

IMPACT OF ORGANIZATIONAL STRESS ON QUALITY WORK LIFE AMONG IT EMPLOYEES OF TRICHY DISTRICT

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ABSTRACT

The impact of the stress on the quality work life of any personality is the hot key in the modern trend of hi fi technological world. This study aims to understand the impact of the occupational stress on the quality work life of the IT Employees of Trichy District. The study was carried out by the structured questionnaire of Shri Srivatsava for Occupational Stress and Shri Santhosh Dhar for Quality work life and evaluated using "Convenience Sampling Method" and by deploying the percentage, correlation and 't' Test tools, the data was analyzed. Indeed it has its own limitation in the form of accessing the employees, small quantum of respondents compared to huge IT Employees. The conclusion of the study is the occupational stress of IT Employees has got sufficient impact on the quality work life of the IT Sectors. The stress factors of Role overload, Role Conflict, Strenuous working condition and responsibility has got its own impact on the quality work life of the IT Employees, as they have not that much confident on stability, growth opportunities and satisfaction.

Keywords: Organizational Stress, IT Employees, Quality Work Life.

Introduction

The new modern world everyday introduces new technologies and new forms. Even the learned when fails to update his knowledge needs fear to handle the newer situations. It is in this scenario, the psychological form of fear enter into the mind of the learned worker. This form of stress caused due to the factor that totally confine to his working area is named as occupational stress. The introduction of newer technologies and getting job is narrowed down on that account and the environment forces one to "not to leave" the job where he finds unsuitable due to work life constraints is the real cause for the stress.

Occupational Stress

The newer technologies instead creating easy atmosphere, indeed create fear phobia amongst workers that too with much experienced workers. This process of "deskilling" has created increased levels of boredom, making work less challenging and less satisfying for many workers. All these attitudes slowly converts into a slow poisoning diseases that too affecting workers" psychological issues and then later physiological issues. Among them the worst is the stress thus caused by the "Occupation", known as "Occupational Stress".

Occupational stress is a widespread construction where job related issues interact with the operator to either enhance or disrupt the physiological or psychological conditions. Researchers have examined occupational stress in a broad range of professional groups; for instance: pilots, nurses, accountants, teachers, university staff and managers. Organizational stress might be harmful for physiological and psychological effects on workers. Studies conducted hitherto, revealed that workers suffering from stress exhibit decreased productivity, absenteeism, higher number accidents, lower morale and greater interpersonal conflict with colleagues and superiors. The significance of the effects of occupational stress in some professions was reported, such as among nurses, managers and teachers. These studies indicated that stress could be related to factors like: Physical condition; Organizational culture; Interpersonal conflict; Personal characteristics and Job Nature.

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Many of the researchers have conducted research on the occupational stress in the area of pilots, nurses, accountants, teachers, university staff and managers, professionals etc. But lack of consideration on investigating the occupational stress among IT EMLOYEES is observed. The harmful effects of occupational stress are known as the key problems for either employees or organization concerned. For employees, stress regularly contributes to the burnout, risk of accidents and illness like hyper tension, coronary heart disease and severe depression. This also leads to poor quality of performance, lower job satisfaction, high turnover and increased work absence or lack of concentration on the job.

Quality of Work Life

The concept of Quality Work Life (QWL) took roots with the behavioural approach to management which emerged as a result of Hawthorne experiments, conducted by

Elton Mayo and F.J. Roethlisberger. These experiments proved to be a milestone in changing the focus from productivity to people who are responsible for such productivity. These studies were primarily conducted to determine the effect of better physical facilities and material incentives on worker output. These studies showed that better physical activities or increased economic benefits alone were not sufficient motivators in increasing productivity. In effect, the emphasis shifted to psycho-logical and social forces in addition to economic forces. May discovered that even workers are given special attention by management; the productivity is likely to increase irrespective of actual changes in the working conditions, even though working conditions should be such that they increase worker satisfaction.

In an organization, a high level of quality of work life is necessary to continue to attract and retain employees. So far, different researchers have presented diverse definitions of QWL. Quality of work life is mainly defined as "satisfying an employee's needs via the resources, activities and outcomes that arise from involvement in the work place". The quality of work life is a multi-dimensional construct and is made of a number of inter-related factors. The key constructs of QWL are higher payment, job security, growth opportunity and participative groups among others. QWL is getting important as a way to save human and environmental values which have been ignored in favour of technological advancement of the economic growth and productivity. QWL has been found to influence the intention of quitting the job. More importantly, various studies on work life confirm that what happens in the workplace has considerable influence on individuals and their families. So, it is vital to enhance the QWL in order to reduce the negative effects of lower QWL levels.

Objectives of the Study

- To identify the level of occupational stress of the IT employees
- To find out the work life quality of the IT employees
- Identify the methodology to overcome the occupational stress and to lead quality work life

Materials and Methods

The research is done on the impact of occupational stress that affects the quality work life of IT employees. The importance of this study is to formulate control measures to overcome Occupational stress and thereby to lead quality work life.

Research Design and Sample

Respondents of the study were from the IT employee of Trichy District. The sampling method adopted for this study is "Convenience Sampling". All the respondents completed the questions of Occupational Stress Index (Srivastava and Singh,1981) and the questions of Quality Work Life Scale (QWLS) by Santhosh Dhar, Upinder Dhar and Rishu Roy. A cross-sectional study design was applied and the respondents of the research filled standard questionnaire using a five-point response scale (1: strongly disagree; 5: strongly agree). Respondents were informed that the questionnaires will be kept confidential.

Measures

Data were gathered with the printout of these standard questionnaires for OS and QWLS. The questionnaire of the research is based on (a) questions concerning the demographic characteristics such as age, gender, work experience and education; (b) an instrument developed by authors to measure organizational stress by Srivastav and Singh; (c) QWL questionnaire developed by Santhosh Dhar, UpinderDhar and Rishu Roy. Standard Questionnaire created by A. K. Srivastav and Singh was used and the twelve factors of the occupational stress were identified as Role Overload, Role Ambiguity, Role Conflict, Unreasonable Political Pressure, Responsibility, Under participation, Powerless, Poor peer relation, Intrinsic Impoverishment, low status, Strenuous working condition and Unprofitability. Standard

questionnaire developed by Santhosh Dhar, Upinder Dhar and Rishu Roy was used and the ten factors of Quality Work Life Scale were identified as Stability of Tenure, Growth opportunities, Employee Satisfaction, Competent Employees, Value orientation, Innovative Practices, Work life Balance, Human Relations, Learning Orientation and Challenging Activities.

Data Processing, Findings, Suggestions and Conclusion

Analysis and Interpretations

The collected data were analyzed using appropriate statistical techniques. The descriptive statistics such as mean and S.D. were computed. In order to study the functional dependencies to indicate the likelihood of causal relationships between the variables, inferential statistical techniques of T test and correlation analysis were computed.

Table 1

T-Test between Gender of the Respondents and their Quality of Work Life					
	Gender	N	Mean	Std. Deviation	Statistical inference
QWL1	Female	436	2.42	.637	T=-53.400 Df=1508 P = 0.000 Significant
	Male	1074	4.23	.577	
QWL2	Female	436	1.13	.337	T=-38.791 Df=1508 P = 0.000 Significant
	Male	1074	2.77	.853	
QWL3	Female	436	2.10	.755	T=-49.783 Df=1508 P = 0.000 Significant
	Male	1074	3.99	.631	
QWL4	Female	436	1.86	.579	T=-54.028Df=1508 P = 0.000 Significant
	Male	1074	3.75	.628	
QWL5	Female	436	2.00	.557	T=-45.548 Df=1508 P = 0.000 Significant
	Male	1074	3.86	.775	
QWL6	Female	436	2.27	.701	T=-54.492 Df=1508 P = 0.000 Significant
	Male	1074	4.16	.569	
QWL7	Female	436	1.97	.774	T=-48.275 Df=1508 P = 0.000 Significant
	Male	1074	3.93	.686	
QWL8	Female	436	2.47	.702	T=-49.958 Df=1508 P = 0.000 Significant
	Male	1074	4.18	.561	
QWL9	Female	436	2.79	1.026	T=-40.741 Df=1508 P = 0.000 Significant
	Male	1074	4.38	.486	
QWL10	Female	436	2.19	.809	T=-55.074 Df=1508 P = 0.000 Significant
	Male	1074	4.23	.577	

The above table reveals that there is significant difference between gender of the respondents and their quality of work life. Hence, the calculated value lesser than table value. Further the mean scores reveal that the respondents in the male have higher level of quality of work life than female however there is significant difference seen between the respondents gender with regard to their quality of work life and its dimensions.

Table 2

T-Test between Marital status of the Respondents and their Quality of Work Life					
	Marital status	N	Mean	Std. Deviation	Statistical inference
QWL1	Married	133	1.74	.442	T=-9.566 Df=1508 P = 0.000 Significant
	Unmarried	1377	3.90	.832	
QWL2	Married	133	1.00	.000	T=-16.124 Df=1508 P = 0.000 Significant
	Unmarried	1377	2.42	1.014	
QWL3	Married	133	1.25	.434	T=-31.251 Df=1508 P = 0.000 Significant
	Unmarried	1377	3.65	.877	
QWL4	Married	133	1.23	.424	T=-27.796Df=1508 P = 0.000 Significant
	Unmarried	1377	3.39	.886	
QWL5	Married	133	1.50	.502	T=-23.015 Df=1508 P = 0.000 Significant
	Unmarried	1377	3.50	.985	
QWL6	Married	133	1.53	.501	T=-30.305 Df=1508 P = 0.000 Significant
	Unmarried	1377	3.81	.854	
QWL7	Married	133	1.04	.191	T=-32.051 Df=1508 P = 0.000 Significant
	Unmarried	1377	3.59	.916	
QWL8	Married	133	1.62	.488	T=-33.542 Df=1508 P = 0.000 Significant
	Unmarried	1377	3.89	.766	
QWL9	Married	133	1.57	.497	T=-42.002 Df=1508 P = 0.000 Significant
	Unmarried	1377	4.15	.690	
QWL10	Married	133	1.22	.414	T=-34.579 Df=1508 P = 0.000 Significant
	Unmarried	1377	3.87	.876	

The above table reveals that there is significant difference between marital status of the respondents and their quality of work life. Hence, the calculated value lesser than table value. Further the mean scores reveal that the respondents in the unmarried have perceived higher level of quality of work life than others, however there is significant difference seen between the respondent's marital status with regard to their quality of work life and its dimensions.

Table 3

Descriptive Statistics			
	Mean	Std. Deviation	N
OS1	3.80	.878	1510
OS2	4.16	.671	1510
OS3	3.86	1.003	1510
OS4	3.82	.974	1510
OS5	4.11	.694	1510
OS6	3.92	.884	1510
OS7	3.99	.893	1510
OS8	4.19	.768	1510
OS9	4.55	.673	1510
OS10	4.37	.655	1510
OS11	3.04	1.053	1510
OS12	3.19	1.059	1510

The table reveals that majority of the respondents says the mean value score is more than 4 in Intrinsic Improvement scores (4.55), low status (4.37), Poor peer relation (4.19), Role Ambiguity (4.16), Responsibility (4.11), followed by other OS dimensions.

Table 4

Correlations													
		OS1	OS2	OS3	OS4	OS5	OS6	OS7	OS8	OS9	OS10	OS11	OS12
OS1	Pearson Correlation	1	.780**	.937**	.957**	.836**	.919**	.892**	.827**	.798**	.800**	.866**	.890**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510
OS2	Pearson Correlation	.780**	1	.827**	.810**	.943**	.858**	.888**	.888**	.737**	.767**	.749**	.703**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510
OS3	Pearson Correlation	.937**	.827**	1	.971**	.841**	.919**	.931**	.875**	.827**	.829**	.890**	.897**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510
OS4	Pearson Correlation	.957**	.810**	.971**	1	.861**	.947**	.923**	.848**	.815**	.804**	.868**	.890**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000	.000
	N	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510
OS5	Pearson Correlation	.836**	.943**	.841**	.861**	1	.904**	.903**	.898**	.736**	.779**	.754**	.742**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000	.000
	N	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510
OS6	Pearson Correlation	.919**	.858**	.919**	.947**	.904**	1	.954**	.863**	.798**	.807**	.835**	.863**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000	.000
	N	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510
OS7	Pearson Correlation	.892**	.888**	.931**	.923**	.903**	.954**	1	.892**	.784**	.826**	.831**	.852**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000	.000
	N	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510
OS8	Pearson Correlation	.827**	.888**	.875**	.848**	.898**	.863**	.892**	1	.786**	.859**	.835**	.814**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000	.000
	N	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510
OS9	Pearson Correlation	.798**	.737**	.827**	.815**	.736**	.798**	.784**	.786**	1	.788**	.814**	.810**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000	.000
	N	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510
OS10	Pearson Correlation	.800**	.767**	.829**	.804**	.779**	.807**	.826**	.859**	.788**	1	.876**	.894**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000	.000
	N	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510
OS11	Pearson Correlation	.866**	.749**	.890**	.868**	.754**	.835**	.831**	.835**	.814**	.876**	1	.920**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000		.000
	N	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510
OS12	Pearson Correlation	.890**	.703**	.897**	.890**	.742**	.863**	.852**	.814**	.810**	.894**	.920**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510

** . Correlation is significant at the 0.01 level (2-tailed).

Table 5

Descriptive Statistics			
	Mean	Std. Deviation	N
QWL1	3.71	1.012	1510
QWL2	2.29	1.049	1510
QWL3	3.44	1.088	1510
QWL4	3.20	1.052	1510
QWL5	3.32	1.107	1510
QWL6	3.61	1.051	1510
QWL7	3.36	1.136	1510
QWL8	3.69	.986	1510
QWL9	3.92	.995	1510
QWL10	3.64	1.132	1510

Table 6

		Correlations									
		QWL1	QWL2	QWL3	QWL4	QWL5	QWL6	QWL7	QWL8	QWL9	QWL10
QWL1	Pearson Correlation	1	.828**	.914**	.883**	.898**	.960**	.908**	.966**	.901**	.979**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510
QWL2	Pearson Correlation	.828**	1	.850**	.899**	.918**	.828**	.868**	.815**	.766**	.814**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000	.000	.000	.000
	N	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510
QWL3	Pearson Correlation	.914**	.850**	1	.921**	.909**	.939**	.967**	.918**	.889**	.934**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	.000	.000	.000
	N	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510
QWL4	Pearson Correlation	.883**	.899**	.921**	1	.941**	.890**	.930**	.882**	.850**	.898**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000	.000	.000
	N	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510
QWL5	Pearson Correlation	.898**	.918**	.909**	.941**	1	.912**	.927**	.900**	.857**	.892**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.000	.000	.000
	N	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510
QWL6	Pearson Correlation	.960**	.828**	.939**	.890**	.912**	1	.925**	.968**	.899**	.967**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000	.000	.000
	N	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510
QWL7	Pearson Correlation	.908**	.868**	.967**	.930**	.927**	.925**	1	.912**	.894**	.922**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000		.000	.000	.000
	N	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510
QWL8	Pearson Correlation	.966**	.815**	.918**	.882**	.900**	.968**	.912**	1	.905**	.960**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000		.000	.000
	N	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510
QWL9	Pearson Correlation	.901**	.766**	.889**	.850**	.857**	.899**	.894**	.905**	1	.919**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000		.000
	N	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510
QWL10	Pearson Correlation	.979**	.814**	.934**	.898**	.892**	.967**	.922**	.960**	.919**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	1510	1510	1510	1510	1510	1510	1510	1510	1510	1510

** . Correlation is significant at the 0.01 level (2-tailed).

The study showing the correlation between the Study on occupational stress and quality of work life reveals that Occupational stress is positively and significantly related to Quality of work life. So, there is direct relationship between the employees' occupational stress and quality of work life. The study shows the correlation between the Role overload and quality of work life, Role overload is positively and significantly related to Quality of work life. So, there is direct relationship between the employees "Role overload stress and quality of work life. The study showing the correlation between the Role Conflict and quality of work life, Role Conflicts positively and significantly related to Quality of work life. So, there is direct relationship between the employees Role Conflict stress and quality of work life. The correlation between the strenuous working condition and quality of work life, Strenuous working condition is positively and significantly related to Quality of work life. So, there is direct relationship between the employees "strenuous working condition stress and quality of work life. The correlation between the Responsibility and quality of work life, Responsibility is positively and significantly related to Quality of work life. So, there is direct relationship between the employees Responsibility stress and quality of work life.

Findings

From the above analysis, the data revealed that the occupational stress of IT employees has got sufficient impact on the quality work life. The statement of Role Overload, Role Conflict, Strenuous working condition and responsibility has got its own impact on the quality work life of the IT employees.

Suggestions

Though IT Sectors are giving adequate training and trying to impart knowledge transfer of so many new modern techniques and systems, yet the reach ability to the residual personalities is not to the required value. IT Companies may intensify the training and knowledge transfer along with so schemes for their uplift their living environment, status, stability, along with other opportunities for their higher positions.

Conclusion

From this analysis and interpretation it is observed that these methods namely Percentage, Descriptive analysis, t-test and Correlation analysis have greatly helped for the findings. With these analyses for the purpose of this study, only few hypotheses were made.

It is important that organization must provide employees stress free work environment. If we provide stress free environment and good working environment then the productivity of the employees will increase. There is a need to improve work environment in the organization.

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