



e-ISSN: 2319-8753 | p-ISSN: 2347-6710

IJRSET

International Journal of Innovative Research in
SCIENCE | ENGINEERING | TECHNOLOGY



INTERNATIONAL JOURNAL OF INNOVATIVE RESEARCH

IN SCIENCE | ENGINEERING | TECHNOLOGY

Volume 13, Issue 12, December 2024

ISSN INTERNATIONAL
STANDARD
SERIAL
NUMBER
INDIA

Impact Factor: 8.524

9940 572 462

6381 907 438

ijirset@gmail.com

www.ijirset.com

Stress Management among Employees in IT Sector

B.Venkateshwara Prasad, Keerthana.S

Professor, Sri Sairam Institute of Management Studies, Sri Sairam Engineering College, Chennai, Tamil Nadu, India

Scholar, Sri Sairam Institute of Management Studies, Sri Sairam Engineering College, Chennai, Tamil Nadu, India

ABSTRACT: Due to increased competition brought about by foreign projects entering the Indian market and technological advancements to better serve customers, the IT sector in India is now more competitive than ever. As a result, employees are under more stress, which is contributing to health issues.

Lately, Information technology (IT) has recently industry in India has grown increasingly competitive, grappling with the challenges posed by technological advancements and the surge of international projects entering the Indian market, thereby intensifying competition. Consequently, IT professionals are experiencing heightened levels of stress, which is contributing to various health issues. A significant portion of these employees are actively seeking ways to alleviate their stress. To combat this issue, the IT sector must implement specific strategies. The purpose of this study is to investigate the particular difficulties that IT workers due to occupational stress and propose solutions and methods to mitigate the stress that affects their emotional and physical health well-being.

KEYWORDS: stress, measures, health issues, technology, and the IT sector.

I. INTRODUCTION

Stress causes a wide range of mental and physical symptoms, which differ depending on the particular circumstances. Stress leads to a variety of physical and mental symptoms that differ from person to person, depending on the situation. These symptoms can range from physical health issues to feelings of depression. Stress is how a person reacts to something upsetting in their environment, and it's the result of this reaction. It's described as a way the body or mind adapts to a situation that causes changes in behavior for those involved in the organization. The things that trigger stress come from the physical or psychological changes in the environment, and they can lead to stress (or the possibility of stress) when someone feels overwhelmed by the demands placed on them. Both positive and negative stress are possible. Stress that is constructive occurs when a situation offers opportunities for growth or success. On the other hand, negative stress is linked to health risks, substance abuse, absenteeism, and issues within the organization. Stress directly impacts an employee's ability to focus on their work, which in turn affects the organization's ability to last. Under high levels of stress, employees may find it difficult to concentrate on their tasks, leading to a decrease in productivity for the organization. It's the duty of the management to lessen stress in the workplace and to find effective solutions to address this issue.

SIGNS OF STRESS:

Stress symptoms include worry, a strong desire for food, anger, restlessness, sadness, poor focus, shifts in personality, feeling isolated, aggression, a negative perspective, fear of taking risks, isolation, a loss of sharpness, annoyance, fear, eating problems, the use of offensive language, and a lack of patience, among others.

CAUSES AND SOURCES OF STRESS

Individuals, groups, and organizations are the sources of stressors. Stressors at the individual level: Stressors come from personal, team, and company perspectives. Stressors at the personal level include personality traits, feeling overwhelmed by roles, issues with tasks or roles, uncertainty about roles, and the nature of tasks. Professionals believe that over 10 million employees face computer-related issues annually, with 40% of these individuals resorting to special eyewear for working with video display terminals.

Group level stressors:

Group dynamics and managerial actions are the main causes of group level stressors. Managers cause tension in their workforce by the group level stem from the interactions within the group and the actions of those in management. Managers can induce stress among their staff by displaying unpredictable behavior, not offering enough support,

demonstrating a lack of interest, not giving clear guidance, and fostering a high-pressure work atmosphere. Stressors between individuals arise from the increasing incidence of aggressiveness and physical violence in the workplace. It is believed that over 1,000 workers are killed on the job annually in the United States. This includes acts of violence, sexual assault, and threats involving weapons.

Organizational level stresses:

Workplace pressures impact a significant number of staff. The intensity of rules and regulations, a lack of involvement, high-stress from superiors, and unfavorable work conditions such as inadequate lighting, excessive noise, wrong furniture arrangement, and unpleasant odors can lead to stress. The culture of an organization also plays a role in how issues are identified and addressed. This can influence the perception of stress as overwhelming, the impact of this stress on health, the way communication of stress and health issues, the organization's response to these communications, the way in which that experience results in health issues, the reporting of stress and health issues, and the organization's response to these reports.

Effects of stress on health:

1. Strokes and heart conditions
2. Headaches
3. Cancer
4. Diabetes
5. Diseases of the lungs
6. Smoking
7. The likelihood of accidents
8. Family disputes
9. Interruptions to sleep
10. Depression

II. REVIEW OF LITERATURE

1) In their 2013 study "Stress Levels in Organizations and Their Impact on Employees' Behavior," P.S. Swaminathan and Rajkumar S. posit that role overload, role self-distance, and role stagnation are the three distinct situations in which an individual can perform at their peak.

2) According to Kavitha In her research, Kavitha found that women experience higher levels of stress than men within the organization. Furthermore, she discovered that married women encounter more stress than their unmarried counterparts.

3) Amir Shani and Abraham Pizam (2009) looked on the problem of depression at work among Central Florida hotel employees. The influence of occupational stress on the workplace was the main focus of their study.

4) Viljoen and Rothmann explored how work-related stress, poor health, and dedication to the organization are connected (2009). They discovered that stress from work significantly led to ill health and a lack of commitment to the company. Physical and mental health problems have been associated with stress related to employment security. Five distinct stressors, such as work-life balance, feeling overburdened by professional responsibilities, and discontent with compensation, were associated with a lack of personal commitment to the company.

5) Schmidt, Denise Rodrigues Costa, along with their colleagues, conducted research on occupational stress among nursing personnel in surgical environments. Their objective was to assess the occurrence of occupational stress among nurses in surgical settings and to explore the connections between occupational stress and aspects of work.

III. NEED FOR THE STUDY

Many businesses have recently expressed a strong interest in putting stress management programs into place for their staff members, regardless of whether they are under stress at work or at home. Individuals frequently bring stress from their personal life into their work settings. In order to reduce stress among their employees at all levels, it is imperative that businesses focus on stress management initiatives. Therefore, the current study attempts to determine the causes of stress as well as the methods for reducing stress levels in workers' homes and workplaces.

Scope of the Study:

The research extends beyond a single domain. Individuals experience stress across various settings, to a degree that varies with their ability to manage and cope with stress.

Research Problem:

The goal of the study is to identify the capacity for stress resistance and control intricacies involved in managing IT staff within the organization.

Hypotheses Formulation:

Concerning the subject of "Managing Stress Among IT Sector Employees," the following predictions are proposed:

- I. Stress levels among workers at different IT Companies are not notably different.
- II. The stress levels of individuals and those in groups are not significantly varied.
- III. The effectiveness of training programs in lowering stress levels is significant.
- IV. The ability to withstand stress and manage it effectively is not significantly different.
- V. The factors leading to stress at work and at home are not significantly different.
- VI. The impact of stress on employee performance is not significantly different.

The study's objectives are:

The main objective of the study "Stress Management among IT Sector Employees" is to ascertain how well IT company employees handle stress.

The secondary goals include:

1. To identify the causes of stress in the workplace
2. To examine how stress impacts the well-being of workers
3. To explore how stress is linked to job performance
4. To find various strategies to lower stress levels
5. To recommend different approaches to simplify the organization, thereby lowering stress and enhancing efficiency.

Research Design:

This research aims to explain certain aspects. For the purpose of this study, a Convenience Sampling technique was employed. The data gathered for this research came from existing secondary sources. The specific companies selected for the study were those located in Hyderabad within the Information Technology sector. To analyze and understand the findings, as well as to meet the research goals, statistical tests such as ANOVA and Chi-Square, along with Percentage Analysis, were utilized.

IV. FINDINGS

The key discoveries from the research are as follows:

- a) The living conditions linked to the need to learn new skills must adjust to the changing nature of work, the increased demands for higher productivity and quality, and the growing pressure of tight schedules and busy jobs, which are leading to rising stress among workers.
- b) Factors such as interpersonal relationships, control over one's surroundings, changes in work shifts, psychological factors, job assignments, extra hours, and longer work hours.
- c) The stress experienced by employees varies based on their job roles and responsibilities, and also, each individual's ability to handle stress differs from that of the group.
- d) Stress and performance have an inverse relationship.

V. CONCLUSION

Finally, we draw the conclusion that everyone in the current situation—from employees to school-age children—experiences stress in various ways. Excessive stress is bad for your health. In order to reduce stress and promote prosperity and productivity, management must provide a healthy work environment and offer every staff the training they need. This study highlights the significant challenges associated with stress management among IT employees, driven by the unique demands of the industry. Through a mixed-methods approach, we have identified key stressors, effective coping

strategies, and the critical role of organizational support in enhancing employee well-being. The findings reveal that IT professionals frequently experience high levels of stress, typically brought on by heavy workloads, unclear roles, and the rapid pace of technological change. These stressors not only impact individual mental health but also influence overall job satisfaction and organizational productivity. It is evident that addressing these stressors is essential for fostering a healthier work environment. Coping strategies employed by employees, such as time management techniques and mindfulness practices, emerged as vital tools in mitigating stress. The positive correlation between effective coping and job satisfaction underscores the importance of empowering employees with the skills and resources necessary to manage their stress effectively. Moreover, the qualitative insights from interviews emphasize the need for organizations to create a supportive culture that prioritizes mental health. Initiatives such as open communication channels, wellness programs, and flexible work arrangements are essential in reducing stress and promoting resilience among employees.

REFERENCES

1. Afsheen Khalid, Role of Supportive Leadership as a Moderator between Job Stress and Job Performance, *Information Management and Business Review* Vol. 4, No. 9, Sep 2012, pp. 487-495
2. Connolly, John F and Willock, Joyce and Hipwell, Michele and Chisholm, Vivienne (2009) Occupational Stress & Psychological Well Being following University Relocation: six months on. Project Report. Queen Margaret University.
3. J.E. Agolla, Occupational Stress Among Police Officers: The Case of Botswana Police
4. Servicel, occupational Stress Among Police Officers: The Case of Botswana Police Service, Vol. 3, Issue1, pp. 25-35, 2009.
5. Kayoko Urakawa and Kazuhito Yokoyam, —Sense of Coherence (SOC) may reduce the Effects of Occupational Stress on Mental Health Status among Japanese Factory Workers|, *Journal of Industrial Health*, Vol. 47, No. 5 pp.503-508
6. Li-fang Zhang, —Occupational stress and teaching approaches among Chinese academics|, *Educational Psychology*, Volume 29, Issue 2, March 2009, pages 203 – 219
7. Schmidt, Denise Rodrigues Costa; Dantas, Rosana Aparecida Spadoti; Marziale, Maria Helena Palucci and Laus, Ana Maria,—Occupational stress among nursing staff in surgical settings|, *Textocontexto - enferm.* [online]. 2009, vol.18, n.2, pp. 330-337.
8. Afsheen Khalid, Role of Supportive Leadership as a Moderator between Job Stress and Job Performance, *Information Management and Business Review* Vol. 4, No. 9, Sep 2012, pp. 487-495 .
9. Jigyasu Kumar, Venkateswara Prasad, Usman Mohideen, Sharmila Singh, Narendra Chinthamu & Roshni Jaiswal (2024), Employee Engagement and Retention: Strategies for Success, *Journal of Informatics Education and Research*,4(2),34003409, DOI:https://doi.org/10.52783/jier.v4i2.1263
10. Velayudhan, M., & Maran, D. K. (2013). A study on Mapping Core Competencies and development of Employees for Excellence with reference to HCL Technologies. *Journal of Contemporary Research in Management (JCRM)*, 4(4). Retrieved from <https://jcrm.psgim.ac.in/index.php/jcrm/article/view/85>
11. Jeyalakshmi RS. Sivarajeswari, V. Selvalakshmi, Attitudinal Changes Due to Unanticipated Transition to Remote Work, *Proceedings of the 2nd International Conference on Sustainability and Equity (ICSE-2021)*, <https://doi.org/10.2991/ahsseh.k.220105.017>.
12. Baskaran, K., & Rajarathinam, M. (2017). Influence of psychological capital on innovative behaviour among the faculty teaching in online environment. *Asian Journal of Distance Education*, 12(1), 60-68.
13. V Dhayalan, M Seethalakshmi, B Nimalathasan (2021), A study and analysis of work stress management among software employees , Vol(20) , 4867-4874 , - Ilkogretim Online, 2021.
14. Murugan, K., Selvakumar, V., Venkatesh, P., Manikandan, M., Ramu, M., & Krishnamoorthi, M. (2023, December). The Big Data Analytics and its Effectiveness on Bank Financial Risk Management. In *2023 6th International Conference on Recent Trends in Advance Computing (ICRTAC)* (pp. 313-316). IEEE.
15. Venkatesh, P. "A Study On The Effectiveness Of Talent Acquisition With Reference To Pan Asia Resources." *Studies In Indian Place Names* 40.40 (2020): 317.
16. Sathyanarayana, K. S., and Dr K. Maran. "Job Stress of Employees." *International Journal of Management (IJM)* 2.2 (2011): 93-102.
17. Rajasekar, D., & Prasad, D. B. V. (2017). Employee job satisfaction and intention to attrition-An empirical analysis. *International Journal of Mechanical Engineering and Technology*, 8(12), 856-861.

18. Dr.S.Usha & Dr.D.Jaichitra "A Stress level of Women Employees- A Study with reference to IT sector in Chennai, journal of Advanced Research in Dynamical and Control Systems, 2017, 9(Special Issue 15), pp. 460–464.
19. Maran, K., et al. "A Study On Factors Influencing Employee Job Satisfaction In Automobile Industries In Kanchipuram District." *Ilkogretim Online* 20.1 (2021): 5024-5031.
20. Illakya, T., Keerthana, B., Murugan, K., Venkatesh, P., Manikandan, M., & Maran, K. (2024). The role of the internet of things in the telecom sector. *2022 International Conference on Communication, Computing and Internet of Things (IC3IoT)*, 21, 1–5. <https://doi.org/10.1109/ic3iot60841.2024.10550390>
21. Manikandan, M., Venkatesh, P., Illakya, T., Krishnamoorthi, M., Senthilnathan, C., & Maran, K. (2024). The Significance of Big Data Analytics in the Global Healthcare Market. *2022 International Conference on Communication, Computing and Internet of Things (IC3IoT)*. <https://doi.org/10.1109/ic3iot60841.2024.10550417>
22. Ilakkiya, T., Manikandan, M., Ch, R. K., M, K., Ramu, M., & Venkatesh, P. (2024). Neuro Computing-Based Models of Digital Marketing as a Business Strategy for Bangalore’s Startup Founders. *Ieee*, 1–3. <https://doi.org/10.1109/incos59338.2024.10527779>
23. Venkatesh, P., Selvakumar, V., Ramu, M., Manikandan, M., & Senthilnathan, C. R. (2023). Measure of Well-Being of Freelancers in it Sector. *Ieee*. <https://doi.org/10.1109/iccebs58601.2023.10448738>



INTERNATIONAL
STANDARD
SERIAL
NUMBER
INDIA



INTERNATIONAL JOURNAL OF INNOVATIVE RESEARCH

IN SCIENCE | ENGINEERING | TECHNOLOGY

 9940 572 462  6381 907 438  ijirset@gmail.com



www.ijirset.com

Scan to save the contact details