

## IMPACT OF STRESS AND IT'S EMPLOYEES PERFORMANCE IN IT INDUSTRIES

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### Abstract

The workers who are employed in An organizations, particularly those who are employed in information technology firms, are forced to spend a significant portion of their time working under intense strain brought on by a variety of competing demands and work scenarios. They carry their management tasks despite the very challenging circumstances. The ever-shifting nature of the business environment undoubtedly presents a number of difficulties for the IT workforce, which is then required to carry out their duties despite increasingly difficult circumstances. Addressing these stressors in the workplace is something that professionals working in information technology need to do if they want to keep the necessary balance in their lives. After the person has determined the causes of their stress, they must resolve to take steps toward reducing their levels of stress. The goal of the Study are to outline the levels of stress experienced by employees in the information technology industry and to investigate the demographics of the research area and the conceptual underpinnings of stress. .The sample size of the respondents (250) used as a pool for easy sampling from the IT organizations. The information technology corporations are doing a good job of recruiting skilled workers and putting Human Resource Management into practice. Simple random sampling technique was chosen. As a result, the information technology industry was deliberately chosen. Using Google forms, we were able to obtain all of the key data that was requested from the responses.

### Keyword

Stress management employees, Information technology Sector, economic factors and workload.

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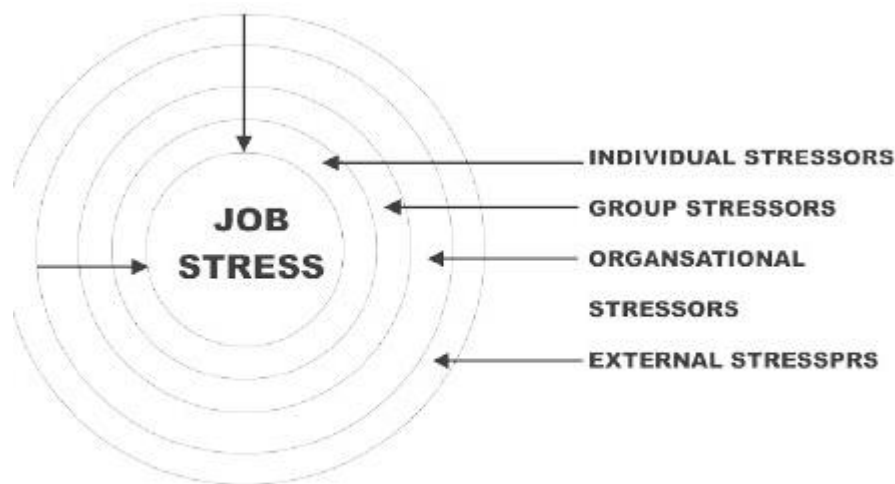
### 1. Introduction

The workers of a variety of businesses, and particularly those working in information

technology firms, are forced to spend a significant portion of their time under the intense strain of competing demands and

difficult work environments. They carry their management responsibilities under very difficult circumstances. Aleo (2007). The results in feelings of worry and anxiety. It is abundantly clear that problems are created by the ever-shifting corporate landscape, which compels personnel of IT departments to carry out their duties despite the presence of compelling circumstances. As a result, the appropriate coping methods need to be exercised in order to effectively handle these kinds of stressful events. Andrew (2008) discovered that Indian CEOs employed a variety of coping techniques, such as practicing yoga, practicing excellent management, avoiding conflict, increasing faith in oneself, enhancing self-image, and maintaining better family ties, among other coping strategies. Concern on the part of businesses and the government is prompted by the fact that the information technology industry is a sector that is always expanding and contributing to the creation of new jobs. They are obligated to investigate the workers' physical health in addition to their emotional and social well-being. As a result of the progression of technology, an increasing

number of individuals are choosing to pursue careers in fields connected to technology. Sharma (1991). According to a number of studies, the level of stress brought on by one's place of employment is significantly higher in these professions than in others. Wu Yu Chi (2011). This can be attributed to the increased likelihood of job cuts and layoffs brought on by an unstable economy as well as an increase in the number of shifts that require overtime pay. Srivastava (1991). Researchers have found a correlation between growing stress levels and the economic pressures that workers face in the 21st century. IT have produced a new global image of India as an emerging economic power, and in addition to this, for many political and business leaders in India, IT has come to be regarded as a model for India's future economic growth and development, based on the policies of liberalization and globalization. IT have produced a new global image of India as an emerging economic power. Even when the workers are given a higher pay rate, it is tough for them to handle the stress that they are under.



Jyoti Budhraj (2008), discussed that the level of stress should be just right—neither too high nor too low. A healthy amount of stress may have positive effects. Productivity suffers when there is either too little or too much stress, which in turn puts more strain on management. Because people are often placed in chaotic situations, stress is an inescapable and unavoidable result of such situations. The employees and the supervisors are both reporting increasingly high levels of stress. Organizations in both the public and private sectors, regardless of industry, are engaged in a fierce battle to recruit and retain personnel as a result of shifting socio-demographic trends in the labour market. It is critical for companies to hire people who possess the highest levels of expertise in their fields. In today's environment, one of the most significant mental health issues is stress. The effects of stress are growing more widespread throughout the world's workforce, impacting positions in every industry. In most contexts, the state of mind known as stress is seen as being unfavourable and unwelcome. The negative, the positive, and the neutral forms of stress are the ones that may be distinguished from one another. Dua, (1994). Distress is caused by negative stress. Examples of negative emotions include anxiety, stress, worry, strain, fear, rage, hate, and so on. This point has to be emphasized less. Confusion and irritability are two side effects of this kind of stress. Exciting and difficult work are two characteristics of healthy stress. Ousters are the emotions that might be experienced as a result of things like demanding employment, promotions, friendships, the potential of effectively facing an unexpected scenario, and other similar things. Distress is the opposite of ousters.

#### Theoretical background

In the context of the ongoing economic downturn throughout the world, occupational stress has gained a lot of

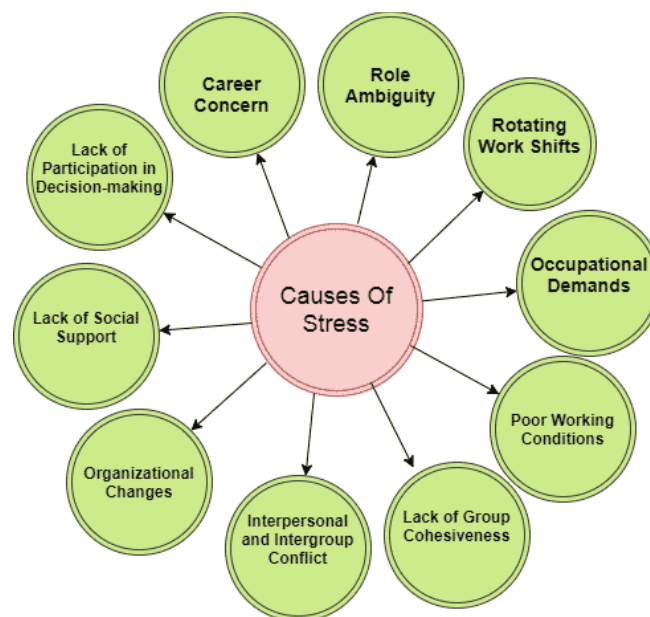
attention. In the Indian information technology business of today, phrases such as job redundancies, employment failures, and dropouts are quite frequent. The complexity of the IT profession was increased by factors such as 24-hour work shifts, job pressure, and other factors. The sort of strain is experienced by both men and women, but in our current social and familial structure, it is more common for women to have to deal with the logistical challenges of trying to strike a balance between their job at home and their employment outside the house. According to a research, the high incomes and high social prestige that are associated with working in the information technology industry have enticed many people to take up these occupations, yet they suffer due to a variety of issues including late working hours. Because the information technology business is one that focuses on providing a service to customers, it is critical that workers feel fulfilled in their work in order to efficiently and favourably interact with clients.

#### **Stress management among employees**

Organizations in both the public and private sectors, regardless of industry, are engaged in a fierce battle to recruit and retain personnel as a result of shifting socio-demographic trends in the labour market. It is critical for companies to hire people who possess the highest levels of expertise in their fields. It is becoming more crucial for businesses to fulfill their goals and objectives by attracting new workers and keeping the ones they already have. The changes that have taken place in the workforce's demographics have also had an impact on the procedure of recruiting and selection. Various organizational procedures, including recruiting and selection, have been impacted as a direct or indirect result of legislative and policy changes. It is imperative that organizations provide everyone with equal chances regardless of a variety of factors including but not limited to age, cultural

background, and gender. Srivastava(1991) There are now more families living off of two incomes or maintaining two careers than ever before as a direct result of the growing engagement of women in the labour field. This, in turn, has resulted in great demands being placed on work arrangements to be flexible in order to accommodate the requirements of families. In addition to this, it has caused employees to be less willing to migrate for work growth and has increased the need for improved child care options. As a consequence of this, many businesses are being compelled to reduce the importance of regional mobility as a condition for professional advancement. Additionally becoming more common are employment arrangements that allow for some degree of adaptability. As a result, this research was

initiated with the purpose of focusing on a particular area that is connected to the workplace stress of IT personnel and advocating flexible work schedules as a strategy for retaining people and reducing stress. Dua, (1994). The sensation known as stress is a global occurrence that, for the most part, appears in human beings as a direct consequence of the pressure brought on by a number of different experiences or trying circumstances. The most significant effects that stress has on the productivity of professionals are a delay in the completion of the work, a decrease in the ability to organize and plan, an increase in the number of errors made while performing manipulative and cognitive tasks, feelings of depression and helplessness, and an increased level of sensitivity.



## 2. Literature Review

The percentage of women working in the private sector in India has increased in recent years. The amount of stress that women experience may be higher than that experienced by males due to the characteristics of the job in the sector as a whole as well as the many responsibilities that women are expected to fulfill within the context of their domestic responsibilities. In

an organization that operates in the private sector, several levels of employees, are engaged in a hierarchy. In the cadre, which was also beset by severe sources of stress. Wu Yu Chi (2011). There is good reason to assume that female workers working in any business at any level experience a large number of challenges, which may result in stress. These challenges can be caused by a variety of factors. It is often believed that

women who have full-time jobs experience increased levels of stress and sadness. The issue of stress brought on by work extends far further than this. Stress at work is a chronic illness that is brought on by conditions in the workplace that have a detrimental impact on an individual's ability to execute her job as well as her general physical and mental health. The manifestation of work stress might take the form of one or more of a wide variety of physical and mental illnesses. The stress of one's profession may, on sometimes, be debilitating. Srivastava(1991).When dealing with chronic situations, a consultation with a psychiatrist is often necessary in order to verify the cause of work-related stress as well as its severity. This situation poses a risk to the health of a burgeoning sector that has great potential not only for the revenue that the nation may expect to receive from international markets but also for the number of job openings that will be available at wages that are comparatively high. Many young people are naturally drawn to the glamorous parts of the potential, and it's possible that many of these individuals may walk right into the trap. The extent to which a country may advance is proportional to its economic potential, which, in turn, is dependent on the quality of the women who are employed in the private sector. The women workers system in particular is a collection of tools that can be used to cultivate human capital both as economic assets that can be used to generate profit and as social assets that can be used to improve the standard of living of the general population. Miller(1990). Employees who are women should be able to shed light on a number of significant socio-economic shifts that are taking place in the society. These shifts include global economic integration, national economic reforms, shifting demographic patterns, social norms that favour women and other marginalized groups, growing environmental

consciousness, shifting family financial situations, and changing labour market demands.

### The Significance of the Research

The economic demands that workers are subjected to in the 21st century have been shown to correlate with rising stress levels, according to the findings of researchers. Researchers and other individuals who comment on society have noticed that advances in computer technology and communication have made it possible for companies to become more successful and productive than they have ever been before. This is a significant change from what existed in the past. Nevertheless, this rise in productivity has resulted in greater expectations as well as higher levels of competition, both of which have contributed to an increase in the amount of pressure that is put on the workforce. Stress is a natural part of life, and new study shows that it may actually be beneficial, at least at low levels, to an individual's level of productivity. This may be the case because low levels of stress assist us to better manage our energy and resources, and they also push us to perform to the best of our abilities. However, due to the rapidly changing and more competitive nature of the modern workplace, stress levels are on the rise among both employees and supervisors. Even when the workers are paid a higher salary, it is tough for them to handle the stress that they are under. The level of stress should be just right—neither too high nor too low. A healthy amount of stress may have positive effects. Productivity suffers when there is either too little or too much stress, which in turn puts more strain on management. Stress is an inherent consequence that might occur whenever human beings are placed in chaotic environments. Work stress, often known as occupational stress, is another name for job stress. One way to characterize it is as the act of going through a distressing emotional

experience. Amy (2009), these unfavourable symptoms include frustration, concern, anxiety, despair, and a variety of challenges relating to employment. Individuals might have mental, bodily, and behavioural repercussions as a result of the stress they experience at work. These adverse results have a significant financial toll not just on people but also on enterprises. Job uncertainty and a lack of control over one's life are two of the most significant factors that

might contribute to stress, Pawar and Rathod's (2007). Because the information technology business is one that focuses on providing a service to customers, it is critical that workers feel fulfilled in their work in order to efficiently and favourably interact with clients. Therefore, it is of the utmost importance that the research be carried out to focus on a particular area that is relevant to the stress that IT workers experience on the job.



### 3. Need for the Study

The research intends to detect stressors in the workplace, which will assist management in removing or reducing them, so assuring greater productivity at the place of work and the overall well-being of the individual. Second, the investigation of the role of individual traits in the stress-inducing process will inevitably shed light on the types of people who are more susceptible to the negative effects of stress. The differentiation between these two groups will assist in the training of workers to adjust their behaviour, which in turn will assist them in dealing with stress in a more positive manner. Jyoti Budhraj (2008). The findings will also be helpful in determining the kind of the training programs that should be provided to staff. Miller (1990). Thirdly, despite the fact that there are scales available to assess stress in the workplace, none of them take into account the whole of the task. Some of them are either too broad or too narrow in their focus. Still others have a focus on medicine or psychology, making it difficult to see how they may be used in a business setting. The

scale that was produced as a result of this research made use of a topology of stress dimensions that was extremely thorough, taking into consideration all of the aspects of the job that is performed by women workers in the private sector.

#### Statement of the Problem

The stress that workers experience on the job is the primary subject of the current research. The descriptive research approach was used for this study, and the participants were all of the IT personnel working in software firms located in the Chennai District. The researcher utilized a form of sampling known as stratified random sampling, and the size of the sample, which was decided to be 250, was also set by the researcher. The information technology companies located in the Chennai area were selected, and primary data was collected with the use of structured instruments such as the Occupational Stress Inventory. Researchers also look at how people react to having more leeway in their daily routines and how it affects their levels of stress. Jyoti Budhraj (2008). As a consequence of this, the

researcher came to the conclusion that it would be beneficial to carry out research on the levels of stress experienced by those employed in the information technology sector. Vansell (1981).

### The goal of the Study are

To outline the levels of stress experienced by employees in the information technology industry

1. To investigate the demographics of the research area and the conceptual underpinnings of stress.
2. To know the stress management practiced by the respondents of the sample and the socioeconomic variables that influence them

### Research Methodology

The sample size of the respondents (250) used as a pool for easy sampling from the IT organizations. The information technology corporations are doing a good job of recruiting skilled workers and putting Human Resource Management into practice. Simple random sampling technique was chosen. As a result, the information technology industry was deliberately chosen. Using Google forms, we were able to obtain all of the key data that was requested from the responses.

### Findings

The human experience of stress may often be a debilitating one. People's actions are negatively impacted when they are under stress at work, which leads to decreased productivity at both the individual and organizational level. Miller (1990). As a result, the mind and/or body of the individual is compelled to depart from its regular method of functioning. The experience of stress is characterized by a strong individualized component. Each person will function to her maximum potential when she is experiencing her optimal amount of stress. When an individual's level of stress is lower than what is considered healthy. Ahmed (1992).When an individual's level of motivation to work hits its lowest point, apathy sets in, and they mentally and physically disengage from the activity they are doing. When it comes to an individual's life, having too little stress might be limiting, while having too much stress can be destructive. When the concept of health is considered in its more comprehensive sense as "full physical, mental, and social well-being and not only the absence of sickness," it is obvious that stress may have a variety of negative effects on an individual's health. The stress level among the employees working in the IT industry is analyzed with their nature i.e., age. The result is given below.

Table 1  
Job stress among the employees in IT Sector

Features	Mean	Std. Deviation	Mean Rank	Rank
Conditions and Rewards	3.27	1.397	5.35	I
Safe and Healthy Working Conditions	3.19	1.339	4.91	VI
Infrastructure	3.15	1.307	5.07	IV
Innovations and Changing Development	3.17	1.468	5.17	III
Job Culture and Climate	3.09	1.352	5.02	V
Operating Policies	3.07	1.305	4.72	VII
Growth and Development	3.01	1.372	5.25	II
Personal Conflict	3.02	1.395	4.12	VIII

The Table 1 indicated that considering the stress level of the employees in the IT sector conditions and rewards has high mean value (5.35). Secondly, Growth and Development (5.25) is import factor. Innovations and Changing Development is with mean of

(5.17). Infrastructure (5.07) and Job Culture and Climate (5.02) are ranked fourth and fifth respectively. Further, the significance of the ranking result is tested with the Friedman ranking.

Table 2  
Friedman Test

N	250
Chi-Square	109.788
df	7
Asymp. Sig.	0.000

The result indicates that the calculated Chi-Square value is 109.788 for the degree of freedom 7. This is highly significant at 1% level. The p value is 0.0000. Hence, it is concluded that the rank given in the table 2. It may be deduced from the responses of workers that they believe stress management at work is given the greatest consideration by employers in the information technology sector. Everyone in the workforce, from management all the way down to the front lines, is susceptible to the negative effects of stress. In today's hypercompetitive world, especially in the financial services industry, the constant development of new technologies is unavoidable. The organization of work and the management of workers have been forced to adapt to the unavoidable changes brought about by globalization and the new economy. Miller (1990). After the implementation of new economic policies, every industry, no matter what it is, is required to compete with international organizations. Vansell (1981).

#### 4. Discussion

The information technology industry in India is directly responsible for the creation of 2.5 million jobs. India is today recognized as one of the most important centers for information technology in the contemporary world, and the nation is home to all of the most important companies in the

global IT industry. Vansell (1981).It was said that the most major growth hurdle over the next year would be pricing pressures, followed by increased labour costs and the capacity to keep on top of merging technologies. The findings of this year show that demands from regulatory agencies and legislative bodies have also emerged as a more significant barrier to expansion. It was identified as the most significant danger to the business model, which was followed by the possibility of losing market share to competitors with lower production costs, political or regulatory instability, and the development of disruptive technology. A failed business model or significant employment layoffs are often the precipitating factors in a company reorganization. During a reorganization, employees are often put in a condition of panic and are left wondering how the changes will affect their ability to maintain their positions.

Jyoti Budhraj (2008) stated that leaves many employees in a state of uncertainty. When it becomes known that the company is through a time of reorganization, it is probable that some of the employees may begin looking for employment elsewhere. Sometimes the stress brought on by the rearrangement makes it harder for the employees to focus on the job that they



should be doing the most of the time. The concern that the workers are experiencing will only continue to rise if the company does not communicate openly with them about the restructuring. Miller(1990). Even if it is not possible to disclose all of the information in advance, giving the employees a sense of transparency that enables them to have some idea of what is occurring may help them feel more at ease. This may be especially helpful if there is no possibility of disclosing all of the information in advance. The workplace is home to a pervasive and perilous issue known as role stress. There is often a significant degree of stress experienced by close to one-third of the workforce. According to one-quarter of workers, the primary source of stress in their life is their employment, which are also cited as the cause for the stress that occurs at the workplace. Three quarters of workers say that the stress levels faced on the workplace now are higher than those of their parents' and grandparents' generations. Madhu (1990). The results of this research also reveal that the most significant factor leading to employee turnover in firms is stress brought on by the circumstances in the workplace. The realization that one has little influence over the circumstances at work but must nevertheless fulfill a significant number of obligations contributes significantly to elevated levels of stress. Chaudhary(1990).

## 5. Conclusion

A significant number of workers find themselves under intense strain at work but are not offered assistance to better cope with it. Those workers who are under an excessive amount of strain should seek help; they should be able to adjust to the pressure they face in their day-to-day working environment and be able to perform up to their full potential in their jobs. Andrew (2008). As a consequence of the findings of the research and the findings of the discussion section, the study concluded that the stress encountered is due to a lack of adequate physical condition,

excessive amounts of labour, and improper delegation of power by higher-ups. James House and Margrit (1993). It is a generally accepted notion in today's society that workers, particularly those working in privately owned businesses, are subject to higher levels of stress than their employers. However, it is true that every individual employee has their own stress bagged from both their personal and professional lives. While some employees are able to manage their stress on their own, some seek assistance from others, and the remaining individuals struggle to conquer it. In light of this information, it is reasonable to presume that the workers in the industry have experienced rather high levels of stress. Sharma (1991). The workers are subjected to an unreasonable amount of job pressure, which results in unfavourable stress. Stress has a significant negative impact not only on the efficiency with which a business operates but also on the physical well-being of its workers. Srivastava(1991).

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