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CONTENTS

Sr. No.	TITLE & NAME OF THE AUTHOR (S)	Page No.
1.	E-GOVERNANCE IN INDIAN UNIVERSITIES: A CONCEPTUAL FRAMEWORK <i>VIJAY BHASKAR KOUDIKI & K JANARDHANAM</i>	1
2.	EMPIRICAL ANALYSIS ON THE ADOPTION OF QUALITY MANAGEMENT PRACTICES IN INFORMATION TECHNOLOGY SECTOR IN INDIA <i>DR. BEULAH VIJI CHRISTIANA. M & JOSEPH SASI RAJAN.M</i>	5
3.	IMPACT OF FOREIGN DIRECT INVESTMENT INFLOWS ON BRAZILIAN ECONOMY <i>ROBIN INDERPAL SINGH, DR. SANJEEV BANSAL & DR. JAGWANT SINGH</i>	12
4.	A STUDY OF ORGANIZATIONAL INVESTMENT IN EMPLOYEE TRAINING, WORK ENGAGEMENT AND TURNOVER INTENTION: A CROSS-LEVEL MEDIATION ANALYSIS <i>YU-PING HSU</i>	17
5.	ENTREPRENEURSHIP: IN A DYNAMIC WAY <i>DR. R. SATHYADEVI & SALMA.C.T</i>	24
6.	PARTICIPATION OF WOMEN IN SOCIO-ECONOMIC DECISION MAKING: A COMPARISON BETWEEN JOINT FAMILY AND NUCLEAR FAMILY <i>BHAGWATESHWARI KARKI & DR. B. P. SINGHAL</i>	26
7.	A STUDY OF INVESTORS' PERCEPTION TOWARDS STOCK MARKET IN JALANDHAR <i>DR. ANIL SONI</i>	29
8.	ROLE OF ORGANISATIONS TO COMBAT STRESS AMONG EMPLOYEES IN IT SECTOR <i>DR. SUDHAKAR B INGLE & ANITA D'SOUZA</i>	34
9.	THE EFFECT OF SOCIO-ECONOMIC FACTORS ON PUBLIC HEALTH SERVICE DELIVERY IN KENYA (A CASE OF MURANG'A COUNTY HOSPITALS) <i>CLIFFORD MACHOGU, DR. JAIRUS BOSTON AMAYI, DR. JOHN WEKESA WANJALA & LYDIAH KEYA ABUKO</i>	38
10.	A STUDY ON POSSIBLE PARTICIPATION OF MINING INDUSTRY IN MAKE IN INDIA CONCEPT <i>DR. MAMTA BRAHMBHATT & AMIT KUMAR SHARMA</i>	48
11.	IMPACT OF FOREIGN DIRECT INVESTMENT INFLOWS ON INDIAN ECONOMY <i>ROBIN INDERPAL SINGH, DR. SANJEEV BANSAL & DR. JAGWANT SINGH</i>	50
12.	GLOBAL PREVALENCE OF IFRS WITH SPECIAL REFERENCE TO INDIA <i>VAISHALI NAROLIA & AMIT KUMAR PASWAN</i>	55
13.	A STUDY ON THE CURRENT STATE OF INDIAN HEALTHCARE INDUSTRY <i>PRIYANKA SAHNI</i>	60
14.	DEMONETIZATION AND REMONETISATION OF INDIAN ECONOMY: AFTERMATH <i>GURVEEN KAUR</i>	63
15.	EFFICIENCY OF BANKS UNDER DIFFERENT OWNERSHIP GROUPS <i>RACHITA GARG</i>	66
16.	REVIVING UP INDIAN VC INDUSTRY: LESSONS FROM USA <i>NEHARIKA SOBTI</i>	71
17.	WOMEN ENTREPRENEURSHIP: ENTERING A MALE DOMAIN <i>BHAWNA MITTAL</i>	79
18.	STUDENTS ATTITUDE TOWARDS MATHEMATICS AT SECONDARY LEVEL IN SIKKIM <i>RAJESH SINGH</i>	84
19.	TRANSFER PRICING REGULATIONS AND ADVANCE PRICING AGREEMENTS IN INDIA <i>PRIYANKA SAHNI</i>	87
20.	DIGITAL INDIA OPPORTUNITIES AND CHALLENGES <i>SAPNA</i>	90
	REQUEST FOR FEEDBACK & DISCLAIMER	93

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- Hunker, H.L. and A.J. Wright (1963), "Factors of Industrial Location in Ohio" Ohio State University, Nigeria.

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- Garg, Bhavet (2011): Towards a New Gas Policy, Political Weekly, Viewed on January 01, 2012 <http://epw.in/user/viewabstract.jsp>

ROLE OF ORGANISATIONS TO COMBAT STRESS AMONG EMPLOYEES IN IT SECTOR**DR. SUDHAKAR B INGLE****ASSOCIATE PROFESSOR****R.S.MUNDLE, DHARAMPEETH ARTS & COMMERCE COLLEGE
NAGPUR****ANITA D'SOUZA****ASST. PROFESSOR****DEPARTMENT OF COMMERCE
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KACHIGUDA****ABSTRACT**

Stress is a conscious or unconscious psychological feeling or physical situation which comes as a result of physical or/and mental 'positive or negative pressure' to overwhelm adaptive capacities. Organisational stress has become a common problem throughout the world. Over the years, the impact of stress on the wellbeing of the person has increased. But stress has become a part of life. Stress is a naturally occurring phenomenon which can act as a motivator in the right situation. By employing strategies to help the employee manage stress, the organisations can help in improving health and overall quality of life. Firstly the employee should be able to recognise that he is in stress and secondly the organisation should develop stress reduction techniques or stress management techniques. This study is limited to Hyderabad only and it has taken into consideration IT employees who are working on full-time basis. It was concluded that the employees' are in stress and most of them are unaware about the stress. The management should play an active role in reducing stress among the employees through counselling, change in the organisational policies and transparency in the organisation.

KEYWORDS

counselling, health, performance, productivity, stress.

INTRODUCTION

Information Technology (IT) sector has been beneficial to the economy in many areas. It not only helped India to gain a global scenario but it has also provided employment to many employees by giving them international exposure. It has redefined work and has given rich working environment with handsome pay. But nothing comes so smoothly and peacefully, the employees in IT sector are categorised with "stress". The term "stress" was coined by Dr. Hans Selye in 1936, one of the leading authorities who described the concept of stress in the Journal Nature as "the rate of all wear and tear caused by life." He defined stress as "the non-specific response of the body to any demand for change". According to him stress is a part and parcel of life and it cannot be avoided. If stress is understood and taken in a positive way, it can lead to beneficial outcomes.

There are two types of stress. Eustress and Distress. The Eustress consist of stress which is termed as a recurring, good and constructive stress. It involves the employees of today's business organizations who may learn to identify ways that stress negatively affecting their work performance. Identifying the negative effects may enable them to take necessary action to cope with stress. By sharing this knowledge employees can act as a vehicle to help the management in implementing appropriate stress reduction programs. The Distress which is also termed as the stress which has a rapid onset and is often viewed as an intense bad stress. The employers here gain insight as to how stress is actually negatively affecting employees work performance.

The following are the sources of organisational stress:

- Organisational policies
- Organisational structure
- Quality of leadership
- Change in job role and task

The following are the sources of non-organisational sources of stress:

- Family Issues
- Long, Uncertain Or Unsocial Hours,
- Working Away From Home,
- Taking Work Home,
- Domestic Pressures Such As Childcare Responsibilities And Taking Care Of Elderly People
- Financial Worries

LITERATURE REVIEW

Shane Schick, (2007), stressed IT professionals who use a balance of problem-focused coping strategies and emotion-focused coping strategies are most successful in dealing with the stress of staying perpetually up-to-date. The study highlights the importance of monitoring the stress that results from the constant demand on IT professionals to update their technical skills because the threat of technical obsolescence may result in a higher rate of absenteeism, work burnout and a desire to change careers. Managers can help by providing IT professionals with concrete resources such as research time, opportunities to attend courses, and physical facilities that facilitate trial and error. IT professionals who deploy different combinations of coping strategies end up with different levels of distress. They fared best by using a combination of problem-focused coping and emotion-focused coping.

Dr.Sameera, Head & Associate Professor, Department of Management Studies, Nimra Institute of Engineering & Technology, Ongole, India, Dr.Shakir Shaik, Nimra Institute of Engineering & Technology, Ongole in their paper on A Study on Stress Management among the BPO Employees in Chennai City (January 2016), Most of the employees feel that they experience the stress at work. BPO industry should concentrate on managing stress and where the company is lacking for doing the same. Employees of the BPO should be made free from not only fear of quality of performance but also from other type of fear generating in their minds. Counselling and guidance, quality consciousness awareness programs, psychological support should be provided to the employees. The concept of working for five days in a week can be implemented in BPO, so that the employees can give more time to themselves and their family and discharge other social responsibilities. BPO's should arrange recreation facilities, YOGA camps, meditation camps, entertaining programs etc. The working environment should be safer. Work should be decentralised in the BPO Companies. Friendly environment from colleagues and especially boss should be ensured by the BPO companies. Employees should try to give quality output rather than fear from it in term of work.

According to **G.Latha and N. Panchanatham, Asst. Professor from Annamalai University**, published in their paper on Call Centre Employees: Is Work Life Stress a Challenge were of the opinion "(December 2010) that the call centre provides lot of job opportunities. But the employees are not clear about their personal growth

and development. The organizations should identify the sources of stress for their employees. Job feedback, workload and promotion opportunities are the major stressors for the call centre executives. Working conditions, job security, workplace politics, job satisfaction, changes taking place in the work place and interpersonal relations create medium stress among them. In giving job feedback, good performance and achievements are to be appreciated. The stress due to workload and poor working conditions can be reduced by improving the working conditions. Providing good canteen facility or cafeteria where employees can go for a break and refresh and giving them enough leisure time and holidays can really help. Taking the employees for a holiday outing can improve the interpersonal relations and reduce their stress level. The responsibility of the call centers is to provide a clear career path to its employees so that the stress due to job security and promotion opportunity can be eliminated. Open door policy and speedy solution to employee issues can improve job satisfaction and reduce workplace politics.

OBJECTIVES

1. To study the factors causing stress among the employees
2. To study the recent practices adopted by the company to reduce stress
3. To suggest some measures to alleviate job Stress in IT sector

RESEARCH METHODOLOGY

- **RESEARCH DESIGN:** Descriptive and Analytical
- **SOURCES OF DATA COLLECTION:** Primary data (Questionnaire method) and Secondary method (Books, Journals, Websites)
- **SAMPLING PLAN:** Convenience Sampling.
- **SAMPLE SIZE:** The sample size was 803 employees working in IT / ITES Sector in Hyderabad. 481 were male respondents and 322 were female respondents. On the whole, married respondents were 358 respondents, 420 were un-married respondents and the remaining 25 respondents were divorcee.
- **METHOD OF DATA ANALYSIS:**
 - To test the reliability of the data, Cronbach’s Alpha test in SPSS was used.
 - Chi-square test and Correlation using Statistical Package for Social Science (SPSS) is used

DATA ANALYSIS

I. TESTS FOR RELIABILITY OF DATA

It is considered to be a measure of scale reliability. it is inferred that the Cronbach’s Alpha value is 0.852. Since the value is greater than 0.60, it can be concluded that the data is reliable.

II. CHI-SQUARE DATA ANALYSIS

1. H_0 : There is no impact of marital status on balancing work and personal commitments due to stress.

H_1 : There is impact of marital status on balancing work and personal commitments due to stress.

TABLE 1
Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	65.270 ^a	12	.000
Likelihood Ratio	56.576	12	.000
Linear-by-Linear Association	5.575	1	.018
N of Valid Cases	803		

INFERENCE

The above table shows that the Chi-Square value for impact of marital status on balancing work and personal commitments due to stress is 65.270 and the corresponding significant value is 0.000. As the calculated significant value is less than 0.05, the alternate hypothesis is accepted and the null hypothesis is rejected. Hence it can be concluded that there is impact of marital status on balancing work and personal commitments due to stress.

2. H_0 : There is no relationship between employees always being overloaded with work on the employee showing dedication in work under stress

H_1 : There is relationship between employee always being overloaded with work and the employee showing dedication in work under stress

TABLE 2
Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	92.588 ^a	16	.000
Likelihood Ratio	95.179	16	.000
Linear-by-Linear Association	2.582	1	.108
N of Valid Cases	803		

INFERENCE

The above table shows that the Chi-Square value for relationship between employee always being overloaded with work and the employee showing dedication in work under stress is 93.588 and the corresponding significant value is 0.000. As the calculated significant value is less than 0.05, the alternate hypothesis is accepted and the null hypothesis is rejected. Hence it can be concluded that there is relationship between employee always being overloaded with work and the employee showing dedication in work under stress.

3. H_0 : There is no significant relationship between creation of a collaborative work environment program as a stress reliever and company’s role in combatting stress

H_1 : There is significant relationship between creation of a collaborative work environment program as a stress reliever and company’s role in combatting stress.

TABLE 3
Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	203.563 ^a	24	.000
Likelihood Ratio	186.243	24	.000
Linear-by-Linear Association	30.787	1	.000
N of Valid Cases	803		

INFERENCE

The above table shows that the Chi-Square value for significant relationship between creation of a collaborative work environment program as a stress reliever and company's role in combatting stress is 203.563 and the corresponding significant value is 0.000. As the calculated significant value is less than 0.05, the alternate hypothesis is accepted and the null hypothesis is rejected. Hence it can be concluded that there is significant relationship between creation of a collaborative work environment program as a stress reliever and company's role in combatting stress.

4. H_0 : There is a relationship between conducting recreational programs and provision for social interaction

H_1 : There is no relationship between conducting recreational programs and provision for social interaction

TABLE 4
Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	76.963 ^a	35	.000
Likelihood Ratio	73.745	35	.000
Linear-by-Linear Association	3.217	1	.073
N of Valid Cases	803		

INFERENCE

The above table shows that the Chi-Square value for relationship between conducting recreational programs and provision for social interaction is 76.963 and the corresponding significant value is 0.000. As the calculated significant value is less than 0.05, the alternate hypothesis is accepted and the null hypothesis is rejected. Hence it can be concluded that relationship between conducting recreational programs and provision for social interaction.

5. H_0 : There is no impact of age on preventing job stress by taking a positive approach

H_1 : There is impact of age on preventing job stress by taking a positive approach

TABLE 5
Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	29.997 ^a	16	.018
Likelihood Ratio	32.274	16	.009
Linear-by-Linear Association	.747	1	.387
N of Valid Cases	803		

INFERENCE

The above table shows that the Chi-Square value for impact of age on preventing job stress by taking a positive approach is 29.997 and the corresponding significant value is 0.018. As the calculated significant value is less than 0.05, the alternate hypothesis is accepted and the null hypothesis is rejected. Hence it can be concluded that there is impact of age on preventing job stress by taking a positive approach.

SUGGESTIONS

1. Conduct of programs on team-outings, family-day celebrations on regular basis should be a part of the company policy.
2. The company should focus on creating an inspiring workplace to be their top priority.
3. Communications are transparent and accessible
4. The work stress has an impact on the organisations and it is seen in the following ways. Decreasing commitment to work, increasing staff turn-over, impairing performance and productivity, increasing unsafe working practices and accident rates, increasing complaints from clients and customers, adversely affecting staff recruitment etc. Therefore the company should concentrate on reducing stress among the employees so that the performance and productivity is not at risk.
5. There should be counselling given to the employees who are stressed out. The employee counselling needs to be tracked carefully for which the counsellor appointed should be experienced and professional. The counsellor should be able to identify the problems of the employee and give him suggestions to reduce the stress.
6. Workplace flexibility should be given to the employees and there should be transparent performance appraisal of the employee's work.
7. Grievance handling is an effective tool to curb attrition, which is a serious concern among the IT companies. Grievance spreads fast in the organisation and it affects the employee's physical and mental wellbeing. This in turn affects his involvement of work and job satisfaction also. So therefore there should be proper grievance redressal procedure in the organisation.

8. From the individual perspective, the employee should have a positive approach towards any problem. They should practice yoga, meditation, fitness exercises to cope up with stress regularly. He should maintain proper balance between work and home.

CONCLUSION

India being the global economy, organisations face various HR challenges. One of the core objectives of the organisation should be to reduce attrition among the employees by providing balanced strategies to keep the employees happy. The goal of the organisation should be to attain maximum productivity. As stress is high prevalent in IT sector, the employees are stressed due to organisational factors more than the non – organisational factors. The company should give clarity about the organisational policies and structure, performance appraisal methods, etc. The employees are not very clear about their job role and as such there is role conflict and role ambiguity in the minds of the employee. The employees are not considering the counsellor as trust-worthy so ultimately it is the duty of the counsellor appointed to build confidence in the minds of the employees and keep the matter confidential. The organisations consider various measures to combat stress. They provide employee assistance programs, recreational services, and sufficient breaks during working hours, etc. The organisation is to be transformed from the work – oriented organisation to employee – oriented organisation as employees are the life blood of the organisation. If the employees are not happy with the organisation then there will be no job satisfaction. This will impact the performance and productivity of the organisation as well.

LIMITATIONS

1. Stress may be permanent or temporary, so the level of stress may vary according to the time and nature of stress.
2. The study covers only MNC's employees with special reference to BPO employees. As such the results obtained cannot be generalised to the entire IT industry.
3. The scope of the study is limited only to IT sector in Hyderabad.

SCOPE OF RESEARCH

This topic examines the theoretical understanding of job stress in IT sector followed by empirical investigation. With this study in hand, an attempt will be made to find out all possible ways to reduce job stress. Workplace stress is 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. Stress in the workplace can have many origins or come from one single event. It can impact on both employees and employers alike Occupational stress, hence, is found to be a mental and physical condition that calls in a detrimental effect on the individual's productivity, effectiveness, personal health and quality of work

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