JOB STRESS OF EMPLOYEES

K. S. Sathyanaraynan[1], Dr. K. Maran[2]
[1]Research Scholar – Sathyabama University, Lecturer, New College Institute of Management, Tamil Nadu India.
[2]Director, Sairam Institute of Management Studies, Chennai, Tamil Nadu, India.
E-mail : [1]alivalamsathya@gmail.com

Abstract

This century has belonged to the Information Technology Sector. How organisations are able to leverage IT to get advantage in a highly competitive market will be the key to success. Leading the way would be the organisations that are in the IT industry. The IT boom has brought with it, its own set of challenges to organisations. How to put in place systems and process that are in tune with the IT revolution, how to strategize and compete in the IT era? etc. But a major challenge that the IT industry per se has been facing is in the field of Human Resource Management. The nature of work in todays competitive world is changing at whirlwind speed. Now more than ever before, job stress poses a threat to health of employees and in turn to the health of organization although occupational stress and stress management have assumed enormous importance in any organization. The work life and the problems that are encountered in daily work life has been blended with our lifestyles for the past several years. Work place stress management programs and implementation of measures to reduce psychological pressure and individual's sense of control are possible ways to counteract the negative effects of a stressful situation.

Key words:

I. INTRODUCTION

The IT industry is a service industry. The fact is that the creativity, innovativeness, knowledge and skill of the employees are the important assets. The challenge the IT industry is facing is that of managing these assets. It is not capital or finance or marketing management that gives the competitive edge but rather how well one is able to manage the human resources whose intellectual applications drives the business. Stress is the "wear and tear" our bodies experience as we adjust to our continually changing environment; it has physical and emotional effects on us and can create positive or negative feelings. As a positive influence, stress can help compel us to action; it can result in a new awareness and exciting new perspective. As a negative influence, it can result in feelings on distrust, rejection, anger and depression, which in turn can lead to health problems such as headaches, stomach upset, rashes, insomnia, ulcers, high blood pressure, heart disease and stroke. With the death of a loved one, the birth of a child, a job promotion or a new relationship, we experience stress as we readjust or lives. In so adjusting to different circumstances, stress will help or hinder us depending on how we react to it. The most commonly accepted definition of stress (mainly attributed to Richard S. Lazarus) is that   *Stress is a condition or feeling experienced when a person perceives that " demands exceed the personal and social resources the individual is able to mobilize".*

The symptoms of stress are :

- ✓ Increased absenteeism.
- ✓ Employee turnover.
- ✓ Diminished productivity.
- ✓ Indecisiveness.
- ✓ Interpersonal relationship problems.
- ✓ Forgetfulness and loss of self confidence.

II. About IT industry in India

Remarkable innovations based on information and communications technology (IT) are changing the way we live and the very nature of economic activity. The last three decades have been characterized by rapid developments in IT. Although mainframe computers have been used since the early 1950s, a greater use of computer applications may be traced to the introduction of the personal computer (PC) in the 1970s. The 1980s were characterized by significant structural changes in the IT industry. These included the emergence of software as an independent and dynamic component segment of the IT industry and the growth of global production networks. During the 1990s, the Asia and Pacific region emerged as one of the major players in global IT production in all the core segments of the industry. Many of the IT products that were hard to imagine only a few years ago have now become standardized, inexpensive, and commonplace. And with each new application, hardware prices fall, software innovations accelerate, and the IT industry continues to evolve and reorganize itself on the run.

The Indian software industry has grown from a mere US ~ 150 million in 1991-92 to a staggering US ~ 5.7 billion (including over ~4 billion worth of software exports) in the recent years. No other Indian industry has performed so well against the global competition. The annual growth

rate of India's software exports has been consistently over 50 percent since 1991. Today, India exports software and services to nearly 95 Countries around the world. The share of North America (U.S. & Canada) in India's software exports is about 61 per cent. According to leading reports, Indian software industry is set to achieve a turnover of 10 billion dollars by the year 2005. The projected demand for trained I.T. professionals is estimated at over 400,000 per year. There is a clear imbalance between the demand and supply of IT professionals with the result that this sector offers one of the highest remuneration   packages. The Internet is a new revolution that is sweeping the world. It promises to change the way we work, live, shop, communicate and entertain ourselves. According to a NASSCOM-McKinsey report, annual revenue projections for India's IT industry in 2008 are US ~ 87 billion and market openings are emerging across four broad sectors, IT services, software products, IT enabled services, and e-businesses thus creating a number of opportunities for Indian companies. In addition to the export market, all of these segments have a domestic market component as well.

III. India IT Software and Services Industry US$ billion
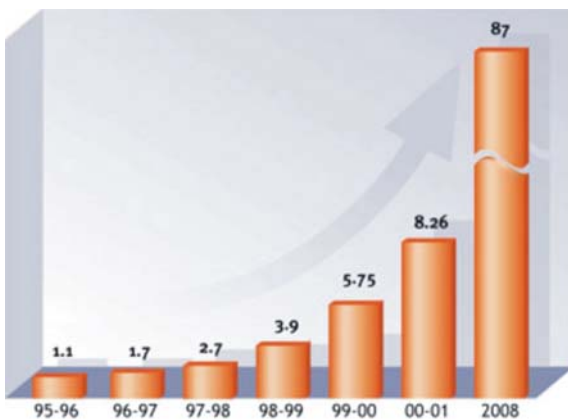
Other key findings of this research are:

- Software & Services will contribute over 7.5 % of the overall GDP growth of India

- IT Exports will account for 35% of the total exports from India

- Potential for 2.2 million jobs in IT by 2008

- IT industry will attract Foreign Direct Investment (FDI) of U.S. ~ 4-5 billion

- Market capitalization of IT shares will be around U.S. ~ 225 billion

IV. OBJECTIVES

1. To understand the concept of job stress and its impact on employees.

2. To Identify the factors influencing the job stress of employees in the working environment.

3. To study the influence of personal characteristics of employees on level of stress.

V. METHODOLOGY

This study deals with the employees opinion about the job stress in their organisation. Descriptive research design has been used for the study, which is concerned with describing the characteristics and process of what has happened is that the researcher has no control over the variables. The research deals with job stress in an organisation which brings various factors of organisation in relation to job stress. With respect to this project, Stratified Random Sampling is used. In this project, the whole population is categorized into two strata, namely Software Engineers and Senior Software Engineers. Convenience sampling is used to select the target respondents. Sample size is 120. Questionnaire method was used to collect the primary data and books, magazines and journals were used to collect the secondary data.   For the analysis, the researcher has used Statistical package for social sciences.

VI. Results & Discussions

Table 1.1. Frequency Distribution of Demographic Features

Demographic feature	Frequency	Percentage
Age group		
< 25	34	28.33
25-30	59	49.17
> 30	27	22.50
Salary		
< 30000	57	47.50
30000 – 40000	40	33.33
> 40000	23	19.17
Experience		
< = 2	44	36.67
3 – 5	39	32.50
> 5	37	30.83
Gender		
Male	63	52.50
Female	57	47.50
TOTAL	**120**	**100.00**

Interpretations

It was found that majority of the respondents are from the age group of 26-30 and 31 – 35. From the Study it was found that the majority of the respondents constitution 80% are male and female respondents forming 20 %. From the Study it was found that the 60% of the respondents have completed undergraduate and 30% are PG professional. It was identified that 56.7% of respondents have 0 to 3 years of experience. 25% have 4 to 6 years of experience. 16.7% have 7 to 9 yrs of experience and 1.6% has 10 to 12 years or more experience. Majority of the respondents constituting about 95% belong to the income group of less than Rs.15000. 3.3 % belong to the income group of Rs.15001 to Rs.25000. only 1.7 belong to the income group of above Rs.25000.

Table 1.2. Table showing the demographic factors and the level of stress.

Factors	P value	Chi-square value
Age	9.488	5.628
Gender	9.488	4.352
Education	12.592	23.71
Experience	12.592	13.07
Income	12.592	8.91
Working Hours	9.488	10.05

In order to find out whether there is any significance difference between the demographic factors and the level of stress the chi square test was applied :

Interpretations :

There is a no significant difference between the demographic factors such as age, gender and income on the stress level of the employees. The factors age, gender and income does not have an impact on the stress level. There is a significant difference between the demographic factors such as education, experience and working hours in the stress level of employees. The factors education, experience and working hours has an impact on the stress level of the employees.

In order to find out whether there is any significance difference between the Organisational factors and the level of stress the chi square test was applied :

Interpretations :

There is a no significant difference between the demographic factors such as age, gender and income on the stress level of the employees. The factors age, gender and income does not have an impact on the stress level. There is a significant difference between the demographic factors such as education, experience and working hours in the stress level of employees.

Table 1.3. Factors influencing job related stress

Factors	P value	Chi-square value
Work pressure	9.49	2.96
Nature of job	9.49	3.2
Respect from superiors and colleagues	9.49	3.97
Work Situation	9.49	3.49
Promotion Prospects	9.49	2.97
Job security	9.49	3.9
Achievement in work	9.49	3.1
Seriousness	9.49	4.8
Ambition	9.49	3.6
Interruption and tolerance	9.49	7.3
Perfection in job	9.49	2.8
Becoming upset	9.49	1.7
Anger	9.49	3.7
Relaxation at home	9.49	2.8
Appreciation	9.49	2.5
Involvement	9.49	4.6
Success	9.49	7
Mental preparedness	9.49	3

The factors education, experience and working hours has an impact on the stress level of the employees. The chi-square value shows that there is no significant difference among the employees with regards to work pressure, nature of job, respect from superiors and colleagues, work situation, promotion prospects, job security, achievement in work, seriousness, ambition, interruption and tolerance, perfection in job, becoming upset, anger, relaxation at home, appreciation, Involvement, Success and mental preparedness on stress level. The factors   pressure, nature of job, respect from superiors and colleagues, work situation, promotion prospects, job security, Achievement in work, seriousness, ambition, interruption and tolerance, perfection in job, becoming upset, anger, relaxation at home, appreciation, involvement, success and mental preparedness does not have an impact on the stress level.

VII. CONCLUSION

Stress is undoubtedly the most dreadly the commonest problem faced by the working class. It is a complex and multidimensional process which has harmful implications on the victim as well as the organization. It has numerous causal factors and originates through a variety of sources. It cannot be alleviated completely. It can only be controlled and managed to tolerable harmless limits. It needs realization and action on the part of both employees and the management. Employees must be aware enough to avoid potential stressors, maintain clean habits, eat stress free diet, exercise, relax, listen to music

and meditate to combat the harmful effects of stress. Management on their part had the moral and legal obligation of providing stress free work environment, treat employees with dignity and respect and make arrangement for stress management programme to assist the employees in fighting against the deadly effects of stress.

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K.S.Sathyanaraynan, Lecturer, Department of Management Studies, New College Institute of Management, Chennai has 9 years of teaching experience. His research interests include Human Resource Development and Quality of Work-Life. He has presented several papers in National and International Confereces.