

# INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, IT & MANAGEMENT

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## A STUDY ON STRESS LEVEL OF EMPLOYEES OF INFORMATION TECHNOLOGY COMPANIES IN CHENNAI, TAMILNADU

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### ABSTRACT

*Stress is the unconscious preparation to fight or flee a person experiences when faced with any demand. Stress is also a part of day to day living of every individual. The reason for the stress differs from person to person. A high level of stress can be a serious threat to a personality trait of the individual and can cause psychological and social problems. Management of stress is being regarded as one of the most important ingredient of a successful organization. Some of these efforts have sort to limit the amount of stress employees' experience. Most are directed at improving employees' efficiency and coping ability. The main objective of the study is to know the stress level of the employees' and to analyze the stress management techniques. Simple random sampling method has been employed. The study is based on the sample size of 300 respondents. The chi square test reveals that there is no significant relationship between gender, age and stress.*

### KEYWORDS

Information technology, pressure, productivity, psychological, stress.

### INTRODUCTION

Job stress is a chronic disease caused by condition in the workplace that negatively affect an individual's performance and or overall well- beings of his body and mind. One or more of a host of physical and mental illness manifest jobs stress. In some cases a psychiatrist consultation is usually required to validate the reason and degree of work related stress.

Stress is a condition of strain on one's emotions, thought processes, and physical condition, when it is excessive, it can threaten one's ability to cope with the environment. Stress is the general term applied to the pressures people feel in life. As a result of these work pressure, employees develop various symptoms of stress that can harm their job performance.

Stress also leads to physical disorders, because the internal body system changes to try to cope with stress. Some physical disorders are short-range. Stress can be either temporary or long range depending mostly on how long its causes continue and how strong the employees recovery powers. When stress is sustained for a long period of time the body is prevented from rebuilding its ability to cope with stress. However, if stress is temporary, most people can recover rather quickly.

### DEFINITION OF STRESS

According to Mikhail.A, Stress refers to a psychological state that results when certain features of an individual's environment challenge that person, creating an actual or perceived imbalance between demand and capability to adjust that, results in a non-specific response.

### WAYS TO MANAGE STRESS

There are many healthy ways to manage and cope with stress, but they all require change. They can either change the situation or change your reaction when deciding which option to choose, it's helpful to think of the four A's avoid, alter, adapt, and accept. Since everyone has a unique response to stress, there is no "one size fits all" solution to managing it. No single method works for everyone or in every situation, so experiment with different techniques and strategies. Focus on what makes you feel calm and in control.

High level of stress affects the individuals directly and through then, their families and organizations are also affected. Therefore, efforts should be to make to overcome the negative consequences of high stress. Stress management is required when an individual is unable to cope with the demanding environment. This inability generates anxiety and produces defensive behavior and stress symptoms. Therefore, the actions are required for developing adoptive behavior so as to overcome the consequences of stress. Such actions may be taken at individual level as well as at organizational level.

### SYMPTOMS OF STRESS

The symptoms may be classified in to physical, emotional and behavioral symptoms .Physical symptoms are allergies, back pain, chest pain, fatigue, sleeping problems etc. Emotional symptoms are anger, anxiety, loneliness, depression, nervousness etc. Behavioral symptoms are neglecting appearance, being late to work, difficulty in concentrating etc.

### WAYS TO GET RID OF STRESS

Some of the new ways to overcome stress are

- First key is to laugh. Laughter releases endorphins and endorphin relieves stress.
- Second key is friend. List out your stressors and ask your friend to do the same. Now exchange the list among them and try to get more suggestions and solutions.
- Third thing is self-turning up. Practice yourself to wake up and get ready, not for work, but for your day on the drive to work, listen to music, humor, instead of attending office calls over the phone. Remember that the opposite of stress is relaxation.

### ABOUT INFORMATION TECHNOLOGY (IT)

Information Technology is the study, design, development, implantation, support or management of computer-based information system. IT deals with the use of electronic computers and computer software to convert, store, protect, process, transmit and securely retrieve information. IT performs a variety of duties, installing applications, designing complex computer network and information data bases. It may include data management, networking, engineering computer hardware, data base and software design management and administration of entire systems. Information Technology is a growing, wide spread, multitasking field required for the development of all other sectors. The major software companies functioning in Chennai city are Tata Consultancy Services (TCS), INFOSYS, HCL, CTS, Wipro, L&T, Mahindra Satyam, etc... More than 2, 00,000 employees in various categories are working in these companies.

## LITERATURE REVIEW

**Walter B Cannon** was the medical psychologist who originally discovered stress and called it "the emergency response" or "the militaristic response", arguing that it was rooted in "the fighting emotions". According to Cannon, stress resulted when an external environment demand upset the person's natural steady-state balance referred to as "homeostasis". He called the stress response the fight- or flight response. Cannon believed the body was designed with natural defense mechanisms to keep it in homeostasis.

According to **Richard Lazarus**, "stress is a situation that someone regards as threatening and as possibly exceeding his or her resources". Lazarus pointed out, that the stress evoked by an event depends on how people interpret the event and what they can do about it. For example, pregnancy may be much more stressful for a 16 year old unmarried schoolgirl than it is for a 25 year old married woman.

Lazarus saw stress as a result of a person-environment interaction, and he emphasized the person's cognitive appraisal in classifying persons or events as stressful or not. Individual differ in their appraisal of events and people. What is stressful for one person may not be stressful for another. Perception and cognitive appraisal are important processes in determining what is stressful, and a person's organizational position can shape such perception.

**Tharakan** analyzed the relationship between occupational stress and job satisfaction has been found to be significantly associated with professional women and non-professional women. It is observed that professional working women experience greater work related stress than non-professional working women, because the expectations of technocrats where much higher than non-technocrats.

## IMPORTANCE OF THE STUDY

Stress makes the employees to worry about the works. It reduces the productivity, motivation and morale. This study is important to find out the work pressure of the employees at workplace and to take proper decision in stress management and to take or suggest solutions. This study is also try to probe in to various pressures like work load, supervisor's partiality, recognition, benefit promotion, transfer and so on. Also to provide an understanding of human behavior in organizations and groups with various organizational set up.

## OBJECTIVES OF THE STUDY

- (i) To find the causes and symptoms of stress.
- (ii) To establish stress management mechanism for employees.
- (iii) To know their level of stress among the employees due to work pressure.
- (iv) To analyze the stress management techniques and how they are useful to predict the future performance of the employees.

## SOURCES OF DATA

Data have been collected from both primary and secondary sources .The main thrust of the study is to understand the employee's opinion towards stress and its impact of their work. Primary data had been collected from 300 employees of different IT companies in Chennai city. Primary data has been collected with the help of questionnaire. Secondary source of data collected through books, research journals and website.

## TOOLS USED FOR THE STUDY

In order to analyze the data collected the researcher used percent analysis, and chi square test. Chi square test was used to test the significant relationship among male and female regarding their Job stress, work pressure and the measure to reduce the job stress.

## ANALYSIS OF DATA

In the present study the perception of the respondents was collected through appropriate questionnaire. The collected perceptions are tabulated and analyzed. Some of the important analyses are shown below

**TABLE 1: AGE AND GENDER WISE CLASSIFICATION**

Sl.No	Age	Male	Female	Total
1	20-25	24	16	40
2	25-35	86	48	134
3	35-45	48	32	80
4	Above 45	26	20	46
Total		184	116	300

SOURCE: Primary Data

The above table shows that majority of the respondents are male members and 39 percent of the respondents were female. It reveals that when comparing to females, male members are largely employed in IT companies.

This Table also indicates that out of the total 184 male respondents, 86 respondents belong to 25-35 age categories. This shows that young age people are mostly employed in IT companies and they are working over a large period of time.

**TABLE 2: WORK EXPERIENCE**

Sl.No	Experience	No of respondent	% of respondents
1	Less than 5 years	64	21
2	6-10 years	134	45
3	Above 11 years	102	34
Total		300	100

SOURCE: Primary Data

Majority (45%) of the respondents having 6-10 years of experience in their field (table 2), at the same time 34 percent of the respondents having more than 11 years of experience. It reveals that the job turn over in IT companies more. This is due to the work pressure and higher responsibility of the employees, when they became senior.

**TABLE 3: FACTORS OF STRESS**

Sl.No	Factors	No of respondents	% of respondents
1	Work place	108	36
2	Work hours	120	40
3	Organizational policies	54	18
4	Personal factors	18	6
Total		300	100

SOURCE: Primary Data

Table 3 shows that 40 percent of the employees said that the main factor creating stress is work hours, at the same time 36 percent of the respondents feels work place (distance from home) is the another factor creating stress and remaining said that the stress is due to organizational policies and personal factors. It



indicates that due to more hours of work the employees are stressed high. It also reveals that the employees would like to work the standard working hours (8 hours).

**TABLE 4: EFFECT OF STRESS**

Effect of stress	No. of respondents	% of respondents
Lack of confidence	66	22
Misunderstanding with others	138	46
Excessive working	24	08
Decline in performance	72	21
Total	300	100

**SOURCE:** Primary Data

Due to stress at work space place 46 percent of the employees are yet misunderstanding with others employees and at the same time 22 and 21 percent of the employees said that it will affect their self-confidence and their performance in work respectively (table 4). This indicates that employees stress will affect the efficiency and effectiveness of work.

**TABLE 5: TREATMENT OF STRESS**

Sl.No	Treatment	No of respondents	% of respondents
1	High sensitivity	36	12%
2	Seriously	102	34%
3	Casually	120	40%
4	Ignore all	42	14%
Total		300	100

**SOURCE:** Primary Data

Table 5 shows that how the management treat stress. Majority (40%) of the respondents said that the management is treating the stress casually and 34 percent of the employees said that the management is taking serious effort for reducing the stress level of the employees.

### CHI-SQUARE TEST

To test the relationship between gender and treatment of stress Pearson chi-square test is used. The calculated value of chi-square is 1.062, degrees of freedom is 2. Table value is 5.997. Table value of chi-square is more than calculated value. Hence null hypothesis is accepted. From this it is concluded that there is no relationship between gender and stress. Also to test the relationship between age and emotional reaction of stress, chi-square test is used. The test result [calculated value 2.5414, degrees of freedom 3, and table value 7.81] reveals that there is no significant relationship between age and emotional reaction of stress.

### POLICY IMPLICATIONS

After careful analysis, the researcher has suggested some of the policy implications that may be applied to manage the stress level of the employees. In order to reduce the stress some management development programs may be conducted at regular intervals to all levels of employees. Also adopt preventive approaches like improving knowledge and skill techniques, team building games, creativity games etc. The employees were advised to follow certain strategies like physical exercise, behavioral self-control social support, meditation or yoga. The management also provides the facilities like free counseling and medical checkup, reading room with comic and knowledge books, music and visiting entertainment places.

### CONCLUSION

Most of the employees in IT companies get stress due to work place, working hours, organizational policies, promotional policies, favoritism, work load disproportionate to salary and personal factors. Employee's personal health and family environment are most important factors for the quality of work and stress free environment. The stress management practices encompass the various development activities of the employees.

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