimize the stress level by reducing heavy workload, by providing proper training to employees regarding the task they do, to provide a good working environment to employees which provides a pleasant feel to the employees, to recognize the work of employees and to reward them for the work they do which motivates the employees to work more effectively. While stress was found to be a significant problem across all working groups in the study and their experience of stress has many similarities, the stress management solutions need to be tailored to the needs of each working group.

Keywords: Stress, Chennai, information technology, industry, work culture.

1. INTRODUCTION

Stress refers to the strain from the conflict between our external environment and us, leading to emotional and physical pressure. In our fast paced world, it is impossible to live without stress, whether you are a student or a working adult. Modern day stresses can take the form of monetary needs, or emotional frictions. Competition at work and an increased workload can also cause greater levels of stress. How do you identify if you are suffering from excessive stress? Psychological symptoms commonly experienced include insomnia (restlessness), headaches and an inability to focus. Physical symptoms take the form of heart palpitations, breathlessness, excessive sweating and stomachaches. In the workplace, information technology is believed to cause a number of concerns. The major cause of stress is the rapid change in technology. Each time the employee can either learn about the new updates or feel like they are falling behind. This leads to pressure on people. They feel that their ability to do the job may be impacted by the change. This could lead to feeling that their job security is at risk. The secret to manage stress is twofold. The first is acceptance that change happens and is rapid in the



industry. The second is a training program that is sanctioned by the company. Managing stress among employees is not an easiest way of making comfort with the individuals. It varies from person to person to cope with stress and adopt with the changes moving in and around the society. Stress is a common word it suits for everyone but the tactics that how to manage the stress in the working environment by the employees.

2. REVIEWS OF LITERATURE:

1. Charu M. (2013), in his study “**Effect of Occupational Stress on QWL: Amongst the Associates of IT Industry**” stated that higher stress is directly proportional to quality of work life for IT professionals. He outlined few factors namely fair pay structure, steady role demands, supervisory support, congenial job environment, capability fit of the job, role autonomy and stress that directly affect the quality of work life. The main reason of stress amongst the associates of IT industry is rapid change in technology.

2. Khalid A., in his study “**Role of Supportive Leadership as a Moderator between Job Stress and Job Performance**” (2012), said there is a direct relationship between stress and job performance in any organization. To improve the performance of an individual in an organization an employee should receive good support from their leaders who can improve the performance of an employee even at unfavorable situations.

3. RESEARCH PROBLEM & DESIGN:

This article will discuss the types of stress that information technology brings and ways to management stress in IT. It is found that there is need to study in greater detail about the topic. Hence a study was made to find out the stress management in IT field and suggesting organizations to improve the stress management course.

Chennai city has been selected for the study as it is one of the major cities having many IT companies and it is the second largest exporter of IT, ITES and BPO in India. For the study, Infosys, Wipro, Tata Consultancy Services (TCS), Cognizant and HCL Technologies was chosen, as they are the top five IT companies in Chennai city. 100 employees were selected totally by using simple random sampling method.

4. OBJECTIVES OF THE STUDY:

It was felt important to conduct a study with the following specific objectives:

- a) To study level of stress among employees of IT industries in Chennai city.
- b) To find the main factors that leads to stress among employees of IT industry.
- c) To identify the measures adopted by the organization to cope up with the stress level among the respondent.



5. METHODOLOGY:

The study is both descriptive and analytical. It is descriptive in the sense that it gives a detailed description with regard to the Stress Management among employees in the Information Technology sector. . The primary data were collected from the I.T employees with the help of a structured questionnaire. The questionnaire was tested with 100 selected employees of I.T sector and utmost care was taken to avoid errors in data collection. The secondary data related to the working conditions of the Information technology sector were collected from the websites and from the employees working in I.T field at Chennai city.

6. DATA ANALYSIS & INTERPRETATION:

TABLE 6.1 Associations between the Levels of Job Stress in the Organization among the Respondents and their Demographic Variables

Demographic Variables		Level of stress										Total	
		EH		H		M		Low		EL		F	%
		F	%	F	%	F	%	F	%	F	%		
Age (Yrs)	Below 25	8	3.2	33	13.2	62	24.8	12	4.8	2	0.8	117	46.8
	25-35	13	5.2	25	10.0	43	17.2	17	6.8	1	0.4	99	39.6
	35-45	4	1.6	5	2.0	9	3.6	2	0.8			20	8.0
	Above 45	2	0.8	3	1.2	6	2.4	2	0.8	1	0.4	14	5.6
Gender	Male	15	6.0	41	16.4	87	34.8	23	9.2	4	1.6	170	68.0
	Female	12	4.8	25	10.0	33	13.2	10	4.0			80	32.0
Marital Status	Married	15	6.0	35	14.0	55	22.0	20	8.0	1	0.4	126	50.4
	Unmarried	12	4.8	31	12.4	65	26.0	13	5.2	3	1.2	124	49.6
Department	HR	3	1.2	13	5.2	26	10.4	14	5.6			56	22.4
	Project	17	6.8	23	9.2	20	8.0	4	1.6	2	0.8	66	26.4
	finance Dept	4	1.6	5	2.0	10	4.0	3	1.2	2	0.8	24	9.6
	Quty Tech	0	0	10	4.0	19	7.6	2	0.8	0	0	31	12.4
	Product	3	1.2	15	6.0	45	18.0	10	4.0	0	0	73	29.2
Designation	PM	5	2.0	7	2.8	11	4.4	1	0.4	0	0	24	9.6
	Team Leader	11	4.4	15	6.0	11	4.4	6	2.4	1	0.4	44	17.6
	JSE	2	0.8	14	5.6	30	12.0	11	4.4	1	0.4	58	23.2
	SE	3	1.2	15	6.0	20	8.0	9	3.6	2	0.8	49	19.6
	Technician	6	2.4	15	6.0	48	19.2	6	2.4	0	0	75	30.0
Education	Diploma	0	0	8	3.2	33	13.2	1	0.4	0	0	42	16.8
	UG	7	2.8	32	12.8	42	16.8	15	6.0	2	0.8	98	39.2
	PG	15	6.0	21	8.4	36	14.4	14	5.6	2	0.8	88	35.2
	Professionals	5	2.0	5	2.0	9	3.6	3	1.2	0	0	22	8.8
Experience	Below 3	16	6.4	29	11.6	64	25.6	14	5.6	3	1.2	126	50.4



(Yrs)	3 - 9	7	2.8	30	12.0	41	16.4	15	6.0	1	0.4	94	37.6
	9 - 12	1	0.4	6	2.4	9	3.6	4	1.6	0	0	20	8.0
	Above 12	3	1.2	1	0.4	6	2.4	0	0	0	0	10	4.0
Monthly Income (‘000)	10 - 20	7	2.8	28	11.2	62	24.8	11	4.4	3	1.2	111	44.4
	20 - 30	5	2.0	18	7.2	38	15.2	14	5.6	1	0.4	76	30.4
	30 - 40	8	3.2	16	6.4	12	4.8	7	2.8	0	0	43	17.2
	Above 40	7	2.8	4	1.6	8	3.2	1	0.4	0	0	20	8.0
work per day (Hrs)	Up to 8	17	6.8	14	5.6	11	4.4	4	1.6	2	0.8	48	19.2
	8-10	5	2.0	42	16.8	57	22.8	20	8.0	1	0.4	125	50.0
	10-12	5	2.0	10	4.0	52	20.8	9	3.6	1	0.4	77	30.8
Total		27	10.8	66	26.4	120	48.0	33	13.2	4	1.6	250	100

INFERENCES : This section deals with the level of stress in the organization among respondents and their personal profile factors of namely Age, Gender, Marital Status, Department, Designation, Educational qualification, Experience, Monthly income and hours work per day was analyzed in this section. The chi-square test was used and result of the test is shown in table.6.1

TABLE NO: 6.2 Distribution of Opinion Regarding the Factors Leads to Stress in The Organization

Factors	SDA		DA		PA		A		SA		Total
	F	%	F	%	F	%	F	%	F	%	F
More work load more stress	7	2.80	4	1.60	14	5.60	94	37.60	131	52.40	250
Lack of self confidence leads to stress	4	1.60	15	6.00	70	28.00	107	42.80	54	21.60	250
Inability to meet financial obligation leads to stress	6	2.40	13	5.20	76	30.40	107	42.80	48	19.20	250
Non co-operation of Superior & Subordinates leads to stress	3	1.20	14	5.60	67	26.80	103	41.20	63	25.20	250
Disability to perform the job creates stress	8	3.20	18	7.20	58	23.20	84	33.60	82	32.80	250
More working time leads to stress	4	1.60	13	5.20	45	18.00	92	36.80	96	38.40	250
Stress among the employee in the organization reduces their performance	3	1.20	6	2.40	44	17.60	109	43.60	88	35.20	250
Job insecurity leads to stress	7	2.80	14	5.60	49	19.60	108	43.20	72	28.80	250

INFERENCE :

The Table No.6.2 describes the distribution of opinion regarding leads to stress in the organization. The level of stress was observed over the factors of More work load more stress, Lack of self confidence leads to stress, Inability to meet financial obligation leads to stress, Disability to perform the job creates stress, More working time leads to stress, Stress among the employee in the organization reduces their performance and Job insecurity leads to stress. It is clear from the table 6.2 that majority (52.40%) percent of the respondents are agreed with the factor of “More work load more



stress”, 42.80 percent of the respondents are agreed with the factor of “Lack of self confidence leads to stress”, 42.80 percent of them are agreed with the factor of “Inability to meet financial obligation leads to stress”, 33.60 percent of them are agreed with the factor of “Disability to perform the job creates stress”, 38.40 percent of them are strongly agreed with the factor of “More working time leads to stress”, 43.60 percent of them are agreed with the factor of stress among the employee in the organization reduces their performance and 43.20 percent of them are agreed with the factor of “Job insecurity leads to stress”.

Table 6.3 Measure adopted by the organization to cope up with the level of stress

S.N	Description	Always	Often	Some times	Rarely	Never	Total	Score	Rank
1	Counseling	25	20	27	13	15	100	3.27	4
2	Giving Reward & Recognitions	30	25	15	19	11	100	3.44	1
3	Conducting fun games	20	15	25	10	30	100	2.87	7
4	Leisure times	28	22	16	24	10	100	3.34	3
5	Opportunities to abroad	22	17	19	24	18	100	3.01	5
6	Well Infrastructure	35	15	18	21	11	100	3.42	2
7	Respect in the society	10	36	15	22	17	100	3.00	6

INFERENCES: From the above Table No.6.3 the employee’s highest measures to adopt with organization to cope up with stress is Giving Rewards & Recognition and least measures is conducting fun games

7. FINDINGS:

- Majority of the respondents come under the age group of below 25 years with a maximum of 46.8%.
- From table, it has been found that 50.4% of respondents are married and 49.6% are unmarried;
- Most of the respondents in the company who responded to the questionnaire belong to the Product Development with maximum of 29.2% and minimum of 9.6% of the respondents belong to finance Department.
- Majority of the respondents who responded to the questionnaire have a work experience of below 3 years with a maximum percentage of 50.4%.
- From table, it has been found that 44.4% of respondents draw salary between Rs.10000-20000 whereas 8% draw salary above Rs.40000;



- f) A maximum of 34.4% of the respondents said that Opportunities to Abroad for the best work done by the employees is the measure adopted by their organization in order to cope up with the level of stress in the organization
- g) Most of the respondents Strongly Agree for the factors that, More work load more stress, More working time leads to stress with 52.40% and 38.4% respectively

8. SUGGESTIONS:

Some valuable suggestions that the organization may consider are:

- Heavy Work Overload and Job insecurity are the major factors that create stress. Hence organization must try to reduce the workload.
- Proper training should be provided for the employees to cope up with the latest updates in technology and methods adopted in the organization.
- The organization must understand the problems of the employees, if any, and try to overcome them from those problems to produce good results.
- Every work of the employees must be recognized and rewarded accordingly, so that it would encourage the employees to work more effectively and efficiently, which would automatically result in improvement of the work of employees & the Organization as well.

9. CONCLUSION AND FUTURE WORK:

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. Maintaining healthy employees' relationship is a prerequisite to higher productivity and human satisfaction. Job stress, which if not managed effectively leads to strained relationship among employees. By following these suggestions, one may be able to get stress to work for them instead of against them. I hope that after reading this report, you'll see that 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. The future work of this paper is necessary therefore to manage stress effectively. So that the dysfunctional effect on employees and their organizational performance can be minimized and controlled which in turn.

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