ORGANIZATIONAL ROLE STRESS IN INFORMATION TECHNOLOGY INDUSTRIES AT CHENNAI

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ABSTRACT

In the current scenario, Information Technology has paved increase in challenges and work demand on its employees. The Information Technology and IT enabled services sector has made employee stressful due to the nature of work they are put in. The main objective of this paper is to find relationship between ORS and selected demographic profile of the respondents' age, gender, income, qualification, distance travelled, marital status, length of service and work timings of the employees. The data was collected from 305 employees working in information technology and information technology enabled services sectors using structured questionnaire by random sampling method. The collected data was analyzed through percentage method, correlation and regression. There analyzed confirmed that there is a positive relationship between ORS and age of the respondents. The qualification level of the employees, marital status, and length of service were negatively correlated. The research also confirmed that there is a significant association between distance travelled by the respondents and ORS. Unmanaged stress sometimes leads to burnout. The high level of stress reduces productivity, increases absenteeism; increases labour costs. Stress may be managed by identifying the causes and taking necessary steps to overcome it.

***KEYWORDS**: ORS, Workload, Work pressure, Burn out.*

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Introduction
Objectives

- To study the demographic profile of the employees in IT industries.
- To measure the level of organizational stress among the IT professionals.
- To examine the impact of organizational stressors considered with occupational stress level of the IT professionals.
- To suggest suitable measures for reducing occupational stress to the IT companies.

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Figure 1: Model for stress reduction in work place
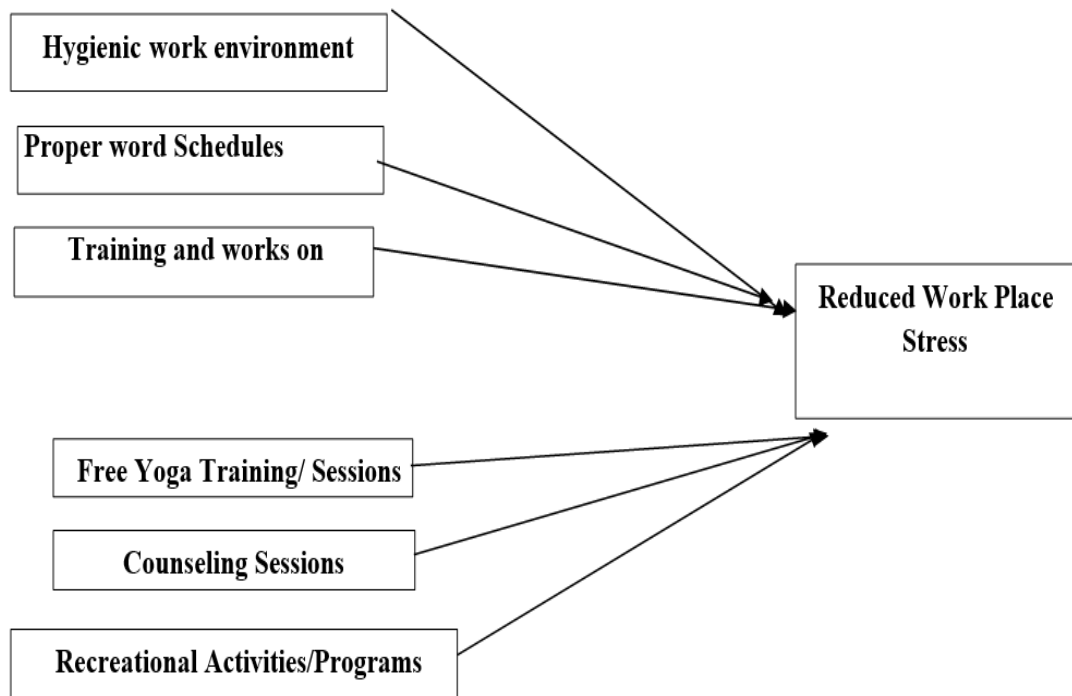
Research Methodology

The present study considered top five IT companies. A convenience sample of IT professionals is used in the present study. A total of 305 questionnaires were distributed physically to professional employed in the selected IT companies operating in different city location in Chennai. The samples were drawn from both men and women from IT professionals holding position ranging from trainees, freshers, to middle management.

Significance of the Study

The results have revealed the main sources and level of stress being experienced by most of the IT employees in Chennai. The recognition of these facts would enable the appropriate authorities to take the necessary intervention steps to reduce the job stressors and level of stress and the negative consequences associated with them. This would help IT administrators to adopt appropriate coping mechanisms and control stressors so that they would find and operate at a level that is most comfortable to them and this will enable them to be more productive, effective and efficient in the performance of their work.The study has the potential to stimulate interest in the study of stress among workers in IT companies in Chennai.

Review of Literature

Harshana PVS (2018).The author in this paper put efforts to define the term Stress and some work stress related models and identify them. How the stress affects an organization's overall effectiveness and its performance. It also observed that in some cases the stress also acts as moral e booster for the employees. The author identified the facts from literature review that stress is the main reason for high employee turnover, reduced quantity and poor quality output, absenteeism, and corporate inefficiency, (Lambert,C,Ito,M2004). The occupational stress also affected the employer and it become challenge for him, as it reduced the productivity of the organization and also it was the reason for lot of problems for employees. Elovainio et al.2002). The managers fail to deal with employees because of the stress. By review of many research papers it is found that job stress has significant impact on employees' job performance. It automatically impact entire organization productivity. Researchers suggest the top management to take necessary steps to reduce the stress in order to increase job performance of employees.

Scope of the Study

  The study was focused on IT companies in Chennai of the major IT sectors in Chennai to get in-depth and comprehensive understanding to make the research meaningful. Drawbacks are an inevitable part and almost every venture individual carry out and overcoming them to prepare or fortifies one for another task ahead. Even though these challenges to some extent hampered the progress of the study, they also helped in putting a researcher on their toes to work tirelessly around the clock in making the success of this study a reality.

Hypotheses

H_1 :   There is no significant difference in impact of work stress on the cadre of employees

H_2 :   There is no significant difference in influence of work stress on occupational characteristics of employees.

Future Scope for Research

  Many studies were carried on stress management in banking, IT sectors, police department and also in academics. In Western countries studies were carried on Stress management among employees of Public road transport but Very few studies were carried in India, so there is a scope tocarry a detailed study on stress management in public transport, SHG's NGO, Employees working in unorganized sectors. Further in the above sectors a research can be done to suggest some coping strategies. This will help the employees of these sectors to manage the stress. Further a research can be carried impact of COVID-19 on stress in different sectors. This will add value by making employees to overcome from stress and work with efficiency.

Limitations of the Study

  The present study is confined to only selected IT companies of Chennai are biased in filling the questionnaire. Moreover the sample size may not be a true representation of the population. The study contributes to other studies in examining the comparative stress levels employees in Chennai.

Analysis and Interpretation

Table: 1 Model for Stress Reduction in Work Place

Stress Factors	Mean	SD
Lack of training	3.46	0.85
Inter relationship	2.94	0.67
Work stress	2.66	0.67
Resource inadequacy	3.19	0.69
Inter role distance	2.40	0.74
Leadership	1.85	0.77
Consumer behavior	2.41	0.86
Technology	3.71	0.80
TOTAL	2.83	0.76

  The data provided in the Table 1 shows the stressors of the IT employees with eight stress factors like lack of training, inter relationship, work stress, resource inadequacy, inter role distance, leadership, consumer behaviour, technology. The mean value of technology is 3.71, which is higher followed by resource adequacy is 3.19 mean value lack of training is 3.46 and the rest as follow. Altogether, the mean value is 2.83, which shows IT employees are under moderate levels of stress.

Table 2: Shows Psychological Negative and Positive Impact

Negative	Mean	SD
Hypertension	1.43	0.6
Gastric problem	1.53	0.61
Sleeplessness	1.47	0.56
Excessive sweating	1.38	0.52
Back or shoulder pains	1.82	0.55
Obesity	1.34	0.52
Diabetes	1.27	0.60
Headache	1.71	0.55
Eye problem	1.61	0.73

Positive

Increased Energy	1.99	0.75
Body Functioning	2.20	0.78
Able to do anything	2.39	0.75

Impact of Stress

Many studies have been found that impact of stress is in the form of physically, psychologically and behaviorally at work place. The stress may impact either positively or negatively on their personal and professional life.

Table 2 shows the score of physiologic logical impact of bank employees positively and negatively. The mean score of negative impact is 1.82 for back or shoulder pains, for headache 1.71 for eye problem 1.61 and the rest as follows. The mean score of physiological positive impact is employees are motivated to do anything with a mean score of 2.39, for body functioning 2.20 and for increased energy 1.99. The overall physiological mean score shows that stress is positively impact on the employees comparatively than negative impact.

Table 3: Shows Independent Sample t/Test of Occupational Stress on Cadre of bank Employees

		Levene's Test for Equality of Variances		t-test for Equality of Means		
		F	**Sig.**	**t**	**df**	**Sig. (2-tailed)**
Work stress	Equal variances assumed	3.689	0.06	-1.2 89	130	0.20
	Equal variances not assumed			-1.3 39	128.53	0.18

In the Table 3 the levene's test for equality of variances assumed 'F' value is 3.689, which is not significant at 5per cent level and the equality variance not assumed value is also not significant at 5 per cent level. Hence the framed hypothesis is accepted.   Even though the- work patterns are fifer from officers to clerical cadre but the workload and rendering the services to customer and delight them is the first priority of employees who are working in private banking sector. The findings of the study was contractdict to the earlier findings to the study (showkat khalil Wani, 2013) who reported clerical cadre employees are stressful than the officers cadre.

H_{02}:   **There is no significant influence of work stress on occupational characteristics of employees.**

Table 4: Shows One way ANOVA of Occupational Characteristics and Work Stress

Occupational characteristics	Sum squares		df		Mean square		**F**	**sig**
	Bt. Groups ps	**Wt. Groups s**	**Bt. Groups**	**Wt. Groups**	**Bt. Groups**	**Wt. Groups**		
Branch Location	5.23	54	2	129	2.62	0.42	6.25	0.00
Qualification	1.99	57.24	4	127	0.50	0.45	1.10	0.36
Income	4.22	55.01	3	128	1.41	0.43	3.27	0.02
Experience	4.39	54.84	3	128	1.46	0.43	3.41	0.02
Size of Branch	4.86	54.37	3	128	1.62	0.43	3.81	0.01
Working hours	6.85	52.38	2	129	3.43	0.41	8.44	0.00
Leisure Time	1.10	58.13	3	128	0.37	0.45	0.81	0.49

Source: Survey data, between (Bt.), within (Wt.) *significant at 5per cent

The data provided in the table 4 shows the analysis of variance of occupational characteristics with work stress. The obtained 'F' value of branch location is 6.25 indicates significant at 5 per cent level and the rest like income (3.27), experience (3.41), size of branch (3.81) and working hours (8.44) are

also significant. The qualification (1.10) and leisure time (0.81) are not significant. If branch location is in rural, may employees find difficult with transportation facilities and long working hours shows significant impact on job performance of employees. If the branch size is large, the employees need to render services to more number of customers vice versa, employees experience and knowledge levels is also influence stress at workplace.

Conclusion

Every company has to take necessary steps to reduce the stress level of employees by providing proper housing facilities near to workplace, so that the travelling time can be reduced. Time management tips can be provided to married employees so that they can more easily balance their work and life. The Human Resource Manager can arrange for stress management programmes to employees. Organizations can make necessary changes in HR policies or plans related to stress management. The company can appoint a special person named 'Counselor' to rectify the problems related to stress. It should be an open door policy and it can function 24*7, at any time employees can solve the problem or overcome the problem related to stress.

Acknowledgement

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