

# **A STUDY ON EMPLOYEE STRESS MANAGEMENT IN IT SECTOR IN CHENNAI**

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**Department: MBA (2020-2022)**

**MAJOR PROJECT**



**SCHOOL OF MANAGEMENT STUDIES**

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# **SATHYABAMA**

**INSTITUTE OF SCIENCE AND TECHNOLOGY  
(DEEMED TO BE UNIVERSITY)**

**Accredited with Grade "A" by NAAC | 12B Status by UGC | Approved by AICTE  
Jeppiaar Nagar, RAJIV GANDHI SALAI, CHENNAI - 600 119**



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## **SCHOOL OF MANAGEMENT STUDIES**

### **BONAFIDE CERTIFICATE**

This is to certify that this Project Report is the bonafide work of **DHILIP KUMAR. E.S 40410046** who carried out the project entitled “**A STUDY ON EMPLOYEE STRESS MANAGEMENT IN IT SECTOR IN CHENNAI**” under my supervision from January 2022 to march 2022.

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Dean – School of Management Studies

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Submitted for Viva voce Examination held on\_\_\_\_\_

Internal Examiner

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## **DECLARATION**

I **DHILIP KUMAR. E.S (40410046)** hereby declare that the Project Report entitled “**A STUDY ON EMPLOYEE STRESS MANAGEMENT IN IT SECTOR IN CHENNAI**” done by me under the guidance of **Dr. BHUVANESWARI.G** is submitted in partial fulfilment of the requirements for the award of Master of Business Administration degree.

**DATE:**

**PLACE:**

**DHILIP KUMAR E S**

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**DHILIP KUMAR.E. S**

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## **ABSTRACT**

The last few years' evidence has accumulated from around the world to show that of the different types of stress that cause illness and disease the most common and most destructive is stress at work. Researchers have not only built-up evidence showing links between industrial stresses in general and ill health but have even accumulated evidence showing that it is possible to link specific occupations with specific types of stress induced disease. Although there is absolutely no doubt that stress is killing many people, disabling many more and costing industry billions of pounds every year, there is one important question that has to be asked 'Why are we so susceptible to stress these days?' This study attempts to analyse the level of stress, the causes of stress, the consequences of stress and the initiatives taken by organisations in trying to help their employees in managing stress. This study is limited to IT professionals and is descriptive in nature. The study has been undertaken with the help of a questionnaire and has brought out meaningful insights.

**Key Words:** Stress management, types of stress, consequences, stress management initiatives.

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## **CHAPTER-1**

### **INTRODUCTION**

The word stress is defined the oxford dictionary as “a state of affair involving demand on physical or mental energy”. It is a situation which the normal mental and physical health of an individual can be disturbed. In medical terms stress is described as, “A physical or psychological stimulus that can produce mental tension or physiological reactions that may lead to illness.” Indian IT sector has seen an enormous growth in post liberalization era. The IT companies to achieve their goals try to utilize the man power at their maximum. This causes psychological problems due to uncontrollable stress. Over 50% of the IT professional are facing the problems related to stress.

The main reasons for the cause of stress in this sector is the over work load and the over working time. Stress exists in every aspect of life. The IT environment poses stressful working conditions. The demands of meeting the required project deadlines added to this factor, things such as job repetition, potential job dissatisfaction, poor ergonomics or low pay results in higher level of stress.

The major cause of stress is the rapid change in technology. Each time the employee can either learn about the new updates or feel like they are falling behind. This leads to pressure on people. They feel that their ability to do the job may be impacted by the change. This could lead to feeling that their job security is at risk. The secret to manage stress is twofold. The first is acceptance that change happens and is rapid in the industry. The second is a training program that is sanctioned by the company. Managing stress among employees is not an easiest way of making comfort with the individuals. It varies from person to person to cope with stress and adopt with the changes moving in and around the society. Stress is a common word it suits for everyone but the tactics that how to manage the stress in the working environment by the employees.

**Workplace Stress:**

Workplace stress is the harmful physical and emotional response that occurs when there is a poor match between job demands and the capabilities, resources, or needs of the worker. These conditions may lead to poor work performance or even injury. Job stress is also associated with various biological reactions that may lead ultimately to compromised health, such as cardiovascular disease. Stress is a prevalent and costly problem in today's workplace. About one-third of workers report high levels of stress. One-quarter of employees view their jobs as the number one stressor in their lives. Three-quarters of employees believe the worker has more on-the-job stress than a generation ago. Evidence also suggests that stress is the major cause of turnover in organizations.

**Symptoms of Stress:**

Absenteeism, escaping from work responsibilities, arriving late, leaving early, etc., deterioration in work performance, more of error prone work, memory loss, etc., cribbing, over reacting, arguing, getting irritated, anxiety, etc., deteriorating health, more of accidents, etc. improper eating habits (over-eating or under-eating), excessive smoking and drinking, sleeplessness, etc.

**Sources/Causes of Stress:**

Organizational factors- Discrimination in pay/salary structure, strict rules and regulations, Ineffective communication, Peer pressure, Goals conflicts/goals ambiguity, more of centralized and formal organization structure, less promotional opportunities, Lack of employees' participation in decision-making, Excessive control over the employees by managers Individual factors- There are various expectations which the family members, peer, superior and subordinates have from the employee. Failure to understand such expectations or to convey such expectations lead to role ambiguity/role conflict which in turn causes employee stress. Other individual factors causing stress among employees are inherent personality traits such as being impatient, aggressive, rigid, feeling time pressure always, etc. Similarly, the family issues, personal financial problems, sudden career changes all lead to stress.

## **Stress Management:**

Stress management is the need of the hour. However hard we try to go beyond a stress situation, life seems to find new ways of stressing us out and plaguing us with anxiety attacks. Moreover, be it our anxiety, mind-body exhaustion or our erring attitudes, we tend to overlook causes of stress and the conditions triggered by those. In such unsettling moments we often forget that stressors, if not escapable, are fairly manageable and treatable.

## **Strategies for Managing Stress:**

Organizational strategies for managing stress are encouraging more of organizational communication with the employees so that there is no role ambiguity/conflict. Effective communication can also change employee views. Managers can use better signs and symbols which are not misinterpreted by the employees; Encourage employees' participation in decision making. This will reduce role stress; Grant the employees greater independence, meaningful and timely feedback, and greater responsibility; the organizational goals should be realistic, stimulating and particular. The employees must be given feedback on how well they are heading towards these goals; Encourage decentralization; Have a fair and just distribution of incentives and salary structure; Promote job rotation and job enrichment; Create a just and safe working environment; Have effective hiring and orientation procedure; Appreciate the employees on accomplishing and over-exceeding their targets; Individual strategies for managing stress are The employees should make a "to-do" list daily, prioritize the acts in the list and plan the acts accordingly. Take regular breaks during work to relax you. By effective time management, the employees can achieve their targets timely and can meet work pressures and, thus, avoid stress; Do hard work. Strive to achieve your goals but do not do it to the harm of family, health, or peer; indulge in physical exercises. It helps in effective blood circulation, keeps you fit, diverts mind from work pressures; encourage a healthy lifestyle. Take a regular sleep, have plenty of water, have healthy eating habits. Promote relaxation techniques such as yoga, listening music and meditation; the employees should have optimistic approach about their work. They should avoid connections with negative approach employees; the employees should have emotional intelligence at workplace. They should have self-awareness, self-confidence and self-control at workplace; the employees should build social support.

## **TYPES OF STRESS**

### **ACUTE STRESS**

Acute stress is the most common form of stress. This type of stress arises immediately with a change in the day today activities of a person. Acute stress is thrilling and exciting in small cases, but too much of acute stress is exhausting. Acute stress is the body's way of getting a person to stand up and take inventory of what is going on, to make sure that everything is ok.

### **Mental stress**

Mental stress is the very basic of every stress. Cognitive thinking is affected by mental stress. A person who is affected by the mental stress cannot think properly or he cannot gain proper attention towards anything. Mental stress is a disruption of the logical and accurate way of thinking. Mental stress is sometimes good because if there is a pressure to do something the work can be done easily or smoothly.

### **Emotional stress**

Emotional stress is the product of mental tension and mental pressure. When the mind of a person becomes confused, he automatically becomes irritated and shot-tempered. The person cannot handle this type of situations because both the minds as well as the feelings are heavy to control.

### **Physical stress**

Mental and the physical stress effects the physical aspects of a person. This type of stress is affected to the body language of a person. Physical stress relates to the physical reaction or response of the body to cause of stress and the other symptoms.

### **Eustress**

it is a type of short-term stress that provides sudden strength. This type of stress arises when the physical activities are increased. It is a positive stress arises when motivation and inspiration is needed.

**Job stress** Job stress arises when the requirements of the job does not match the capabilities, resources, or needs of the workers. Job stress can lead to poor health both mental and physical stress also. Some of the causes of job stress are as follows:

- High workloads
- Ineffective management
- Poor working relation
- Blame culture
- Insufficient training
- Poor working environment
- Poor information system

### **Chronic stress**

Chronic stress will occur if there is a constant change of routine for week after week. Chronic stress affects the body for long period of time. This is the type of stress experienced by someone who constantly faces moves or job changes.

### **Hyper stress**

Hyper stress occurs when a person does what he/she can handle. Hyper stress is the result of being overloaded or over worked.

### **Hypo stress**

It is the opposite of the hyper stress. This type of occurs when a person is bored or unchallenged.

### **Episodic Acute stress**

Episodic acute stress is the stress which affects those who suffer from acute stress more frequently. People that tend suffer from this always seem to be in a rush, they take too much on and tend not to be able to organize themselves to deal with demands and pressures. Episodic Acute stress can affect interpersonal skills and can make sufferers hostile towards others causing a deterioration of relationships at home and the workplace. Its symptoms include prolonged over stimulation, persistent tension, headaches or migraines, hypertension and chest pains. Episodic acute stress can be helped with certain lifestyle changes but professional help may also you.

## **Post-traumatic stress disorder (PTSD)**

Post-traumatic stress (PTSD) is the stress associated with frightening or distressing events. These can be traumatic experiences from someone's childhood, wars, poverty, sexual or violent abuse. Sufferers of PTSD tend to feel on edge and can relive traumatic events through nightmares and flashbacks. They struggle with concentration and have trouble sleeping. Sufferers can have strong feelings of guilt, emotional numbness, constant worry and depression. Symptoms associated with PTSD can often be very severe and have a huge negative impact on a person's day to day life. (Through the depletion of physical and mental attrition).

## **STRESS IN IT SECTOR**

An increasing number of IT professionals have been finding it difficult to handle emotional stress, according to experts. An occupational hazard, the stress related to work needs to be addressed without delay, they emphasize. Regular occupational problems such as wrist problems due to constant handling of the mouse, slip disc and sight problem are common now, but handling stress that arises owing to fear of losing job or to cope with the increasing competition, affects the employee's performance, eventually taking a major toll on his health, doctors explain.

As the industry is growing so as the expectation; the nature of factors which causes stress among the employees are also keep on changing over the time period. The types of stress the employees are facing that may be personal or some of them may be related to organizational factors. Although, organizational issues may be handled by the company but most of the time they failed to identify the stress that the employees may be facing due to various types of personal issues. Sometimes, these personal issues may come as a result of organizational work pressure when the employees failed to perform the work and tries to do it at home or sometimes it is totally personal in nature which has a direct link with the family lives of the employee.

## INDUSTRY PROFILE

Information technology (IT) industry in India has played a key role in putting India on the global map. IT industry in India has been one of the most significant growth contributors for the Indian economy. The industry has played a significant role in transforming India's image from a slow-moving bureaucratic economy to a land of innovative entrepreneurs and a global player in providing world class technology solutions and business services. The industry has helped India transform from a rural and agriculture-based economy to a knowledge-based economy. Information Technology has made possible information access at gigabit speeds. It has made tremendous impact on the lives of millions of people who are poor, marginalized and living in rural and far-flung topographies. Internet has made revolutionary changes with possibilities of e-government measures like e-health, e-education, e-agriculture, etc. Today, whether its filing Income Tax returns or applying for passports online or railway e-ticketing, it just need few clicks of the mouse. India's IT potential is on a steady march towards global competitiveness, improving defence capabilities and meeting up energy and environmental challenges amongst others.

IT-ITeS sector in India, with the main focus on increasing technology adoption, and developing new delivery platforms, has aggregated revenues of USD 88.1 billion in FY2011, while generating direct employment for over 2.5 million people. Out of 88.1 billion, export revenues (including Hardware) have reached USD 59.4 billion in FY2011 while domestic revenues (including Hardware) of about USD 28.8 billion

One of the biggest benefits that the computer and IT industry provides in India is the employment it can generate. Other benefits are export and Foreign Direct Investments (FDI). New markets have opened up in the Middle East, Africa, Eastern Europe, and South and South East Asia. India is now a major destination for IT outsourcing. There is no dearth of IT job opportunities in India. In fact, India is expected to overtake the US to have the greatest number of software developers in 2018 (52 lakh developers in India against America's 42 lakhs)

## **STATEMENT OF THE PROBLEM**

Stress exists in every aspect of life. The IT environment poses stressful working conditions. The demands of meeting the required project deadlines added to this factor, things such as job repetition, potential job dissatisfaction, poor ergonomics or low pay results in higher level of stress. This study focuses on the level of stress due to the working conditions, sources of stress, its consequences and the steps taken to manage stress in the work place. The present study is to make an attempt to mainly identify the level of stress, various sources of stress, its consequences and the stress management techniques adopted by organization.

Stress becomes a problem when there is an excessive work load as it puts a person under tremendous pressure. This may consider into two forms that is qualitative work overload which implies performing a job that is complicated or beyond the employee's capacity and the quantitative work overload arises when numbers of activities to be performed in the prescribed time are many. Employees may be subject to poor working conditions. It would include poor lighting and ventilations, unhygienic sanitation facilities, excessive noise and dust, presence of toxic gases and fumes, inadequate safety measures, etc. All these unpleasant conditions create physiological and psychological imbalance in humans thereby causing stress.

If stress in the workplace is not on the agenda, the results of stress are revealed through higher absenteeism than other parts of the company, higher Worker's Compensation claims and ultimately in reduced customer satisfaction. This operations topic focuses on various approaches to managing stress. Raising the pay isn't necessarily the solution. There are many other creative means of managing stress. Every organization has strong competition with each other hence wants greater productivity with proper utilization of resource, high sale and high profit. The purpose behind the study is to find out the key factors responsible for creating the level of stress. In addition to this the researcher also wants to study the cause of stress and propose remedies to control stress among employees.

## **NEED FOR THE STUDY**

- This study reveals the morale of the employees.
- Analyzing the level of stress faced by employees in the organization and need to suggest some measures to control the stress
- This study provides information to employee to reduce the stress in work place is the need for this study.
- It helps to how employees overcome the stress and maintain their work life and family.

## **SCOPE OF THE STUDY**

- The study is conducted on the employees of the Information technology (IT) sector.
- It studies the existence or non – existence of stress among the employees in the organization.
- This study identifies the factors which are influencing the employees for stress.
- It also provides the various steps adopted by the organization for managing the work stress of the employees.

## **OBJECTIVES OF THE STUDY**

- To study the cause of stress among employees.
- To find what are the types of stress and analyse the level of stress that are faced by IT professionals.
- To identify the measure to reduce stress.

## CHAPTER-2

### REVIEW OF LITERATURE

**Bhargava & Trivedi (2018)** The researcher found that the stress mainly comes from academic tests, interpersonal relations, relationship problems, life changes, and career exploration. Such stress may usually cause psychological, physical, and behavioral problems. This study finds the causes of stress among youth. So after identifying causes the researcher suggests that more emphasis can be given to development stage of child into adolescence. They should be brought up in the positive environment. More emphasis should be given to the outdoor activities and create hostile learning environment by minimizing the negative impact of stressors. The findings will help the individual students, scholars, lecturers, career and counseling centers.

**Satpathy and Mitra (2015)** the growing trend of work pressure and cut throat competition for success the IT industry becomes the new segment where employee stress becomes an important issue. The pressure to perform at any cost often forces the employees to leave the organization in the middle which added as the cost to the company. Every company spends huge amount of money to train the workforce that may become wasted due to sudden departure of the people. Right at this point of time 17 there is no way out to make the industry stress free. With increasing application of technology and new age facilities this kind of pressure is bound to increase. So, the sector has decided to face the problem rather than avoid it. This is a good sign as it may be added significant value for the betterment of the industry. But to get an understanding about the issues related to stress and its driving mechanism it is important to highlight the major causes of stress which exclusively affecting the industry.

**Karthik R. (2013)** Employee's performance at work is influenced by stress that can be either positive or negative. The employees performs better if they face low to moderate amount of stress. Hence, it aims at reducing the level of stress rather than eliminating stress completely.

**Charu M. (2013)** He in his study stated that higher stress is directly proportional to quality of work life for IT professionals. He outlined few factors namely fair pay structure, steady role demands, supervisory support, congenial job environment, capability fit of the job, role autonomy and stress that directly affect the quality of work life. The main reason of stress amongst the associates of IT industry is the rapid change in technology.

**P.S. Swaminathan, & Rajkumar S. (2013)** He conducted a study that focused on the levels of stress among the age group, profession, different varieties of jobs, hours of work and the influence of work environment on the degree of stress faced by Stress in an employee is very individual in nature. His study indicates about an optimum level in which every individual can perform with his full capacity. He has identified three conditions responsible for work stress they are a) Role overload b) Role self-distance c) Role stagnation.

**Satija S. & Khan W. (2013)** According to him Occupational Stress is as same as Job Stress that need to be controlled at the workplace otherwise it will affect negatively employee's work attitudes and behaviour. He conducted a study to investigate the relationship between Emotional Intelligence and Occupational Stress. The findings of his study revealed that Emotional Intelligence as a significant predictor of Occupational Stress.

**Charu M. (2013)** Stated that higher stress is directly proportional to quality of work life for IT professionals. He outlined few factors namely fair pay structure, steady role demands, supervisory support, congenial job environment, capability fit of the job, role autonomy and stress that directly affect the quality of work life. The main reason of stress amongst the associates of IT industry is rapid change in technology.

**Sinha V. and Subramanian K.S. (2012)** The study highlights those various levels of organization experience different kind of organizational role stress. It also states that stress is influenced by various factors like shortage of resources, inadequacy within a person, overload with a role, stagnation of a role and isolation and expectation of a role.

**Khalid A. (2012)** There is a direct relationship between stress and job performance in any organization. To improve the performance of an individual in an organization an employee should receive good support from their leaders. Hence, a supportive leader can improve the performance of an employee even at unfavourable situations.

**Sharma S., Sharma J. & Devi A.(2012)** The level of stress within a role varies because of individual differences in mindset, age, gender, and their performance in job. However, various factors that influence stress are age where the younger employees are more stressed as compared to other employees, level of qualification, pay, authorities of control, awards, word of praise, improved designations and working couples. The study recommended a reinforcement approach that should be positive in nature so as to reduce the degree of stress at the workplace.

**Kavitha(2012)** The article focuses on the organizational role stress for the employees in the IT sector. It also highlights that woman face more stress than men in the organization to be more specific married women faces more stress than the unmarried women.

**Gladies J. J. & Kennedy V.(2011)** The author revealed a significant correlation between Organizational Climate and Job Stress among the women working in IT companies of India. According to him, learning how to manage stress is a very crucial issue that should be developed in IT companies so that they can reduce or eliminate the causes of stress and poor working environment.

**Steve (2011)** Mention that stress is resulted as a reaction of an employee when certain demands, pressures and professional aspects have to be faced at the work place which does not match their knowledge levels there by posing a challenge and threat to the capabilities of the employee which in turn would create a struggle for existence in terms of being employed in a place. Any job can be said to be healthy when it is likely to be appropriate in relation to their abilities and resources, and the amount of control it will have on their job. Hence it can get support people who matter to them

**Urška Treven, Sonja Treven & Simona Sarotar Zizek (2011)** Organizations, where the workers are said to be stressed are more likely to be unsuccessful in the competitive market. Various approaches of managing stress, good work organization and good management are the effective ways of preventing stress. He categorized

stress broadly into three main types; they are a) Transient Stress b) Post Traumatic Stress Disorders (PTSD) c) Chronic Stress.

**Pratibha G. (2010)** The impact of distress level on the quality of life is negative that may result to serious burnout problems in private banks. The distress level in the banks can only be reduced by various stress management programmers or interventions that would also improve the quality of work life.

**Srivastav A.K. (2010)** the articles focus on the nature of role that causes stress. It says role performance encountered the problems of stress so they should be tried to reduce or eliminated. The nature of role stress was found to be heterogeneous which cannot be dealt with one uniform solution or intervention as a whole. Hence, specific problem related solution or interventions should be adapted for better organizational performance and effectiveness.

**Richardson (2008)** A classification of stress interventions has been done, those are primary, secondary and tertiary. He suggested all the employees to adopt relaxation training intervention for stress management which is the easiest and least expensive approach to implement.

**Kodavatiganti K & Bulusu V.(2011)** The aim of the article isto have a clear understanding of the phenomenon that causes stress among the academicians . According to the article women educators face comparatively higher level of stress than men counterparts. The stress amongst the academicians are caused because of lengthy working hours, inadequate resources and long working hours, classrooms that are over filled.

**Rosasa J. H. A, Blevinsb R. C. , Gaoc H. ,Tengb W. Y. & White J. (2011)** It reveals the levels of stress that differ by occupational position, and not by age and gender. The analysis shows that female had higher stress rates than males. The main problems faced by students due to stress are sleeping problems, depression and irritability.

**Srivastav A.K. (2010)** The articles focus on the nature of role that causes stress. It says role performance encountered the problems of stress so they should be tried to reduce or eliminated. The nature of role stress was found to be heterogeneous which cannot be dealt with one uniform solution or intervention. Hence, specific problem

related solution or interventions should be adapted for better organizational performance and effectiveness.

**Bhatti N. ,Shar H. A., Shaikh F. M. & Nazar M. S.(2010)** He has classified stressors broadly into two main types-a)Extra-Organizational and b) Intra-Organizational Stressors. According to his study he predicted that the major causes of stress are firstly workload that causes 25% of stress, secondly timings that result 16% of stress, thirdly climate that causes 11% of stress.

**Pratibha G. (2010)** The impact of distress level on the quality of life is negative that may result to serious burnout problems in private banks. The distress level in the banks can only be reduced by various stress management programmes or interventions that would also improve the quality of work life.

**Singh A. P.& Singh S. (2009)** In his study emphasizes on the phenomenon of Job Satisfaction in the organizations. According to him, Job Satisfaction is directly related to Stress and Work culture that an organization provides. He identified three sectors in which stress originate and classified stress into two main types i.e., eustress and Distress. Further, he pointed the importance of positive stress and positive events for better performance and satisfaction of employees

**Richardson (2008)** A classification of stress interventions has been done, those are primary, secondary and tertiary. He suggested all the employees to adopt relaxation training intervention for stress management which is the easiest and least expensive approach to implement.

**Dianna Kenny (2006)** Stress management interventions arose in the 1960s with the growth of the community mental health and crisis intervention movements, disenchantment with medical model approaches to mental health and dissatisfaction with traditional psychiatry, the development of behavioral and cognitive behavioral therapies, the growing acceptance of psychological problems within the community, and the surgency of self-help approaches to psychological well-being.

**Michailidis M. and Georgiou Y. (2005)** The author focus on the degree of occupational stress that is influenced by the factors like level of education, various patterns of their relaxation and any other habits like drinking or smoking. The implications say that consuming alcoholic drinks is the main factor that determines the degree of occupational stress in an individual.

**Anderson (2002)** points out that work to family conflicts also impact to increase the stress level of the employees. Stressful situation can occur when an employee realize that requirement of a situation is larger than what they can handle and when those situations continue for longer period.

**Mead (2001)** Workload is the main source of employees' occupational stress. When the production rate high and workload is there is a negative relationship to the employee's performance. When the performance low, he/she trend to get stress. Siegrist did a 5 year study using 1,100 factory workers in 1996. This research pointed out that when the workload increases workers stress level, blood pressure and cholesterol level increase.

**NAIR, KRISHNAN (2016)** studied on stress in IT sector has revealed that the respondents feels that they are satisfied with the environment where they are working and they are happy with the effective team work among the employees. The employees are happy with the working hours as they are dealing with the night shift and morning shifts. The company can focus on some stress relief programs in order to keep the employees happier and more enthusiastic. And they think that the employees are working with medium stress that can improve their working styles.

**Bahl (2016)** revealed that Stress Management at individual level contributes more towards overall management of stress. Though employees do understand the value of exercise, games, walking in contributing significantly towards managing stress at the individual level, the finding report that exercise is not taken seriously by the respondents. However, it is heartening to note that employees at their individual level have been able to comparatively manage the stress in better manner as compared to the organizational efforts and interventions.

## **CHAPTER-3**

### **RESEARCH METHODOLOGY**

#### **MEANING**

Research methodology is the set of various methods to be followed to find various information's regarding collecting data or techniques used to identify, select, process, and analyse information about a topic. Research methodology is required in every industry for acquiring knowledge of their product.

**RESEARCH DESIGN:** A research design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure”

**DESCRIPTIVE RESEARCH:** Descriptive research is designed to describe something, such as demographical characteristics of consumers who use the products. It deals with determining frequency with which something occurs or how two variables vary together. This study is also guided by an initial hypothesis.

#### **SAMPLING TECHNIQUE**

##### **Convenience sampling method**

Convenience sampling is defined as a **method adopted by researchers where they collect market research data from a conveniently available pool of respondents.** It is the most commonly used sampling technique as it's incredibly prompt, uncomplicated, and economical.

#### **PRIMARY DATA**

The primary data was collected by means of survey. Questionnaires were prepared and IT employees working in various company in Chennai approached to fill up the questionnaires. The questionnaire contains 25 questions. The response of the customer recorded as age, gender, and multiple-choice questions.

**SECONDARY DATA** The secondary data was collected from old journals and depth study of various sources such as books and research papers.

**SAMPLING SIZE:** The study was conducted toward IT employees. The size of the population is 150.

### **AREA OF STUDY**

The aim of the study is to understand the employees stress management in Information technology (IT) sector.

**Location:** Chennai

**Targeted people:** IT employees

### **PERIOD OF STUDY**

The period of the study is 3 months which is from January 2022 to march 2022.

### **STATISTICAL TOOLS USED:**

The statistical tools used are SPSS for testing the hypothesis through

1. Chi-square

2. ANOVA

### **STRUCTURE OF QUESTIONNAIRE**

- The questionnaire contains totally 25 questions
- It includes 5 demographic questions.
- The questionnaire is based on 4 variables.
- It includes majority of multiple-choice questions
- It includes 3 Likert scaling question
- It includes open-ended and close-ended questions.

## **HYPOTHESIS TESTING**

### **Null Hypothesis**

**H0-** There is no significant relationship between gender and Cause of the stress among the employees.

**H0-** There is no significant relationship between level of stress and employees stress management.

### **Alternative Hypothesis**

**H1-** There is significant relationship between gender and cause of the stress among the employees.

**H1-** There is significant relationship between level of stress and employees stress management.

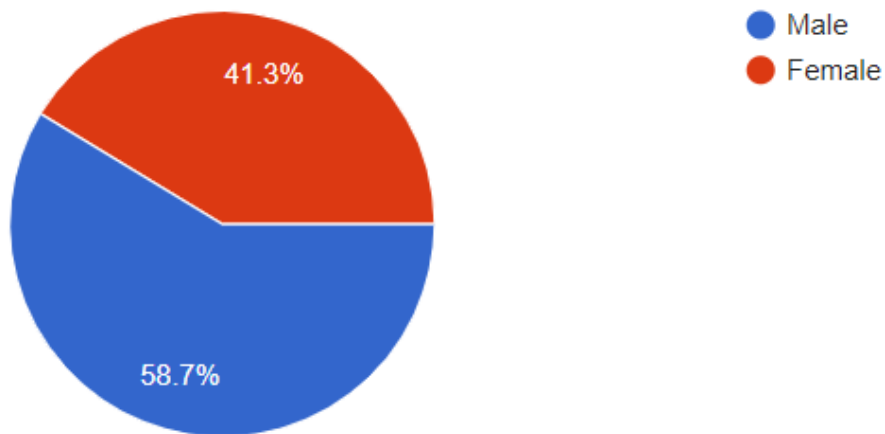
## CHAPTER-4

### DATA ANALYSIS

#### PERCENTAGE ANALYSIS

##### 1. Gender of responses TABLE

| Particulars | No, of responses | Percentage |
|-------------|------------------|------------|
| Male        | 88               | 58.7       |
| Female      | 62               | 41.3       |
| Total       | 150              | 100        |



#### INTERPRETATION

From the above table the gender of the response 58.7% are male and 41.3% are female.

#### INFERENCE

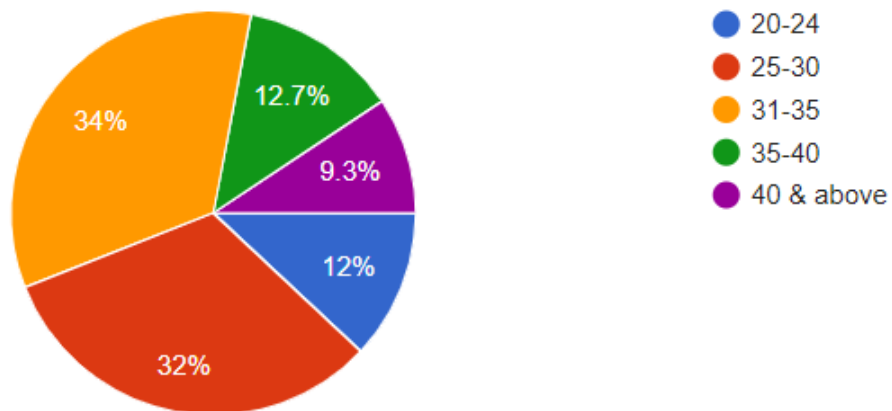
Majority (58.7%) of the respondent are male.

## 2.Age of responses

**TABLE**

| Particular  | No. of responses | Percentage |
|-------------|------------------|------------|
| 20-24 years | 18               | 12         |
| 25-30 years | 48               | 32         |
| 31-35 years | 51               | 34         |
| 35-40 years | 19               | 12.7       |
| 40 & above  | 14               | 9.3        |
| TOTAL       | 150              | 100        |

**CHART**



### INTERPRETATION

From the above table 12% are age 20-24, 32% are age 25-30, 34% are age 31-35, 12.7% are age 35-40 and 9.3% are age 40 & above.

### INTERFERENCE

Majority (34%) of the respondents are from age 35-40.

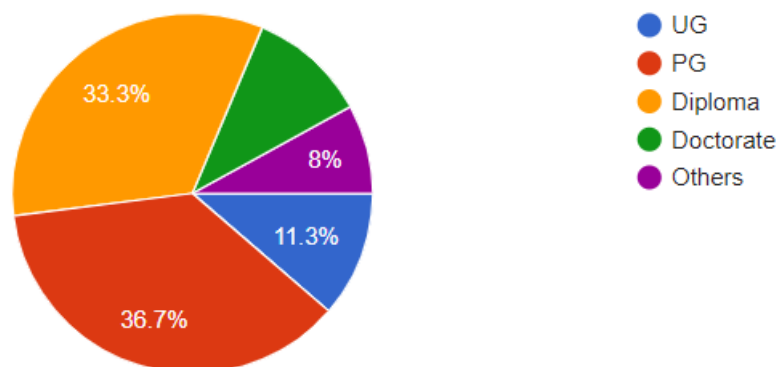
## EDUCATION QUALIFICATION

### 3. EDUCATION

#### TABLE

| Particular | No. of responses | Percentage |
|------------|------------------|------------|
| UG         | 17               | 11.3       |
| PG         | 53               | 36.7       |
| Diploma    | 52               | 33.3       |
| Doctorates | 16               | 10.7       |
| Others     | 12               | 8          |
| Total      | 150              | 100        |

#### CHART



#### INTERPRETATION

From the above table the education of the response 11% are UG, 36.7% are PG, 33.3% are Diploma, 10.7% are doctorates, 11.3% are others.

#### INFERENCE

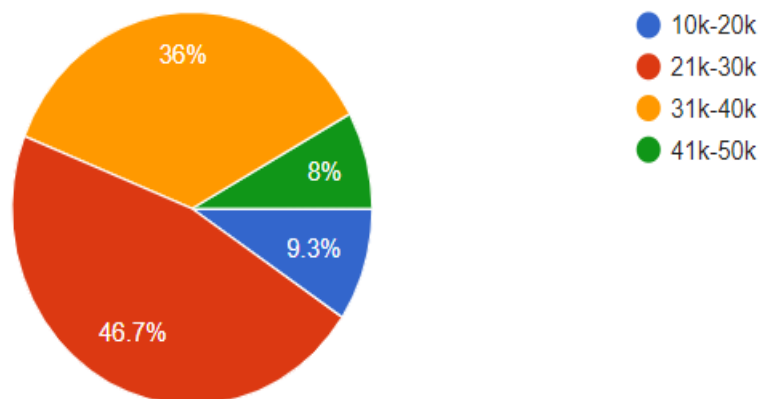
Majority (36.7%) of the respondent are PG.

#### 4.MONTHLY INCOME

**TABLE**

| Particular | No. of responses | Percentage |
|------------|------------------|------------|
| 10k-20k    | 14               | 9.3        |
| 21k-30k    | 70               | 46.7       |
| 31k-40k    | 54               | 36         |
| 41k-50k    | 12               | 9          |
| Total      | 150              | 100        |

**CHART**



#### INTERPRETATION

From the above table the monthly income of the response ,9.3% are 10k-20k, 46.7% are 21-30k,36% are 31k-40k,8% are 41k-50k.

#### INFERENCE

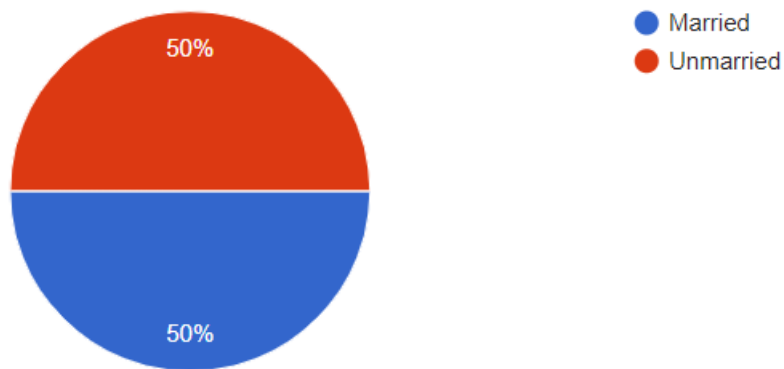
Majority (46.7%) of the respondent are 21k-30k.

## 5.MARITAL STATUS

**TABLE**

| Particular | No. of responses | Percentage |
|------------|------------------|------------|
| Married    | 75               | 50         |
| Unmarried  | 75               | 50         |
| Total      | 150              | 100        |

**CHART**



## INTERPRETATION

From the above table the marital status are 50% are married, 50% are unmarried.

## INFERENCE

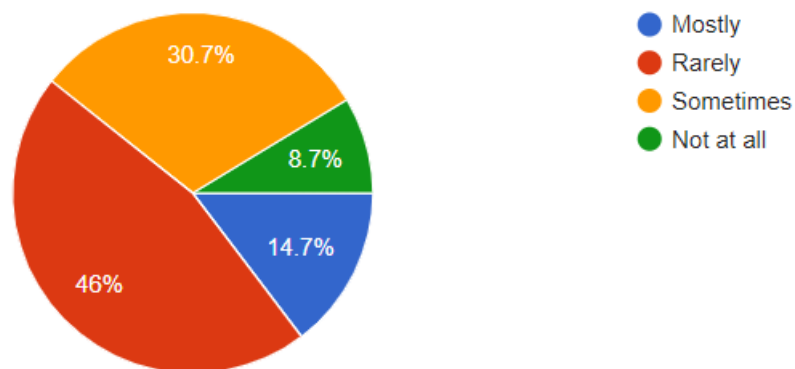
Majority (50%) of the respondent are married and unmarried.

## 6.Is work culture is supportive in your organization.

**TABLE**

| Particular | No. of responses | Percentage |
|------------|------------------|------------|
| Mostly     | 22               | 14.7       |
| Rarely     | 69               | 46         |
| Sometimes  | 46               | 30.7       |
| Not at all | 13               | 8.7        |
| Total      | 150              | 100        |

**CHART**



### INTERPRETATION

From the above table 14.7% are mostly respondents, 46% are rarely, 30.7% are sometimes, 8.7% are not at all.

### INFERENCE

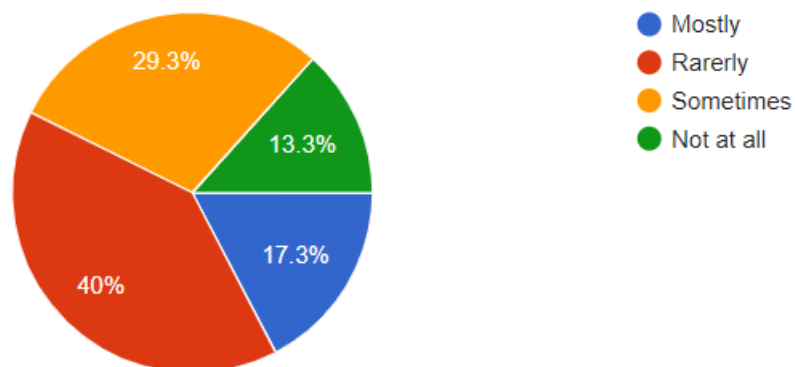
Majority (46%) of the respondent are rarely facing stress.

## 7.How often you face stress situation in your organization

**TABLE**

| Particular | No. of responses | Percentage |
|------------|------------------|------------|
| Mostly     | 26               | 17.3       |
| Rarely     | 60               | 40         |
| Sometimes  | 44               | 29.3       |
| Not at all | 20               | 13.3       |
| Total      | 150              | 100        |

**CHART**



### INTERPRETATION

From the above table 17.3% are mostly respondents, 40% are rarely, 29.3% are sometimes, 13.3% are not at all.

### INFERENCE

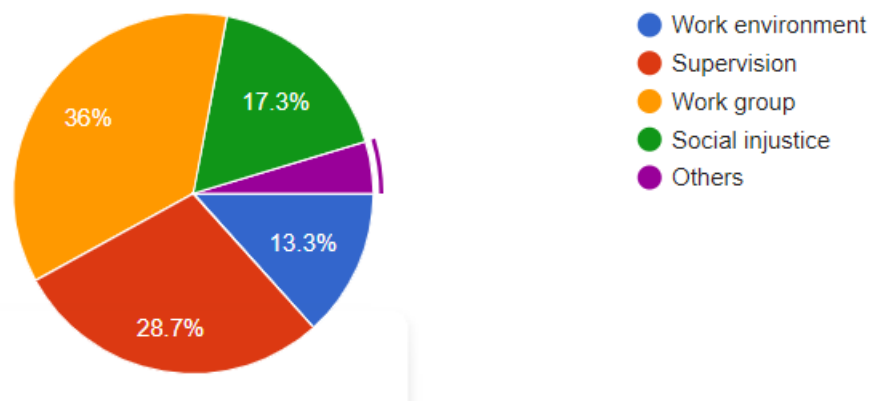
Majority (40%) of the respondent are rarely face stress situation.

## 8. Most of your stress are related to

**TABLE**

| Particular       | No. of responses | Percentage |
|------------------|------------------|------------|
| Work environment | 20               | 13.3       |
| Supervision      | 43               | 28.7       |
| Work group       | 54               | 36         |
| Social injustice | 26               | 17.3       |
| Others           | 7                | 4.7        |
| Total            | 150              | 100        |

**CHART**



## INTERPRETATION

From the above table the education of the response 13.3 work environment, 28.7% are supervision, 36% are work group, 17.3% are social injustice, 10.7% are , 4.7 are others.

## INFERENCE

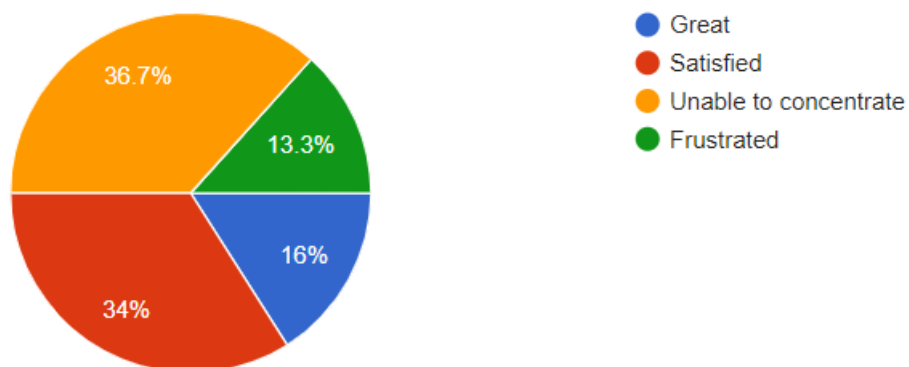
Majority (36%) of the respondent stress related to work group.

## 9.How do you feel while working in an organization?

**TABLE**

| Particular            | No. of responses | Percentage |
|-----------------------|------------------|------------|
| Great                 | 24               | 16         |
| Satisfied             | 51               | 34         |
| Unable to concentrate | 55               | 36.7       |
| Frustrated            | 20               | 13.3       |
| Total                 | 150              | 100        |

**CHART**



### INTERPRETATION

From the above table 16% are Great respondents, 34% are satisfied, 36.7% are unable to concentrate, 13.3% are Frustrated.

### INFERENCE

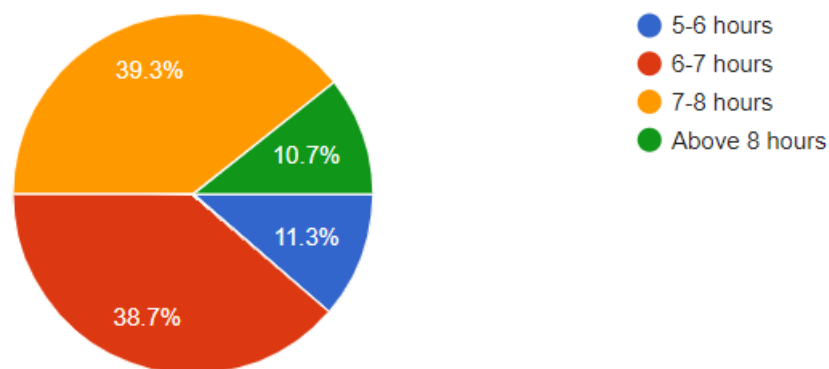
Majority (36.7%) of the respondent are unable to concentrate.

## 10.Number of hours per day that you work in & off organization

**TABLE**

| Particular    | No. of responses | Percentage |
|---------------|------------------|------------|
| 5-6 hours     | 17               | 11.3       |
| 6-7 hours     | 58               | 38.7       |
| 7-8 hours     | 59               | 39.3       |
| Above 8 hours | 16               | 10.7       |
| Total         | 150              | 100        |

**CHART**



### INTERPRETATION

From the above table 11.3% are 5-6 hours respondents, 38.7% are 6-7 hours, 39.3% are 7-8 hours, 10.7% are above 8 hours.

### INFERENCE

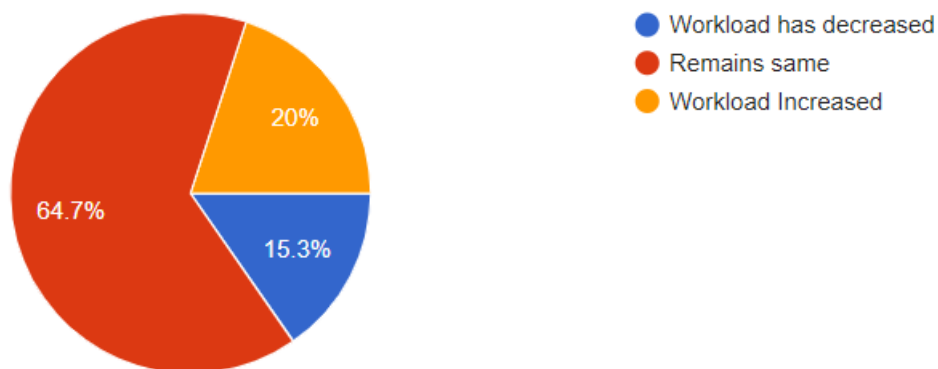
Majority (39.3%) of the respondent are working 7-8 hours.

## 11.Indicate the total workload has changed during 2020-2021.

**TABLE**

| Particular             | No. of responses | Percentage |
|------------------------|------------------|------------|
| Workload has decreased | 23               | 15.3       |
| Remains same           | 97               | 64.7       |
| Workload has Increased | 30               | 20         |
| Total                  | 150              | 100        |

**CHART**



### INTERPRETATION

From the above table 15.3 % are workload has decreased,64.7% are remains 20% are workload increased.

### INFERENCE

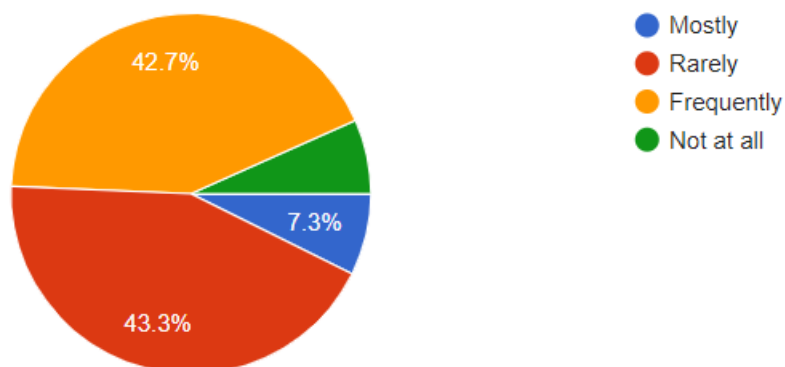
Majority (64.7%) of the respondent are remains same.

## 12.How often you face stress situation being taken care off?

**TABLE**

| Particular | No. of responses | Percentage |
|------------|------------------|------------|
| Mostly     | 11               | 7.3        |
| Rarely     | 65               | 43.3       |
| Sometimes  | 64               | 42.7       |
| Not at all | 10               | 6.7        |
| Total      | 150              | 100        |

**CHART**



### INTERPRETATION

From the above table 7.3% are mostly respondents,43.3% are rarely,42.7% are sometimes,6.7% are not at all.

### INFERENCE

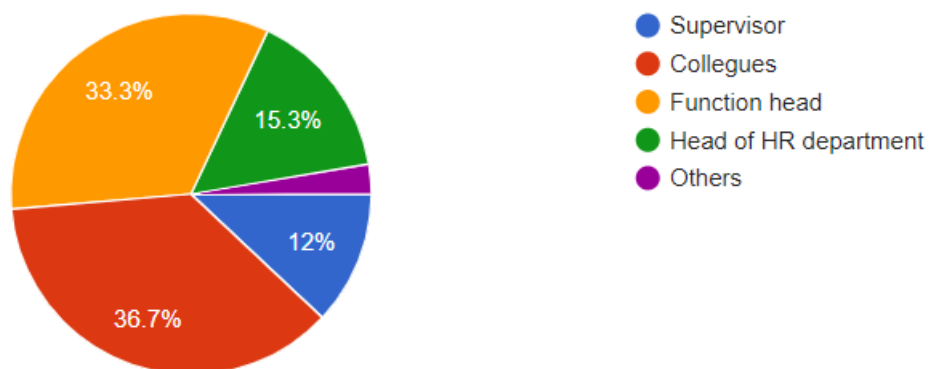
Majority (43.3%) of the respondent are rarely taking care stress situation.

### 13.To whom you report if you have any problems in your work?

**TABLE**

| Particular            | No. of responses | Percentage |
|-----------------------|------------------|------------|
| Supervisor            | 18               | 12         |
| Colleagues            | 55               | 36.7       |
| Function head         | 50               | 33.3       |
| Head of HR department | 23               | 15.3       |
| Others                | 4                | 2.7        |
| Total                 | 150              | 100        |

**CHART**



### INTERPRETATION

From the above table the 12% are supervisor,36.7% are colleagues,33.3% function head,15.3% are Head of HR department,2.7% others.

### INFERENCE

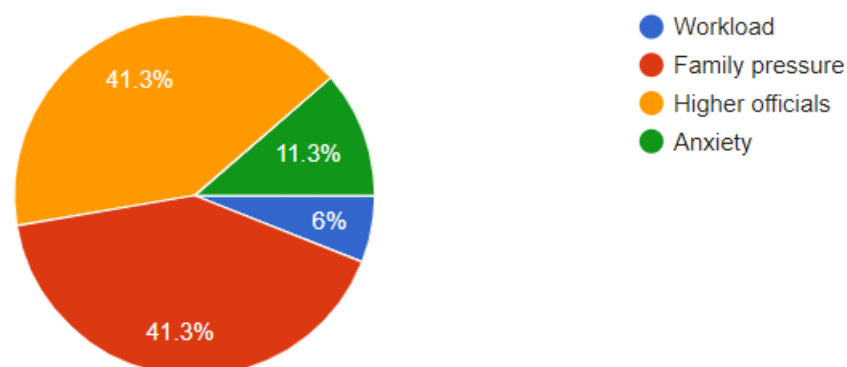
Majority (36.7%) of the respondent share to colleagues.

## 14.What is the cause of the stress?

**TABLE**

| Particular       | No. of responses | Percentage |
|------------------|------------------|------------|
| Workload         | 9                | 6          |
| Family pressure  | 62               | 41.3       |
| Higher Officials | 62               | 41.3       |
| Anxiety          | 17               | 11.3       |
| Total            | 150              | 100        |

**CHART**



### INTERPRETATION

From the above table 6% are workload,41.3% are family pressure,41.3% are Higher officials,11.3% are Anxiety

### INFERENCE

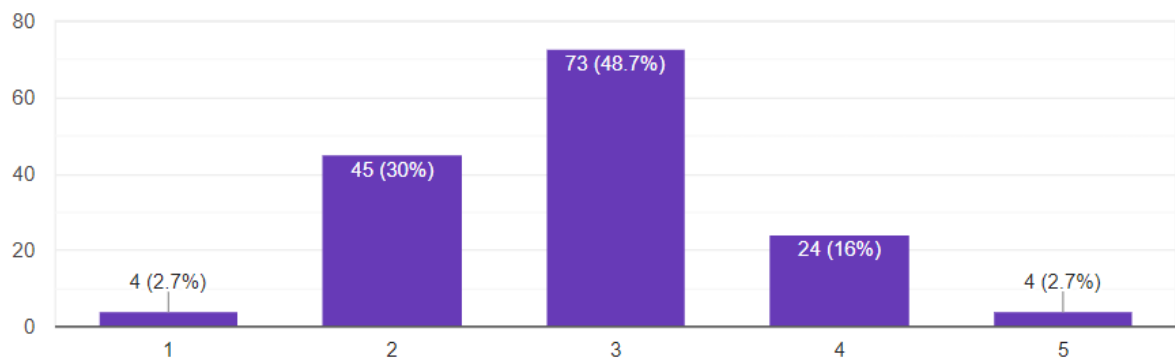
Majority (41.3%) of the respondent are cause of stress are family pressure and Higher officials.

## 15.Level of stress you are facing

**TABLE**

| Particular | No. of responses | Percentage |
|------------|------------------|------------|
| Low        | 4                | 2.7        |
| Medium     | 45               | 30         |
| Neutral    | 73               | 48.7       |
| High       | 28               | 16         |
| Very High  | 4                | 2.7        |
| Total      | 150              | 100        |

**CHART**



### INTERPRETATION

From the above table 2.7% are low,30% are medium,48.7% are neutral,16% are high,2.7% are very high.

### INFERENCE

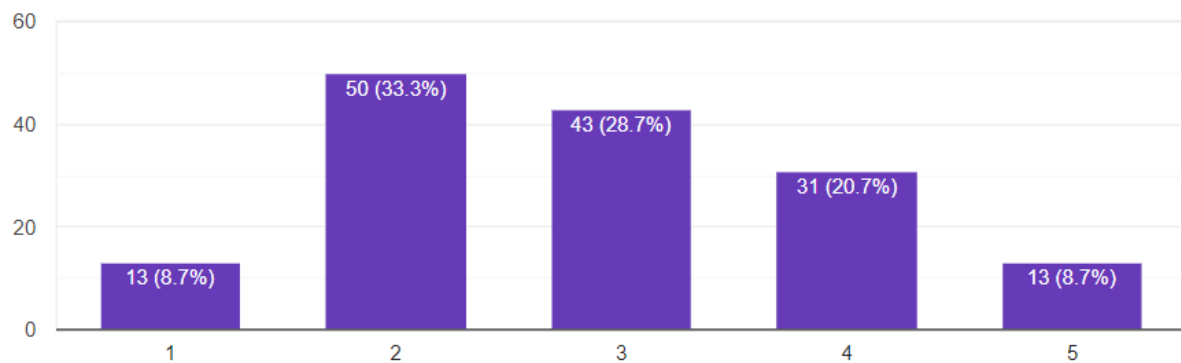
Majority (48.7%) of the respondent are neutral level facing their stress.

## 16.Are you satisfied with your job?

**TABLE**

| Particular          | No. of responses | Percentage |
|---------------------|------------------|------------|
| Highly satisfied    | 13               | 8.7        |
| Satisfied           | 50               | 33.3       |
| Neutral             | 43               | 28.7       |
| Dissatisfied        | 31               | 20.7       |
| Highly dissatisfied | 13               | 8.7        |
| Total               | 150              | 100        |

**CHART**



### INTERPRETATION

From the above table 8.7% are highly satisfied,33.3% are satisfied,28.7% are neutral,20.7% are dissatisfied,8.7% are highly dissatisfied.

### INFERENCE

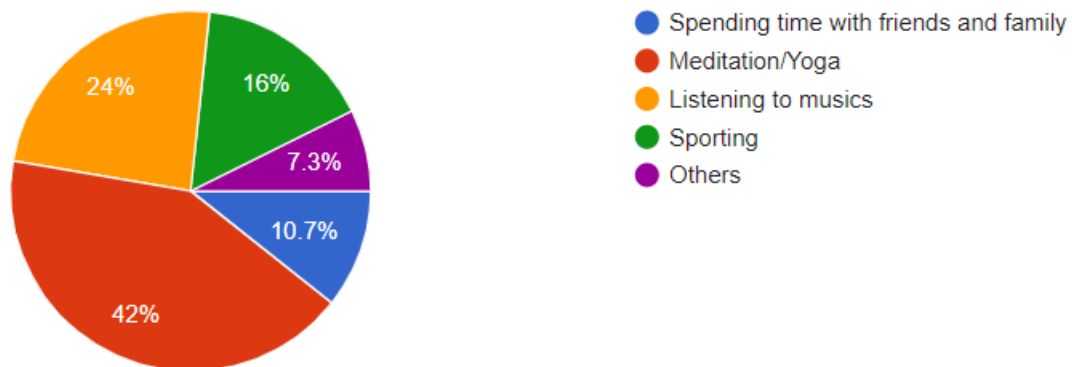
Majority (33.3%) of the respondents are satisfied with their job.

## 17.Steps take to relieve on stressful situation?

**TABLE**

| Particular                            | No. of responses | Percentage |
|---------------------------------------|------------------|------------|
| Spending time with friends and family | 16               | 10.7       |
| Meditation/Yoga                       | 63               | 42         |
| Listening to music's                  | 36               | 24         |
| Sporting                              | 24               | 16         |
| Others                                | 11               | 7.3        |
| Total                                 | 150              | 100        |

**CHART**



### INTERPRETATION

From the above table 10.7% are spending time with friends and family,42% are meditation/yoga,24% are listening to music's,16% are sporting,7.3% are others.

### INFERENCE

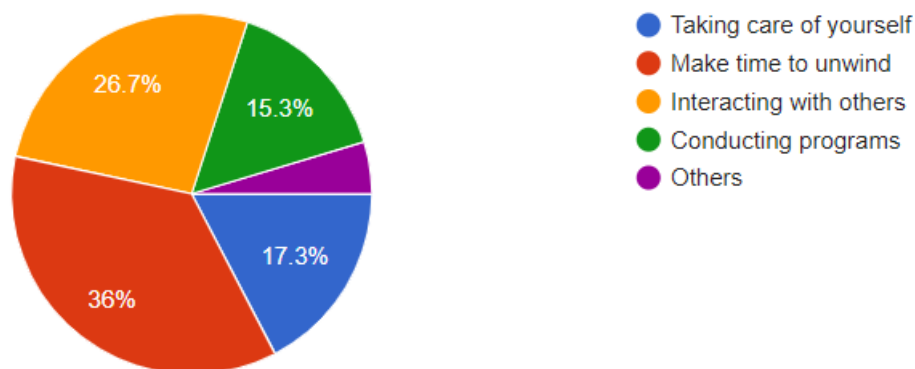
Majority (42%) of the respondent are following meditation/yoga to relieve from stress.

## 18.Coping techniques followed in your organization

TABLE

| Particular              | No. of responses | Percentage |
|-------------------------|------------------|------------|
| Taking care of yourself | 26               | 17.3       |
| Make time to unwind     | 54               | 36         |
| Interacting with others | 40               | 26.7       |
| Conducting programs     | 23               | 15.3       |
| Others                  | 7                | 4.7        |
| Total                   | 150              | 100        |

CHART



### INTERPRETATION

From the above table 17.3% are taking care of yourself, 36% are make time to unwind, 26.7% are interacting with others, 15.3% are conducting programs, 4.7% are others.

### INFERENCE

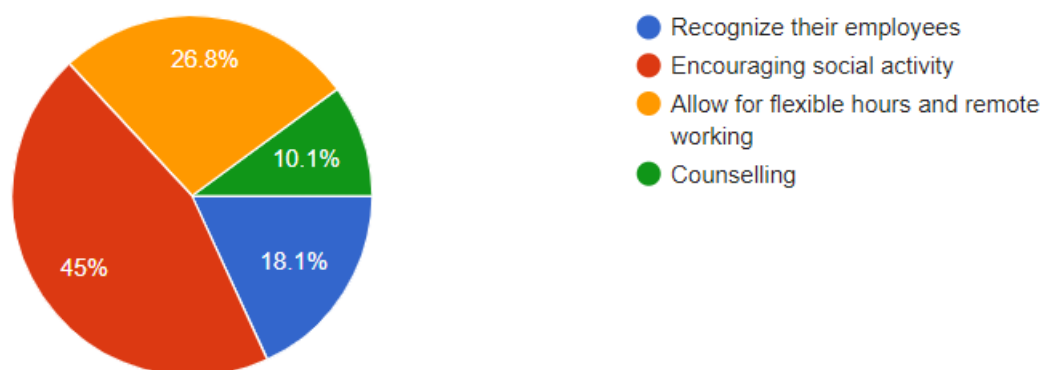
Majority (36%) of the respondent are following make time to unwind is coping techniques.

## 19. Initiative measures taken by organization to help employees to relieve from stress

**TABLE**

| Particular                              | No. of responses | Percentage |
|-----------------------------------------|------------------|------------|
| Recognize their employees               | 27               | 18.1       |
| Encouraging social activity             | 67               | 45         |
| Allow flexible hours and remote working | 40               | 26.8       |
| Counselling                             | 15               | 10.1       |
| Total                                   | 150              | 100        |

**CHART**



### INTERPRETATION

From the above table the 18.1% are recognize their employees, 45% are encouraging social activity, 26.8% allow for flexible hours and remote working, 10.1% are counselling.

### INFERENCE

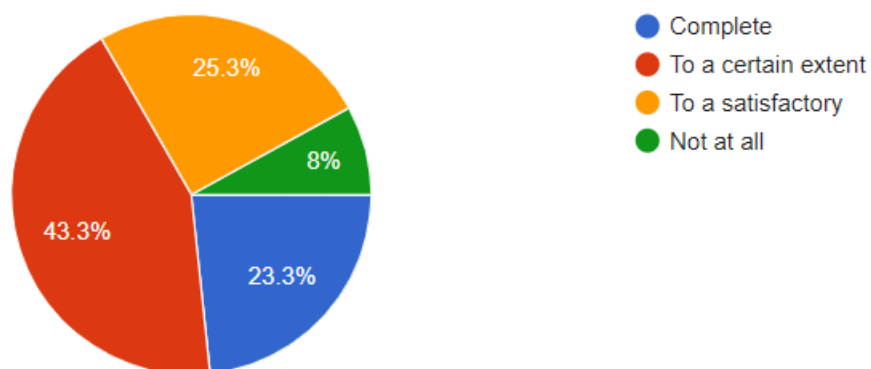
Majority (45%) of the respondent are saying encouraging social activity.

## 20.To what level the management is effective in handling your stress situation?

**TABLE**

| Particular          | No. of responses | Percentage |
|---------------------|------------------|------------|
| Complete            | 35               | 23.3       |
| To a certain extent | 65               | 43.3       |
| To a satisfactory   | 38               | 25.3       |
| Not at all          | 12               | 8          |
| Total               | 150              | 100        |

**CHART**



### INTERPRETATION

From the above table 23.3% are complete, 43.3% are to a certain extent, 25.3% are to a satisfactory, 8% are not at all.

### INFERENCE

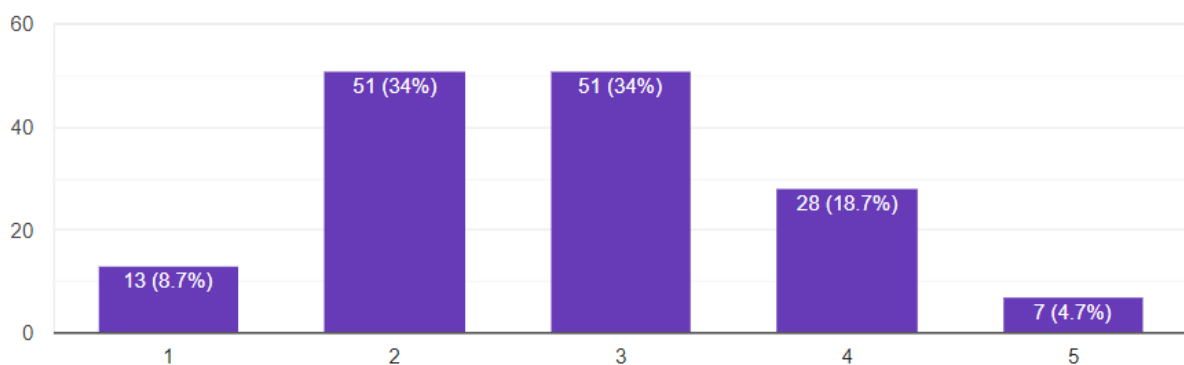
Majority (43.3%) of the respondent are to a certain extent.

## 21. Rate the level of counselling given in your organization

**TABLE**

| Particular          | No. of responses | Percentage |
|---------------------|------------------|------------|
| Highly satisfied    | 13               | 8.7        |
| Satisfied           | 51               | 34         |
| Neutral             | 51               | 34         |
| Dissatisfied        | 28               | 18.7       |
| Highly dissatisfied | 7                | 4.7        |
| Total               | 150              | 100        |

**CHART**



### INTERPRETATION

From the above table 8.7% are highly satisfied, 34% are satisfied, 34% are neutral, 18.7% are dissatisfied, 4.7% are highly dissatisfied.

### INFERENCE

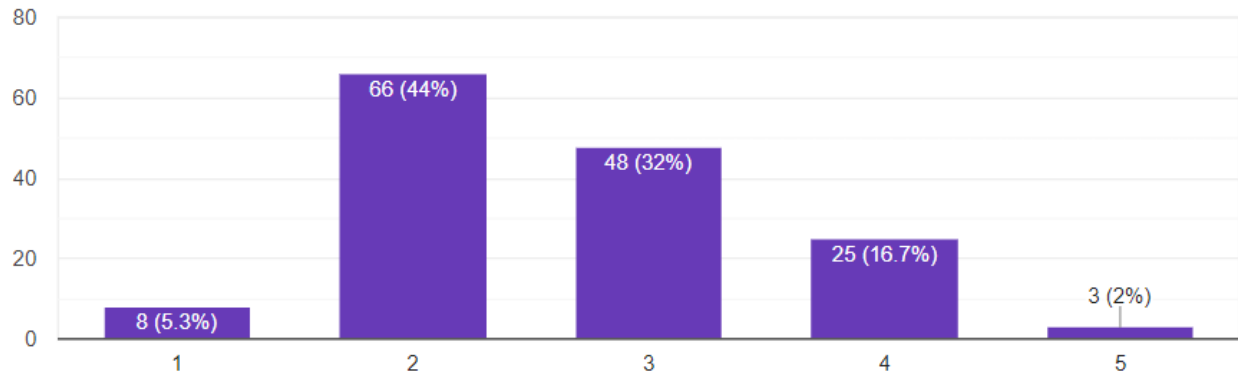
Majority (34%) of the respondents are satisfied and neutral with level of counselling given in their organization.

## 22.How much do you rate the coping techniques given in your organization help to overcome from stress?

**TABLE**

| Particular        | No. of responses | Percentage |
|-------------------|------------------|------------|
| Strongly agree    | 8                | 5.3        |
| Agree             | 66               | 44         |
| Neutral           | 48               | 32         |
| Disagree          | 25               | 16.7       |
| Strongly disagree | 3                | 2          |
| Total             | 150              | 100        |

**CHART**



### INTERPRETATION

From the above table 5.3% are strongly agree,44% are agree,32% are agree16.7% are disagree,2% are strongly disagree.

### INFERENCE

Majority (44%) of the respondents are agree coping techniques given in organization is useful.

## CHI-SQUARE

### Null Hypothesis

**H0-** There is no significant relationship between gender and cause of the stress among the employees.

### Alternative Hypothesis

**H1-** There is significant relationship between gender and cause of the stress among the employees.

#### Case Processing Summary

|                                           | Valid |         | Cases Missing |         | Total |         |
|-------------------------------------------|-------|---------|---------------|---------|-------|---------|
|                                           | N     | Percent | N             | Percent | N     | Percent |
| Gender * What is the cause of the stress? | 150   | 100.0%  | 0             | 0.0%    | 150   | 100.0%  |

#### Gender \* What is the cause of the stress? Crosstabulation

Count

|        |        | What is the cause of the stress? |                 |                  |          | Total |
|--------|--------|----------------------------------|-----------------|------------------|----------|-------|
|        |        | Anxiety                          | Family pressure | Higher officials | Workload |       |
| Gender | Female | 7                                | 23              | 28               | 4        | 62    |
|        | Male   | 10                               | 39              | 34               | 5        | 88    |
| Total  |        | 17                               | 62              | 62               | 9        | 150   |

#### Chi-Square Tests

|                    | Value             | df | Asymptotic Significance (2-sided) |
|--------------------|-------------------|----|-----------------------------------|
| Pearson Chi-Square | .870 <sup>a</sup> | 3  | .833                              |
| Likelihood Ratio   | .872              | 3  | .832                              |
| N of Valid Cases   | 150               |    |                                   |

a. 1 cells (12.5%) have expected count less than 5. The minimum expected count is 3.72.

## INTERPRETATION

Since p-value (0.3) is greater than 0.05, we accept the null hypothesis and reject the alternate hypothesis. Therefore, there is no association between the Gender of the IT employees and cause of the stress.

## ANOVA

### Null Hypothesis:

**H0-** There is no significant relationship between level of stress and employees stress management.

### Alternative Hypothesis

**H1-** There is significant relationship between level of stress and employees stress management.

## ONE WAY ANOVA

| ANOVA                          |                |     |             |       |      |
|--------------------------------|----------------|-----|-------------|-------|------|
| Level of stress you are facing |                |     |             |       |      |
|                                | Sum of Squares | df  | Mean Square | F     | Sig. |
| Between Groups                 | 3.507          | 4   | .877        | 1.345 | .256 |
| Within Groups                  | 94.553         | 145 | .652        |       |      |
| Total                          | 98.060         | 149 |             |       |      |

| ANOVA Effect Sizes <sup>a,b</sup> |                             |                |                         |       |
|-----------------------------------|-----------------------------|----------------|-------------------------|-------|
|                                   |                             | Point Estimate | 95% Confidence Interval |       |
|                                   |                             |                | Lower                   | Upper |
| Level of stress you are facing    | Eta-squared                 | .036           | .000                    | .087  |
|                                   | Epsilon-squared             | .009           | -.028                   | .062  |
|                                   | Omega-squared Fixed-effect  | .009           | -.027                   | .062  |
|                                   | Omega-squared Random-effect | .002           | -.007                   | .016  |

a. Eta-squared and Epsilon-squared are estimated based on the fixed-effect model.

b. Negative but less biased estimates are retained, not rounded to zero.

## INTERPRETATION

Since the **P** value is **0.256**, which is greater than 0.05. we accept null hypothesis and reject alternate hypothesis therefore, there is no significant relationship between the level of stress facing by employees and rate of coping techniques to overcome stress.

## CHAPTER-5

### FINDINGS

- Majority (58.7%) of the respondents are male.
- Majority (34%) of the respondents are age between 31-35.
- Majority (36.7%) of the respondent's educational qualification is Postgraduate.
- Majority (46.7%) of the respondent's monthly income is 21k-30k.
- Majority (50%) of the respondents are married and unmarried.
- Majority (46%) of the respondents are rarely work culture is supportive in organisation.
- Majority (40%) of the respondents are facing stress rarely.
- Majority (36%) of the respondent's stress are related to work group.
- Majority (36.7%) of the respondents are unable to concentrate.
- Majority (39.3%) of the respondents are working from 7-8 hours
- Majority (64.7%) of the respondent's workload are remains same.
- Majority (41.3%) of the respondents says cause of stress is due to family pressure & higher officials.
- Majority (62.7%) of the respondents are facing emotional breakdown.
- Majority (48.7%) of the respondents are facing medium level of stress.
- Majority (33.3%) of the respondents are mostly satisfied with their job.
- Majority (42.3%) of the respondents are doing meditation/yoga to reduce stress.
- Majority (36.3%) of the respondents are making time to unwind.
- Majority (45%) of the respondents are encouraging social activity.
- Majority (43.3%) of the respondents are to a certain extent.
- Majority (34%) of the respondents are rating medium level of organization to reduce stress.
- Majority (44%) of the respondents are rating good level of coping techniques.
- Majority (43.3%) of the respondents are facing stress rarely.
- Majority (36.7%) of the respondents are sharing problem with their colleagues.

## SUGGESTIONS

- ❖ As from the above study the main cause for the stress are their personal family pressure and the work pressure given by their higher officials.
- ❖ Most of the IT Employees are unable to concentrate on their work and their level of the stress are medium.
- ❖ By giving counselling and some good coping techniques given by their own organization are helping the employees to overcome the stress.
- ❖ Making time to unwind themselves by doing meditation and yoga is mostly followed by employees to overcome the stress.
- ❖ By involving certain social activities and sporting, reading books, listening to music's, are the major stressbusters for the IT employees.
- ❖ Many tasks can be delegated to subordinates without losing effectiveness so that we can reduce the overload of work.
- ❖ The employees must give importance to time management techniques thereby they can complete their work within the specified time.
- ❖ 'Prevention is better than cure'. The same is applicable here. Organisations have to give more importance to 'Job Stress Prevention Mechanisms'. This has to be a continuous process that uses available data to refine or redirect proper intervention strategies. The organisation can also associate importance to 'Stress Management' and various coping strategies.

## **CONCLUSION**

The study on stress in IT sector has revealed that the respondents feel that they are satisfied with the environment where they are working and they are happy with the effective team work among the employees. The employees are feeling happy when they spend their time with loved ones. The company can focus on some stress relief programs in order to keep the employees happier and more enthusiastic. And I think that the employees are working with medium stress that can improve their working styles. It is the responsibility of the organization to see that its employees undergo stress relaxation practices to overcome stress which maintains the sound health of the employees.

The future work of this paper is necessary therefore to manage stress effectively. So that the dysfunctional effect on employees and their organizational performance can be minimized and controlled which in turn. Management role is crucial in handling the stress among the employees by reviewing their targets and by setting up proper mechanism like changing in working hours will also give positive results. Both sides employee and management by getting habituated to such habits like meditation, jogging, yoga etc.,

The study on work stress has revealed that the respondents feel that they are satisfied with the environment where they are working and they are happy with the effective team work among the employees. The employees are happy with the working hours given to them by the company to do the job. The company can concentrate on providing some stress relief program which helps them to reduce the stress level. The employees are satisfied with the company environment and they are working with the medium stress level in the organization.

## QUESTIONNAIRES

1.Name

2.Gender

a) Male

b) Female

3. Age

a)20-24

b)25-30

c)31-35

d)35-40

e)40 & above

4.Education

a) Undergraduate

b) Postgraduate

c) Diploma

d) Doctorate

e) Others

5.Monthly income

a)10k-20k

b)20k-30k

c)30k-40k

d)41k-50k

6.Marital status

a) Married

b) Unmarried

7. Is work culture supportive in your organization?

- a) Mostly
- b) Rarely
- c) Sometimes
- d) Not at all

8. How often do you face a stress situation in your organization?

- a) Mostly
- b) Rarely
- c) Sometimes
- d) Not at all

9. Most of your stress is related to

- a) Work environment
- b) Supervision
- c) Work group
- d) Social injustice
- e) Others

10. How do you feel while working in an organization?

- a) Great
- b) Satisfied
- c) Unable to concentrate
- d) Frustrated

11. No. of hours per day you work in & off organization?

- a) 5-6 hours
- b) 6-7 hours
- c) 7-8 hours
- d) 8 hours above

12. Indicate the total workload has been changed during 2021-2022?

- a) Workload has decreased
- b) Workload remains same
- c) Workload has increased

13. How often you face stress situation being taken care off?

- a) Mostly
- b) Rarely
- c) Frequently
- d) Not at all

14. To whom you report if you have any problems In your work?

- a) Supervisor
- b) Colleagues
- c) Function head
- d) Head of the department
- e) Others

15. What is the cause of the stress?

- a) Workload
- b) Family pressure
- c) Higher officials
- d) Anxiety
- e) Others

16. Consequences of stress you are facing

- a) Fear
- b) Sleeping disorder
- c) Lack of concentration
- d) Emotional breakdown
- e) Smoking and alcohol

17. Level of stress you are facing

- a) Low
- b) Medium
- c) Neutral
- d) High
- e) Very high

18. Are you satisfied with your job?

- a) Highly satisfied
- b) Satisfied
- c) Neutral
- d) Dissatisfied
- e) Highly Dissatisfied

19. Steps take to relieve on stressful situation?

- a) Spending time with friends & family
- b) Meditation/Yoga
- c) Listening to music
- d) Sporting
- e) Others

20. Coping techniques followed in your organization

- a) Taking care of yourself
- b) Make time to unwind
- c) Interacting with others
- d) Conducting programs
- e) Others

21. Initiative measures taken by organization to help employees to relieve from stress.

- a) Recognize their employees
- b) Encouraging social activity
- c) Allow for flexible hours and remote working
- d) Counselling

22. To what level the management is effective in handling your stress situation?

- a) Complete
- b) To a certain extent
- c) To a satisfactory
- d) Not at all

23. Rate the level of counselling given in your organization

- a) Highly satisfied
- b) Satisfied
- c) Neutral
- d) Dissatisfied
- e) Highly Dissatisfied

24. How much do you rate the coping techniques given in your organization help to overcome from stress?

- a) Strongly agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

25. Your opinion about this survey?

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**ANNEXURE- 2**  
**A STUDY ON EMPLOYEE STESS MANAGEMENT IN IT SECTOR IN CHENNAI**

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**ABSTRACT**

The last few years' evidence has accumulated from around the world to show that of the different types of stress that cause illness and disease the most common and most destructive is stress at work. Researchers have not only built-up evidence showing links between industrial stresses in general and ill health but have even accumulated evidence showing that it is possible to link specific occupations with specific types of stress induced disease. Although there is absolutely no doubt that stress is killing many people, disabling many more and costing industry billions of pounds every year, there is one important question that has to be asked 'Why are we so susceptible to stress these days?' This study attempts to analyse the level of stress, the causes of stress, the consequences of stress and the initiatives taken by organisations in trying to help their employees in managing stress.

**Key Words:** Stress management, types of stress, consequences, stress management initiatives.

**INTRODUCTION**

The word stress is defined the oxford dictionary as "a state of affair involving demand on physical or mental energy". It is a situation which the normal mental and physical health of an individual can be disturbed. In medical terms stress is described as, "A physical or psychological stimulus that can produce mental tension or physiological reactions that may lead to illness." Indian IT sector has seen an enormous growth in post liberalization era. The IT companies to achieve their goals try to utilize the man power at their maximum. This causes psychological problems due to uncontrollable stress. Over 50% of the IT

professional are facing the problems related to stress.

**INDUSTRY PROFILE**

Information technology (IT) industry in India has played a key role in putting India on the global map. IT industry in India has been one of the most significant growth contributors for the Indian economy. The industry has played a significant role in transforming India's image from a slow-moving bureaucratic economy to a land of innovative entrepreneurs and a global player in providing world class technology solutions and business services. The industry has helped India transform from a rural and agriculture-based economy to a

knowledge-based economy. Information Technology has made possible information access at gigabit speeds. It has made tremendous impact on the lives of millions of people who are poor, marginalized and living in rural and far-flung topographies. Internet has made revolutionary changes with possibilities of e-government measures like e-health, e-education, e-agriculture, etc. Today, whether its filing Income Tax returns or applying for passports online or railway e-ticketing, it just need few clicks of the mouse. India's IT potential is on a steady march towards global competitiveness, improving defence capabilities and meeting up energy and environmental challenges amongst others.

## **2.REVIEW OF LITERATURE**

**Kavitha(2012)** The article focuses on the organizational role stress for the employees in the IT sector. It also highlights that woman face more stress than men in the organization to be more specific married women faces more stress than the unmarried women.

**Richardson (2008)** A classification of stress interventions has been done, those are primary, secondary and tertiary. He suggested all the employees to adopt relaxation training intervention for stress management which is the easiest and least expensive approach to implement.

**Kodavatiganti K & Bulusu V.(2011)** The aim of the article isto have a clear understanding of the phenomenon that causes stress among the academicians . According to the article women educators face comparatively higher level of stress than men counterparts. The stress amongst the academicians are caused because of

lengthy working hours, inadequate resources and long working hours, classrooms that are over filled.

**Rosasa J. H. A, Blevinsb R. C. , Gaoc H. ,Tengb W. Y. & White J. (2011)** It reveals the levels of stress that differ by occupational position, and not by age and gender. The analysis shows that female had higher stress rates than males. The main problems faced by students due to stress are sleeping problems, depression and irritability.

**Pratibha G. (2010)** The impact of distress level on the quality of life is negative that may result to serious burnout problems in private banks. The distress level in the banks can only be reduced by various stress management programmes or interventions that would also improve the quality of work life.

## **3.OBJECTIVES**

- To study the cause of stress among employees.
- To find what are the types of stress and analyse the level of stress that are faced by IT professionals.
- To identify the measure to reduce stress.

## **SCOPE OF THE STUDY**

- The study is conducted on the employees of the Information technology (IT) sector.
- It studies the existence or non – existence of stress among the employees in the organization.
- This study identifies the factors which are influencing the employees for stress.
- It also provides the various steps adopted by the organization for managing the work stress of the employees.

## **NEED FOR THE STUDY**

- This study reveals the morale of the employees.
- Analyzing the level of stress faced by employees in the organization and need to suggest some measures to control the stress
- This study provides information to employee to reduce the stress in work place is the need for this study.
- It helps to how employees overcome the stress and maintain their work life and family.

#### **Workplace Stress:**

Workplace stress is the harmful physical and emotional response that occurs when there is a poor match between job demands and the capabilities, resources, or needs of the worker. These conditions may lead to poor work performance or even injury. Job stress is also associated with various biological reactions that may lead ultimately to compromised health, such as cardiovascular disease.

#### **Sources/Causes of Stress:**

Organizational factors- Discrimination in pay/salary structure, strict rules and regulations, Ineffective communication, Peer pressure, Goals conflicts/goals ambiguity, more of centralized and formal organization structure, less promotional opportunities, Lack of employees' participation in decision-making, Excessive control over the employees by managers  
Individual factors

#### **Stress Management:**

Stress management is the need of the hour. However hard we try to go beyond a stress situation, life seems to find new ways of stressing us out and plaguing us with anxiety attacks. Moreover, be it our anxiety, mind-body exhaustion or our erring attitudes, we

tend to overlook causes of stress and the conditions triggered by those.

#### **Strategies for Managing Stress:**

Organizational strategies for managing stress are encouraging more of organizational communication with the employees so that there is no role ambiguity/conflict. Effective communication can also change employee views. Managers can use better signs and symbols which are not misinterpreted by the employees; Encourage employees' participation in decision making.

#### **RESEARCH METHODOLOGY**

**RESEARCH DESIGN:** A research design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure"

#### **DESCRIPTIVERESEARCH:**

Descriptive research is designed to describe something, such as demographical characteristics of consumers who use the products. It deals with determining frequency with which something occurs or how two variables vary together. This study is also guided by and initial hypothesis.

#### **SAMPLING TECHNIQUE**

##### **Convenience sampling method**

Convenience sampling is defined as a **method adopted by researchers where they collect market research data from a conveniently available pool of respondents**. It is the most commonly used sampling technique as it's incredibly prompt, uncomplicated, and economical.

#### **PRIMARY DATA**

The primary data was collected by means of survey. Questionnaires were prepared and IT employees working in various company in Chennai approached to fill up the questionnaires. The questionnaire contains 25 questions. The response of the customer recorded as age, gender, and multiple-choice questions.

**SECONDARY DATA** The secondary data was collected from old journals and depth study of various sources such as books and research papers.

**SAMPLING SIZE:** The study was conducted toward IT employees. The size of the population is 150.

#### AREA OF STUDY

The aim of the study is to understand the employees stress management in Information technology (IT) sector.

**Location:** Chennai

**Targeted people:** IT employees

#### PERIOD OF STUDY

The period of the study is 3 months which is from February 2022 to April 2022

#### STATISTICAL TOOLS USED:

The statistical tools used are SPSS for testing the hypothesis through

1. Chi-square

2. ANOVA

#### HYPOTHESIS TESTING

##### Null Hypothesis

**H0-** There is no significant relationship between gender and Cause of the stress among the employees.

**H0-** There is no significant relationship between level of stress and employees stress management.

##### Alternative Hypothesis

**H1-** There is significant relationship between gender and cause of the stress among the employees.

**H1-** There is significant relationship between level of stress and employees stress management.

#### 5. DATA ANALYSIS

##### CHI- SQUARE METHOD

| Case Processing Summary                   |       |         |               |         |       |         |
|-------------------------------------------|-------|---------|---------------|---------|-------|---------|
|                                           | Valid |         | Cases Missing |         | Total |         |
|                                           | N     | Percent | N             | Percent | N     | Percent |
| Gender * What is the cause of the stress? | 150   | 100.0%  | 0             | 0.0%    | 150   | 100.0%  |

| Case Processing Summary                   |       |         |               |         |       |         |
|-------------------------------------------|-------|---------|---------------|---------|-------|---------|
|                                           | Valid |         | Cases Missing |         | Total |         |
|                                           | N     | Percent | N             | Percent | N     | Percent |
| Gender * What is the cause of the stress? | 150   | 100.0%  | 0             | 0.0%    | 150   | 100.0%  |

| Chi-Square Tests   |                   |    |                                   |
|--------------------|-------------------|----|-----------------------------------|
|                    | Value             | df | Asymptotic Significance (2-sided) |
| Pearson Chi-Square | .870 <sup>a</sup> | 3  | .833                              |
| Likelihood Ratio   | .872              | 3  | .832                              |
| N of Valid Cases   | 150               |    |                                   |

a. 1 cells (12.5%) have expected count less than 5. The minimum expected count is 3.72.

#### RESULT

Since p-value (0.3) is greater than 0.05, we accept the null hypothesis and reject the alternate hypothesis. Therefore, there is no association between the Gender of the IT employees and cause of the stress.

## ONE WAY ANOVA

| ANOVA                          |                |     |             |       |      |
|--------------------------------|----------------|-----|-------------|-------|------|
| Level of stress you are facing |                |     |             |       |      |
|                                | Sum of Squares | df  | Mean Square | F     | Sig. |
| Between Groups                 | 3.507          | 4   | .877        | 1.345 | .256 |
| Within Groups                  | 94.553         | 145 | .652        |       |      |
| Total                          | 98.060         | 149 |             |       |      |

| ANOVA Effect Sizes <sup>ab</sup> |                             |                |                         |      |  |
|----------------------------------|-----------------------------|----------------|-------------------------|------|--|
|                                  |                             | Point Estimate | 95% Confidence Interval |      |  |
| Level of stress you are facing   | Eta-squared                 | .036           | .000                    | .087 |  |
|                                  | Epsilon-squared             | .009           | -.028                   | .062 |  |
|                                  | Omega-squared Fixed-effect  | .009           | -.027                   | .062 |  |
|                                  | Omega-squared Random-effect | .002           | -.007                   | .016 |  |

a. Eta-squared and Epsilon-squared are estimated based on the fixed-effect model.

b. Negative but less biased estimates are retained, not rounded to zero.

## RESULT

Since the **P** value is **0.256**, which is greater than 0.05. we accept null hypothesis and reject alternate hypothesis therefore, there is no significant relationship between the level of stress facing by employees and rate of coping techniques to overcome stress.

## SUGGESTION

- ❖ As from the above study the main cause for the stress are their personal family pressure and the work pressure given by their higher officials.
- ❖ Most of the IT Employees are unable to concentrate on their work and their level of the stress are medium.
- ❖ By giving counselling and some good coping techniques given by their own

organization are helping the employees to overcome the stress.

- ❖ Making time to unwind themselves by doing meditation and yoga is mostly followed by employees to overcome the stress.
- ❖ By involving certain social activities and sporting, reading books, listening to music's, are the major stressbusters for the IT employees.

## CONCLUSION

The study on stress in IT sector has revealed that the respondents feel that they are satisfied with the environment where they are working and they are happy with the effective team work among the employees. The employees are feeling happy when they spend their time with loved ones. The company can focus on some stress relief programs in order to keep the employees happier and more enthusiastic. And I think that the employees are working with medium stress that can improve their working styles. It is the responsibility of the organization to see that its employees undergo stress relaxation practices to overcome stress which maintains the sound health of the employees.

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