

A STUDY ON STRESS MANAGEMENT OF EMPLOYEES IN IT SECTOR

Submitted in partial fulfillment of the requirements for the award of

Master of Business Administration

by

KHOKUL BAARATHI S

39410248



SCHOOL OF BUSINESS ADMINISTRATION

SATHYABAMA

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

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

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Jeppiaar Nagar, Rajiv Gandhi Salai, Chennai – 600 119

www.sathyabama.ac.in

SCHOOL OF BUSINESS ADMINISTRATION

BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of **KHOKUL BAARATHI S 39410248** who have done the Project entitled "**A STUDY ON STRESS MANAGEMENT OF EMPLOYEES IN IT SECTOR**" under my supervision from **December 2020 to March 2021**.

Ms. KAVITHA RAJAYOGAN

Internal Guide

External Guide

Dr. BHUVANESWARI G.

Dean – School of Business Administration

Submitted for Viva voce Examination held on _____

Internal Examiner

External Examiner

DECLARATION

I **KHOKUL BAARATHI S (39410248)** hereby declare that the Project Report entitled **A STUDY ON STRESS MANAGEMENT OF EMPLOYEES IN IT SECTOR** done by me under the guidance of **Ms. KAVITHA RAJAYOGAN** is submitted in partial fulfilment of the requirements for the award of Master of Business Administration degree.

DATE:

PLACE:

KHOKUL BAARATHI S

ABSTRACT

In India, one of the most developing sectors is Information Technology. The IT has become more competitive service sector in India. From the beginning of this decade, IT have been facing greater challenges in terms of technological revolution, service diversification and global servicing. So, everyone cannot adapt with the change challenges that they come across in IT sector which leads to stress. Stress is been all over a human life. The impact of stress in employees of IT sector is more in numbers. And it had been common in IT sector in this era because the change Technology, competitiveness, complexity in job. In IT sector performance of an employee is more important and they need to update their knowledge in often to sustain Job Security. Hence this, study was made to find out the causes of stress in employees of IT sector and suggesting organizations to improve the stress management of the employees.

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CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION

Due to globalization of Indian economy and encouraging government policies Information Technology (IT) industry in India has got a remarkable boost. In the IT industry a continuous pressure can be seen among IT professionals to provide effective services efficiently and have to be cost effective. IT professionals are prone to develop a lot of health-related problems due to constant physical and mental stress of their work. Globalization and privatization play a very important role s, job insecurity; insecurity regarding future working situation and swift obsolescence of skills are causes of stress.

IT industry has turn into one of the fastest mounting industries in India. Strong demand over the past few years has positioned India among the fastest growing IT markets in all over the world. Any kind of a job has targets, and an employee becomes stressed when he or she is allotted with unachievable targets and are unable to manage a given situation. In today's competitive world stress is a very common phenomenon. It is a state which the normal mental and physical health of a person can be distressed.

Stress is connected with two elements namely constraints and demand. The constraints prevent us from doing what we desire. While the demand refers to the loss of something desired. Human body tries to adjust to different circumstances or to the changing environment around him. In this process, the body puts extra work and which results in causing stress. Stress disturbs the normal functioning of the body. Stress is not always harmful. It helps the person to work properly in the firm Thus we can say that stress is simply the body's non-specific reaction to any demand made on it. Stress may cause heart attacks and accidents.

The important thing is that certain type of stress is normal and essential. 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.

1.2 INDUSTRY PROFILE

Information Technology in India is an industry consisting of two major components: IT services and business process outsourcing (BPO). The sector has increased its contribution to India's GDP from 1.2% in 1998 to 7.7% in 2017. According to NASSCOM, the sector aggregated revenues of US\$180 billion in 2019, with export revenue standing at US\$99 billion and domestic revenue at US\$48 billion, growing by over 13%. As of 2020, India's IT workforce accounts for 4.36 million employees. The United States accounts for two-thirds of India's IT services exports.

HISTORY

India's IT Services industry was born in Mumbai in 1967 with the creation of Tata Consultancy Services who in 1977 partnered with Burroughs which began India's export of IT services. The first software export zone, SEEPZ – the precursor to the modern-day IT park – was established in Mumbai in 1973. More than 80 percent of the country's software exports were from SEEPZ in the 1980s.

Within 90 days of its establishment, the Task Force produced an extensive background report on the state of technology in India and an IT Action Plan with 108 recommendations. The Task Force could act quickly because it built upon the experience and frustrations of state governments, central government agencies, universities, and the software industry. Much of what it proposed was also consistent with the thinking and recommendations of international bodies like the World Trade Organization (WTO), International Telecommunications Union (ITU), and World Bank. In addition, the Task Force incorporated the experiences of Singapore and other nations, which implemented similar programs. It was less a task of invention than of sparking action on a consensus that had already evolved within the networking community and government.

Regulated VSAT links became visible in 1994. Desai (2006) describes the steps taken to relax regulations on linking in 1991: In 1991 the Department of Electronics broke this impasse, creating a corporation called Software Technology Parks of India (STPI) that, being owned by the government, could provide VSAT communications without breaching its monopoly. STPI set up software technology parks in different cities, each of which provided satellite links to be used by firms; the local link was a wireless radio link. In 1993 the government began to allow individual companies their own dedicated links, which allowed work done in India to be transmitted abroad directly. Indian firms soon convinced their American customers that a satellite link was as reliable as a team of programmers working in the clients' office.

A joint EU-India group of scholars was formed on 23 November 2001 to further promote joint research and development. On 25 June 2002, India and the European Union agreed to bilateral cooperation in the field of science and technology. India holds observer status at CERN, while a joint India-EU Software Education and Development Centre will be located in Bangalore.

Major information technology hubs in India

Bengaluru

Bengaluru is known as the "Silicon Valley of India". Notable tech parks are Electronics City Phase I & II, ITPL, Bagmane Tech Park, Embassy Golf Links, Manyata Tech Park, Global Village Tech Park, Embassy Tech Village. Apart from these IT companies are also located in several other parts of the city. Notable IT companies of the area include Infosys, Wipro, HCL Technologies, SAP Labs, Accenture, TCS, Oracle, IBM India, Fusion Charts, Sonata Software, Strand Life Sciences, Mindtree, and Intuit India.

Hyderabad

Hyderabad – known for theHITEC City or Cyberabad – is a major global IT hub, and the largest bioinformatics hub in India. Hyderabad has emerged as the second largest city in the country for software exports pipping competitors Chennai and Pune. As of 2020, the IT exports from Hyderabad was ₹128,807 crore (US\$15 billion), the city

houses 1500 IT and ITES companies that provide 582,126 employment. Notable tech and pharma parks are HITEC City, Genome Valley, and Hyderabad Pharma City

Kolkata

Kolkata is the financial and business hub of Eastern India. The metro city has seen a significant rise in IT services. In August 2018, the West Bengal Government has announced that 200 acres of land in Rajarhat Newtown will be used for the development of Bengal Silicon Valley, similar to the California Silicon Valley in San Francisco, USA. The main intention of this project is to create a business-friendly environment for IT companies to set up their business in the city. Major IT Parks include Sector V, DLF 1,2, Gitanjali Park SEZ, Eco space.

Chennai

As of 2012, Chennai is India's Largest exporter of information technology (IT) and business process outsourcing (BPO) services. Tidel Park in Chennai was billed as Asia's largest IT park when it was built. Notable tech parks are International Tech Park, DLF SEZ, Mahindra World City, SIPCOT IT Park, Olympia Tech Park and Ramanujan IT City. City has an expressway called as IT expressways and a preferred location for IT industries. Major software companies have their offices set up here, with some of them making Chennai their largest base.^[28]

Pune

The Rajiv Gandhi Infotech Park in Hinjawadi is a ₹600-billion (US\$8.9 billion) project by the Maharashtra Industrial Development Corporation (MIDC). The IT Park encompasses an area of about 2,800 acres (11 km²) and is home to over 800 IT companies of all sizes. Besides Hinjawadi, IT companies are also located at Magarpatta, Kharadi and several other parts of the city. As of 2017, the IT sector employs more than 300,000 people.

Delhi NCR

Delhi NCR is one of the major IT hubs in India. Cities like Gurugram and Noida have several companies that serves the local and global markets.

Mumbai

On one side Mumbai is a densely populated city on India's west coast but on other hand, it is the financial capital of India and now became an IT Hub too. Mumbai has a lot of IT business parks including the World Trade Centre and it is also the home to notable companies such as TCS, 3i Infotech Ltd, Oracle FinServ, and Mastek.

Ahmedabad and Gandhinagar – GIFT City

In between Ahmedabad and Gandhinagar, a project namely GIFT City is under construction. The project features techno park, special economic zone, convention centre and Software Technology Parks for some of the leading IT companies.

Jaipur

Jaipur is also a emerging hub of information technology with multiple corporates offices opening and universities giving thousands of IT graduates every year. Also, being the remote city of New Delhi, the Jaipur has added advantage of attracting companies from NCR.

1.3 NEED FOR STUDY

The word stress is found in all the professions, and it's the fact that every job has its own complexity and at times the job profile itself may be stressful, the very affected are the IT professionals who are highly target driven, highly pressured on results, and are squeezed both physically and mentally to the maximum on their roles and loads. Hence a study was made to find out the stress management in IT sector and suggesting organizations to improve the stress management course.

1.4 SCOPE OF THE STUDY

The scope of this research would be to identify the stress the employees at different levels face in the organization and how much mentally they are fit to face this kind of stress. To learn the ways the organization deals to handle the kind of stress the employees face. To know how the organization gets affected due to the stress faced by the employees.

1.5 OBJECTIVE OF THE STUDY

1.5.1 Primary Objective

- To understand the concept of job stress and its impact on employees in IT sector.

1.5.2 Secondary Objectives

- To find the stress level and cause of stress from various factors listed below.
 - i. Work force leading to stress
 - ii. Work Culture leading to stress
 - iii. Employee Personal Factors
 - iv. Managerial Problems
- To identify the measures to reduce stress, in order to increase the skill of the employees.

1.6 LIMITATIONS OF THE STUDY

- The analysis of the present study has been carried out based on the information has collected from the employee in IT sector.
- The study is an opinion survey; caution may have to be exercised while extending the result to other areas.
- Due to time constrict only 120 numbers of respondents were considered.
- The result fully depends on the information given by the respondents which may be based.

CHAPTER 2

REVIEW OF LITERATURE

Nair and 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.

Satpathy, Patnaik and Mitra (2014) studied the stress level in IT sector. The individuals working in the information technology field face more stress because they have to update their knowledge endlessly. The various contributing factors and associated attributes for stress found are- sources of job stress that is linked to job dissatisfaction, job satisfaction is directly related to stress and work culture of organization, significant correlation between organizational climate and job stress, higher stress is directly proportional to quality of work life of IT professionals, direct relationship between stress and job performance, married women face more stress as compared to men.

Anbarasan and Jaganath (2014) Stress was examined at lower level. (Administrative employees, team leaders, employees) Stress was found to be a significant problem and the results were used to find solutions for reducing the stress level problems of employees and thereby suggestions were given to improve the productivity of the company. The companies were given suggestions to minimize the stress level by reducing heavy workload, by providing proper training to employees regarding the task they do, to provide a good working environment to employees which provides a pleasant feel to the employees, to recognize the work of employees and to reward them for the work they do which motivates the employees to work more effectively.

Bashir, U., & Ramay, M. I. (2010) examined that relationship between job stress and job performance on bank employees of banking sector in Pakistan. The study tests

the purpose model in relation of job stress and its impact on job performance by using (n=144) data of graduate, senior employees including managers and customers services officers of well reputed growing bank in Pakistan. The results show that job stress significantly reduce the performance of an individual. The results suggest that organization should facilitate supportive culture within the working atmosphere of the organization.

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.

Charu M (2013), in his study “Effect of Occupational Stress on QWL: Amongst the Associates of IT Industry” 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.

Weiss M (1983), The Author investigated the sources of Job stress that is linked to Job dissatisfaction, Job related tension and anxiety and reduced productivity and effective-ness. He tried to reduce sources of stress so that he can prevent the deleterious health consequences. Through his study he determined the potential of social support that alleviate the deleterious consequences of stress.

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.

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.

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 employees. 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.

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.

Sinha V. and Subramanian K.S (2012), The study highlights that 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.

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.

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.

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.

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 as a whole. Hence, specific problem related solution or interventions should be adapted for better organizational performance and effectiveness.

A.Y.Tatheer (2013), Majority of the bankers of Pakistan claim that they are highly stressed because of their jobs that not only affect their performance in banks but also equally affect their health and personal life. They also declare that the organizational politics and bureaucracy are the main reasons of stress in their banks.

CHAPTER 3

RESEARCH METHODOLOGY

Research methodology is a way to systematically solve the research problems. It may be understood as a science of studying how research is done scientifically. It includes the overall research design, the sampling procedure, data collection method and analysis procedure.

3.1 RESEARCH DESIGN

A research design is considered as the framework or plan for a study that guides as well as helps the data collection and analysis of data.

3.1.1 Descriptive Research Design

Descriptive research is a study designed to depict the participants in an accurate way. More simply put, descriptive research is all about describing people who take part in the study.

3.2 SAMPLING TECHNIQUE

3.2.1 Convenience sampling method

A convenience sample is one of the main types of non-probability sampling methods. A convenience sample is made up of people who are easy to reach.

3.3 SOURCES OF DATA

3.3.1 Primary data

Primary data, by contrast, are collected by the investigator conducting the research.

3.3.2 Questionnaire

The questionnaire tried to capture the responses of the customers mainly on the key deliverables, derived from the survey conducted, and a few questions have been

included to gauge the level of satisfaction and to gain insight into employee expectations.

3.3.3 Secondary Data sources

Secondary data refers to data that was collected by someone other than the user. Common sources of secondary data for Journal, Books, Websites, organisational records and data that was originally collected for other research purposes.

3.4 STRUCTURE OF QUESTIONNAIRE

There are two broad types of questions open ended or open questions, and closed ended or closed questions. Open questions enable respondents to answer as they wish. Closed questions provide respondents with a list of options from which they choose.

3.5 SAMPLE SIZE

The total sample size of the respondents through questionnaire comprises of 120 members.

3.6 PERIOD OF STUDY

The period of study is from December 2020 to March 2021 which is three months of study.

3.7 ANALYTICAL TOOLS

The analytical tools used are SPSS for testing the hypothesis, Chi Square test in SPSS tool and ANOVA in SPSS tool and correlations in SPSS tool.

CHAPTER 4

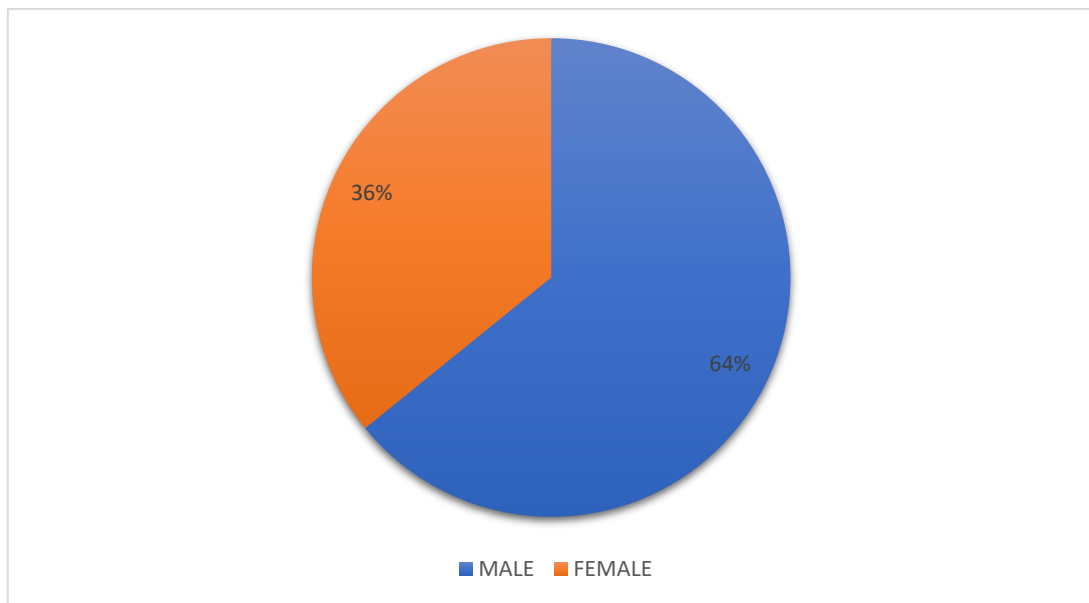
DATA ANALYSIS AND INTERPRETATION

4.1 PERCENTAGE ANALYSIS

4.1.1: Table showing Gender of the respondents

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
MALE	77	64.2
FEMALE	43	35.8
TOTAL	120	100

Source: Primary Data



4.1.1: Chart representing Gender of the respondents

INTERPRETATION

From the above table it is interpreted that the number of male respondents is 64.2% and female respondents is 35.8%.

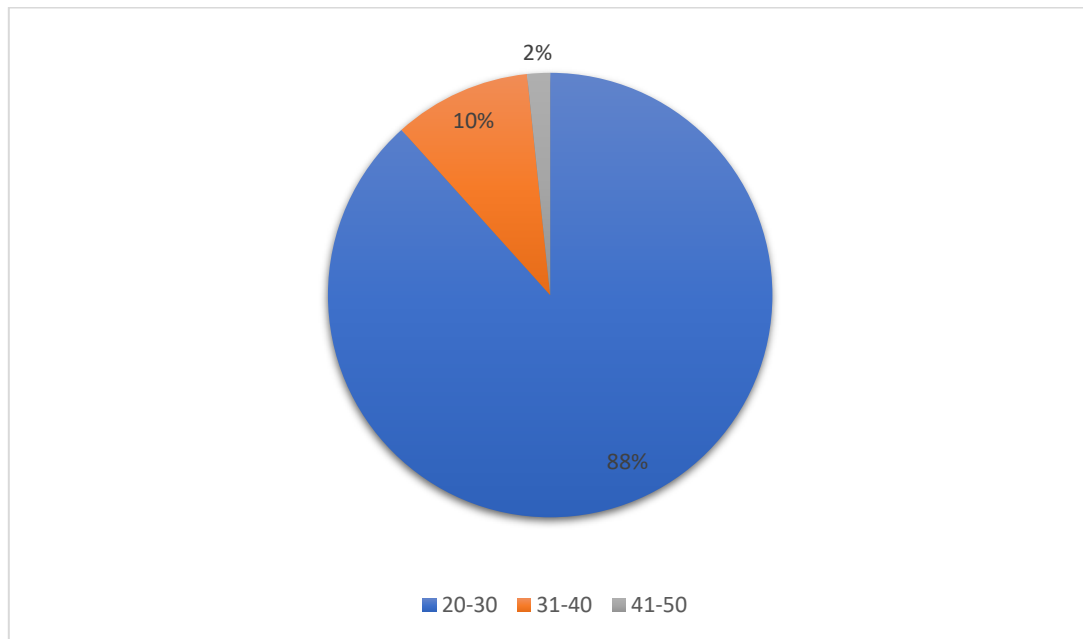
INFERENCE

Majority of 64% of respondents is male.

4.1.2: Table showing Age of the respondents

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
20-30	106	88
31-40	12	10
41-50	2	2
TOTAL	120	100

Source: Primary Data



4.1.2: Chart representing Age of the respondents

INTERPRETATION

From the above table it is interpreted that the age of respondents of 20-30 years is 88%, 31-40 years and 41-50 years is 2%.

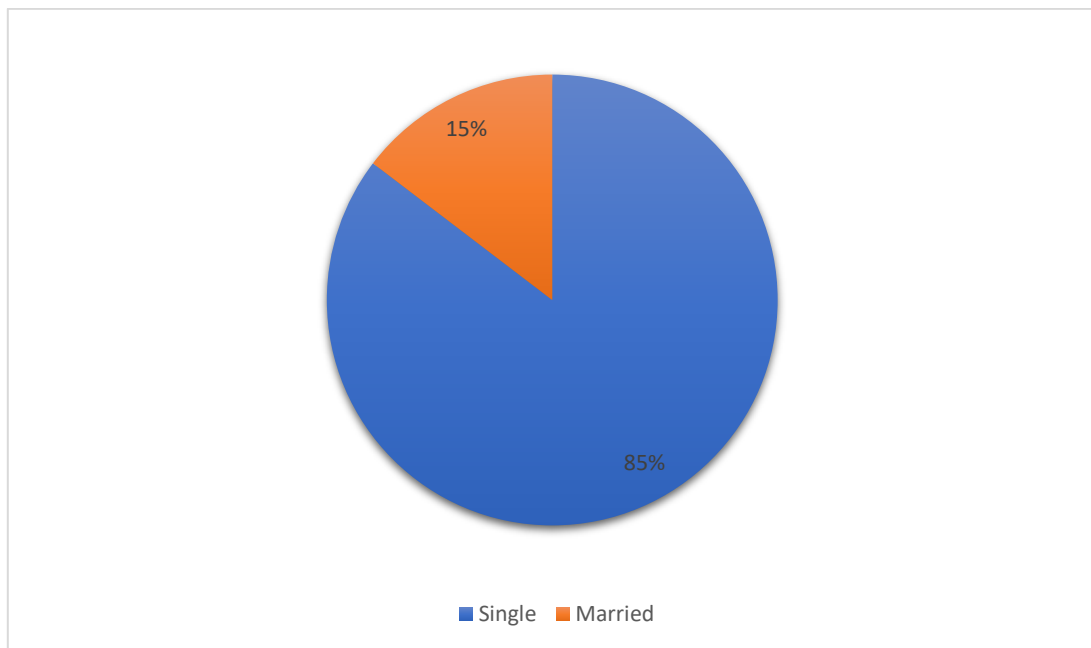
INFERENCE

Majority of 88% of respondents is 20-30 years.

4.1.3: Table showing Marital status of the respondents

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
SINGLE	105	85
MARRIED	18	15
TOTAL	120	100

Source: Primary Data



4.1.3: Chart representing Marital status of the respondents

INTERPRETATION

From the above table it is interpreted that the number of single respondents is 85% and married respondents is 15%.

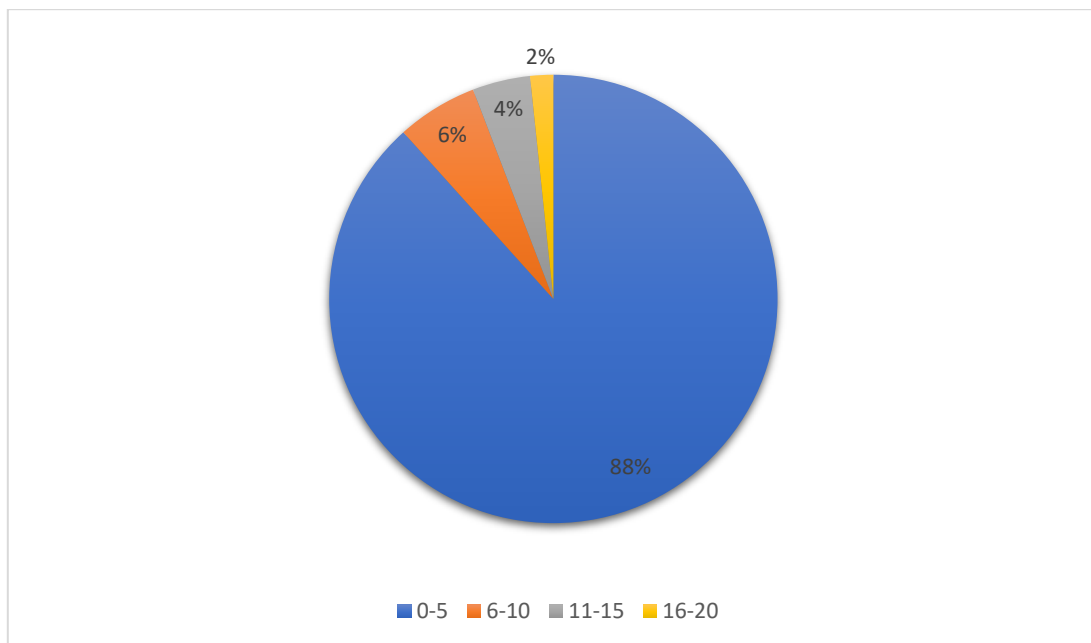
INFERENCE

Majority of 85% of respondents are Single.

4.1.4: Table showing Experience of the respondents

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
0-5	106	88
6-10	7	6
11-15	5	4
16-20	2	2
TOTAL	120	100

Source: Primary Data



4.1.4: Chart representing Experience of the respondents

INTERPRETATION

From the above table it is interpreted that the number of respondents in 0-5 years of experience is 88%, 6-10 years is 6%, 11-15 years is 4% and 16-20 years is 2%.

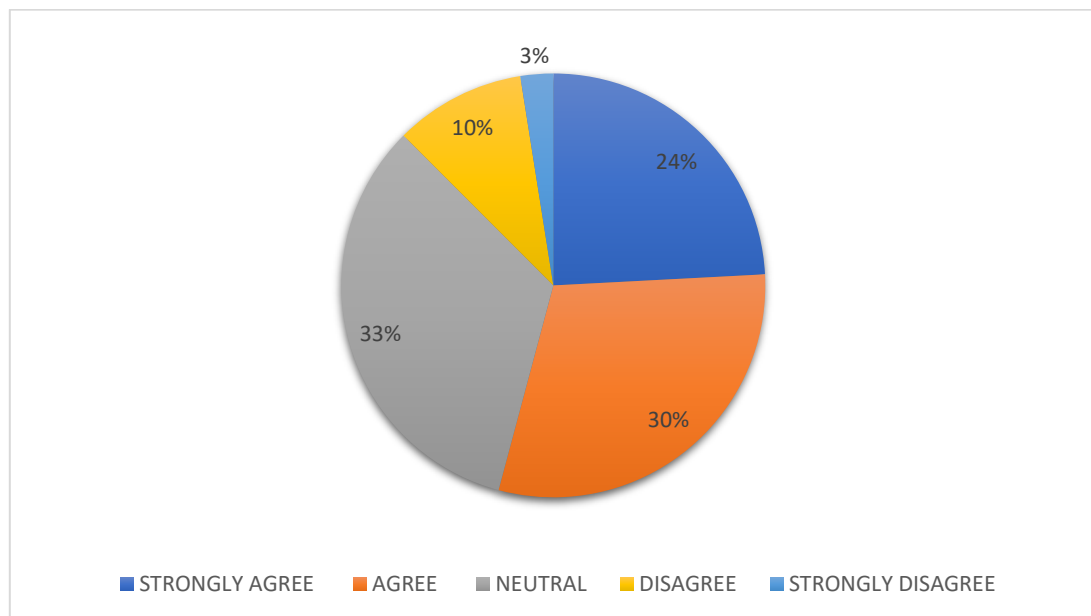
INFERENCE

Majority of 88% of respondents are 0-5 years in experience.

4.1.5: Table showing Not having enough time to manage my stress properly

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	29	24
AGREE	36	30
NEUTRAL	40	33
DISAGREE	12	10
STRONGLY DISAGREE	3	3
TOTAL	120	100

Source: Primary Data



4.1.5: Chart representing Not having enough time to manage my stress properly

INTERPRETATION

From the above table is interpreted that the number of respondents in Strongly agree is 24%, Agree is 30%, Neutral is 33%, Disagree is 10% and Strongly Disagree is 3%.

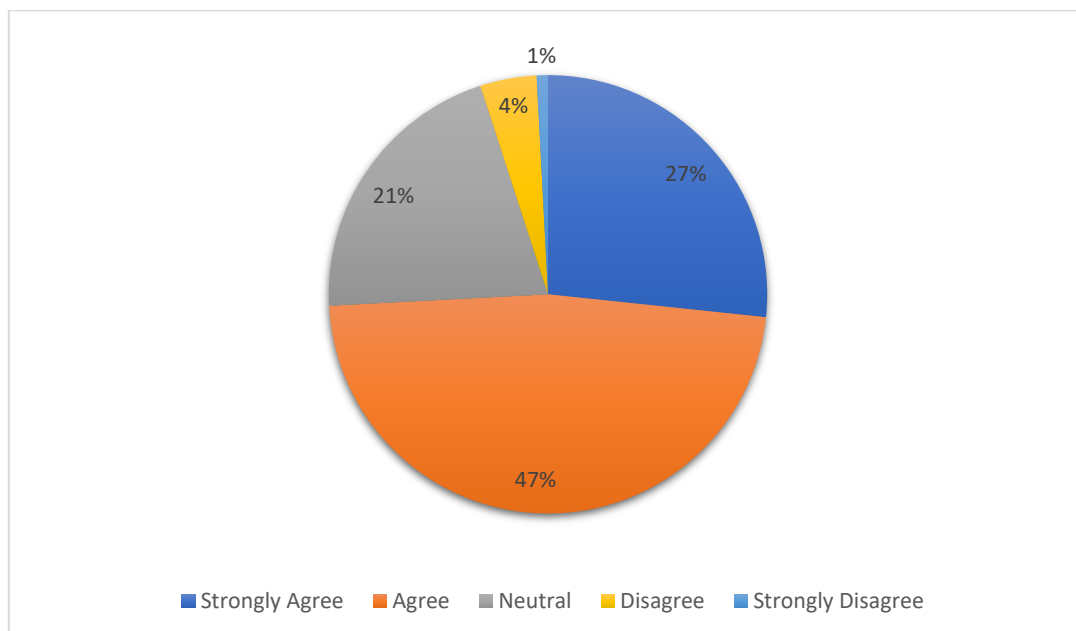
INFERENCE

Majority of 33% of respondents is Neutral.

4.1.6: Table showing: Work includes many deadlines and challenges

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	32	27
AGREE	57	48
NEUTRAL	25	21
DISAGREE	5	4
STRONGLY DISAGREE	1	1
TOTAL	120	100

Source: Primary Data



4.1.6: Chart representing Work includes many deadlines and challenges

INTERPRETATION

From the above table is interpreted that the number of respondents in Strongly Agree is 27%, Agree is 47%, Neutral is 21%, Disagree is 4% and Strongly Disagree is 1%.

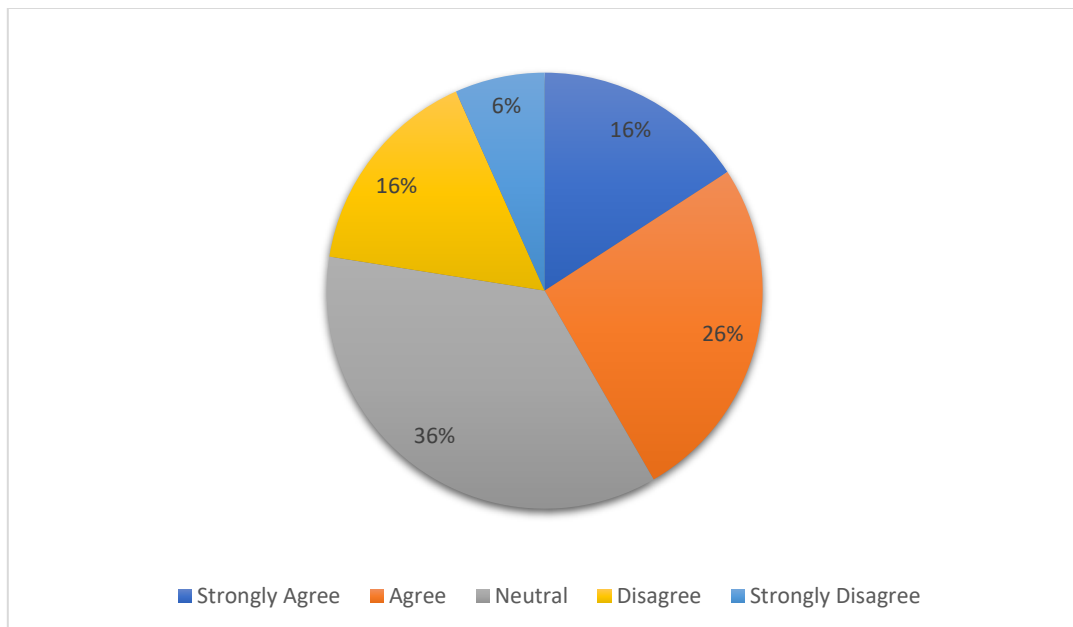
INFERENCE

Majority of 47% of respondents is Agree.

4.1.7: Table showing High level of stress due to change of job

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	19	16
AGREE	31	26
NEUTRAL	43	36
DISAGREE	19	16
STRONGLY DISAGREE	8	6
TOTAL	120	100

Source: Primary Data



4.1.7: Chart representing High level of stress due to change of job

INTERPRETATION

From the above table is interpreted that the number of respondents in Strongly Agree is 16%, Agree is 26%, Neutral is 36%, Disagree is 16% and Strongly Disagree is 6%.

INFERENCE

Majority of 36% of respondents is Neutral.

4.1.8: Table showing Job Security Fear

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	23	19
AGREE	28	23
NEUTRAL	45	38
DISAGREE	12	10
STRONGLY DISAGREE	12	10
TOTAL	120	100

Source: Primary Data

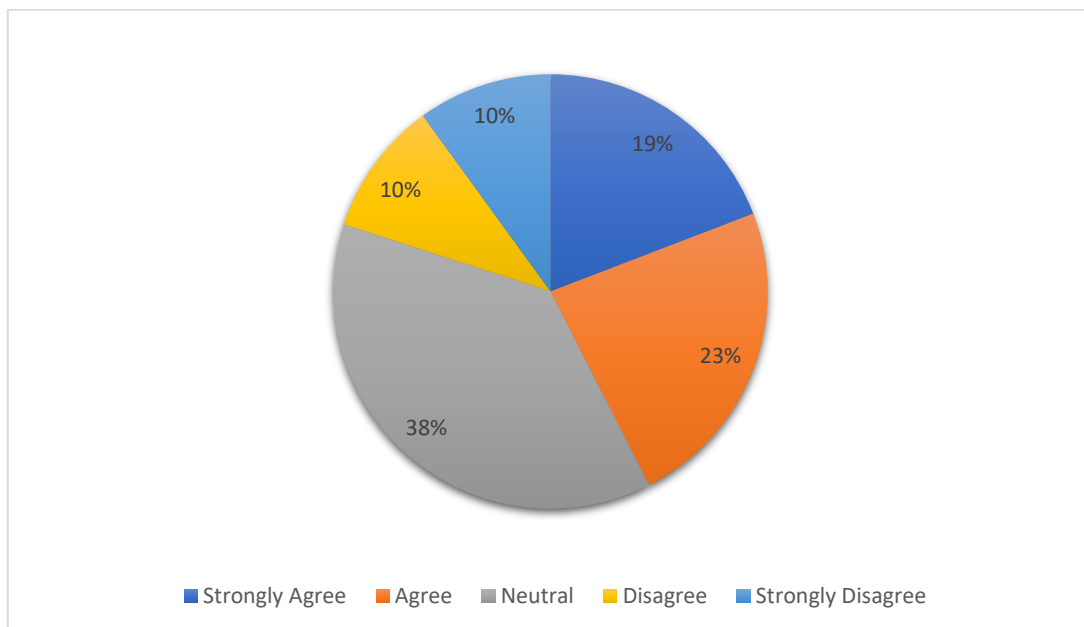


Chart 4.1.8: Job Security Fear

INTERPRETATION

From the above table is interpreted that the number of respondents in Strongly Agree is 19%, Agree is 23%, Neutral is 38%, Disagree is 10% and Strongly Disagree is 10%.

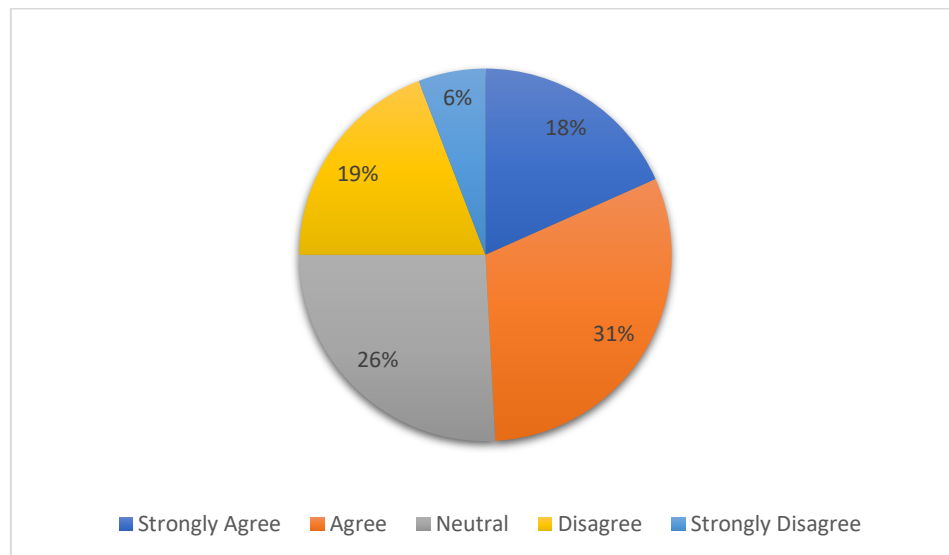
INFERENCE

Majority of 38% of respondents is Neutral.

4.1.9: Table showing Couldn't control emotions during problematic situations in work

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	22	18
AGREE	37	31
NEUTRAL	31	26
DISAGREE	23	19
STRONGLY DISAGREE	7	6
TOTAL	120	100

Source: Primary Data



4.1.9: Chart representing Couldn't control emotions during problematic situations in work

INTERPRETATION

From the above table is interpreted that the number of respondents in Strongly Agree is 18%, Agree is 31%, Neutral is 26%, Disagree is 19% and Strongly Disagree is 6%.

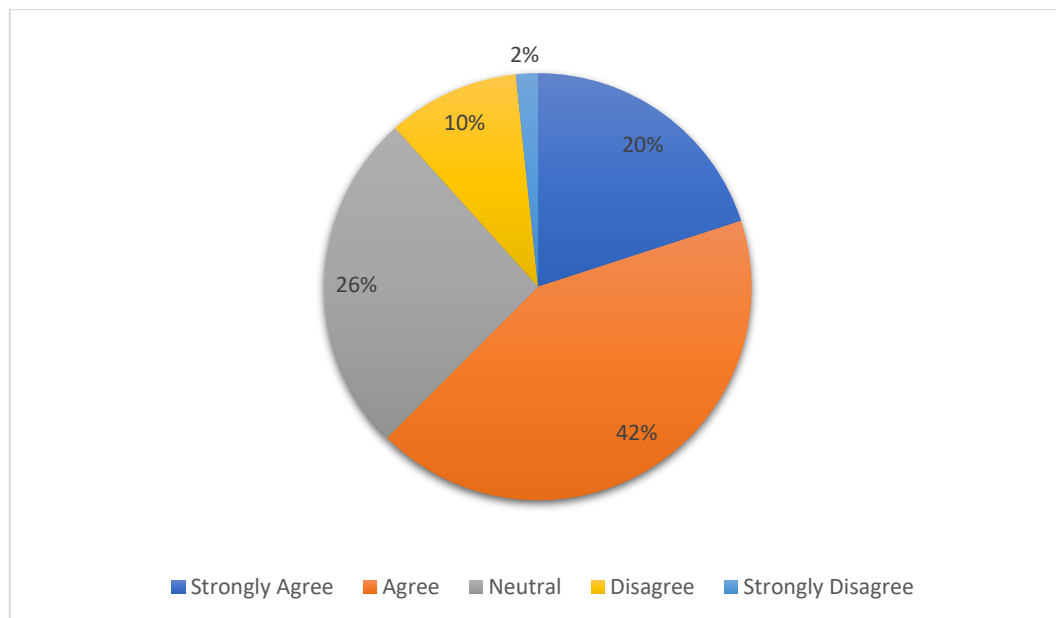
INFERENCE

Majority of 31% of respondents is Agree.

4.1.10: Table showing Work crisis is the major factor leads to stress

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	24	20
AGREE	51	43
NEUTRAL	31	26
DISAGREE	12	10
STRONGLY DISAGREE	2	2
TOTAL	120	100

Source: Primary Data



4.1.10: Chart representing Work crisis is the major factor leads to stress

INTERPRETATION

From the above table is interpreted that the number of respondents in Strongly Agree is 20%, Agree is 42%, Neutral is 26%, Disagree is 10% and Strongly Disagree is 2%.

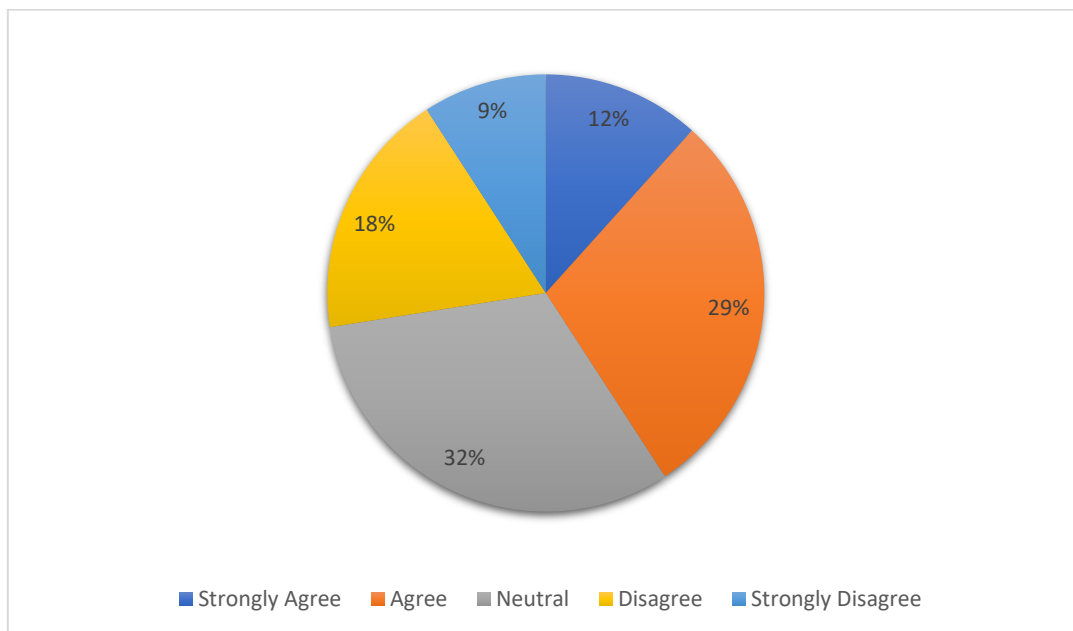
INFERENCE

Majority of 42% of respondents is Agree.

4.1.11: Table showing Frequent change in team members

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	14	12
AGREE	35	29
NEUTRAL	38	32
DISAGREE	22	18
STRONGLY DISAGREE	11	9
TOTAL	120	100

Source: Primary Data



4.1.11: Chart representing Frequent change in team members

INTERPRETATION

From the above table is interpreted that the number of respondents in Strongly Agree is 12%, Agree is 29%, Neutral is 32%, Disagree is 18% and Strongly Disagree is 9%.

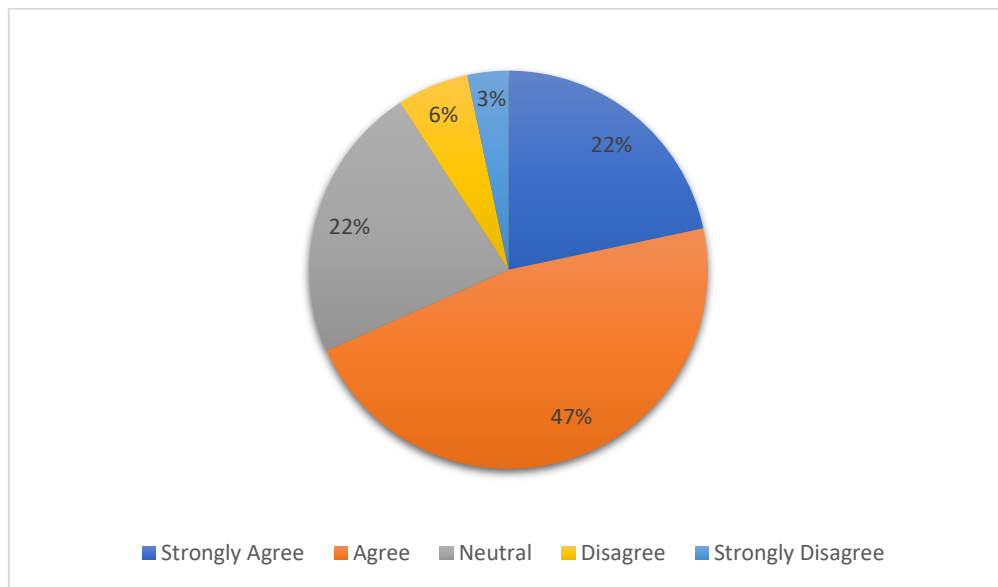
INFERENCE

Majority of 32% of respondents is Neutral.

4.1.12: Table showing Personal goals, targets, change in working hours, conditions, and climate and work environment

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	26	22
AGREE	56	47
NEUTRAL	27	23
DISAGREE	7	6
STRONGLY DISAGREE	4	3
TOTAL	120	100

Source: Primary Data



4.1.12: Chart representing Personal goals, targets, change in working hours, conditions, and climate and work environment

INTERPRETATION

From the above table is interpreted that the number of respondents in Strongly Agree is 22%, Agree is 47%, Neutral is 22%, Disagree is 6% and Strongly Disagree is 3%.

INFERENCE

Majority of 47% of respondents is Agree.

4.1.13: Table showing Forcing to work overtime

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	30	25
AGREE	35	29
NEUTRAL	32	27
DISAGREE	17	14
STRONGLY DISAGREE	6	5
TOTAL	120	100

Source: Primary Data

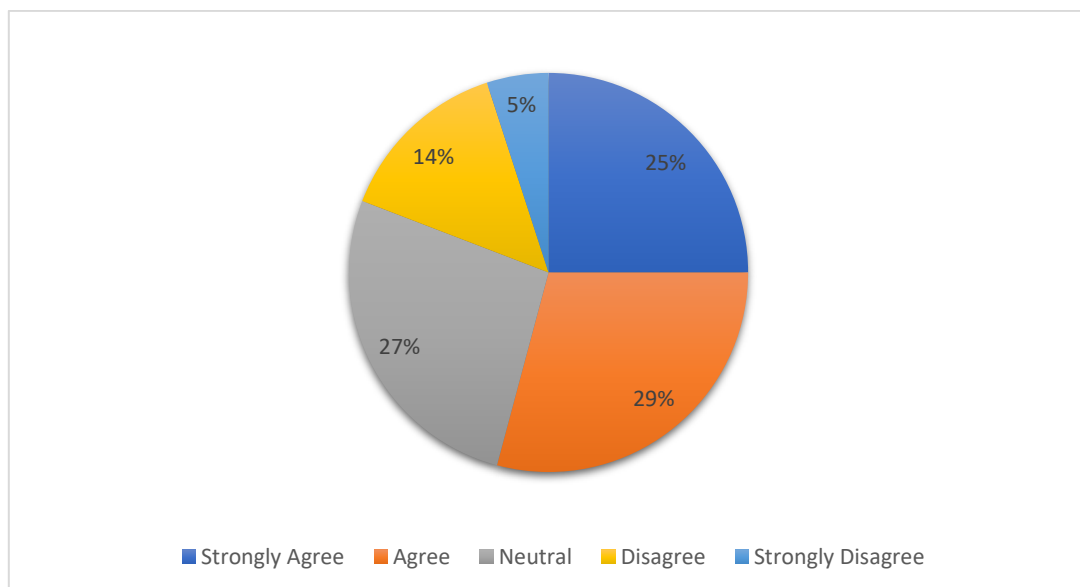


Chart 4.1.13: Chart representing Forcing to work overtime

INTERPRETATION

From the above table is interpreted that the number of respondents in Strongly Agree is 25%, Agree is 29%, Neutral is 27%, Disagree is 14% and Strongly Disagree is 5%.

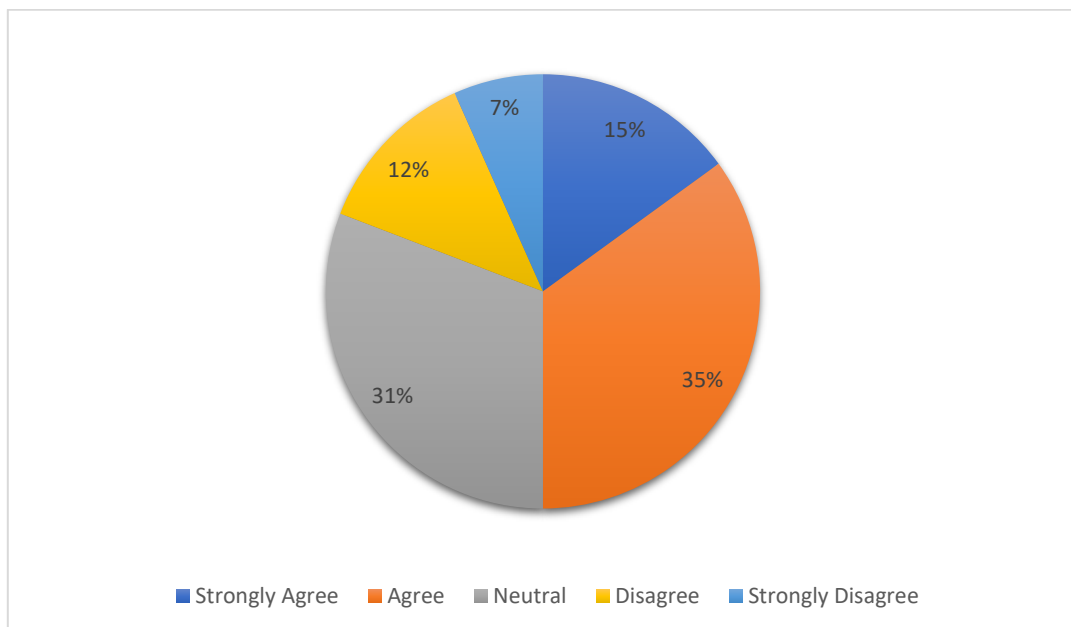
INFERENCE

Majority of 29% of respondents is Agree.

4.1.14: Table showing More work than the capability

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	18	15
AGREE	42	35
NEUTRAL	37	31
DISAGREE	15	13
STRONGLY DISAGREE	8	7
TOTAL	120	100

Source: Primary Data



4.1.14: Chart representing More work than the capability

INTERPRETATION

From the above table is interpreted that the number of respondents in Strongly Agree is 15%, Agree is 35%, Neutral is 31%, Disagree is 12% and Strongly Disagree is 7%.

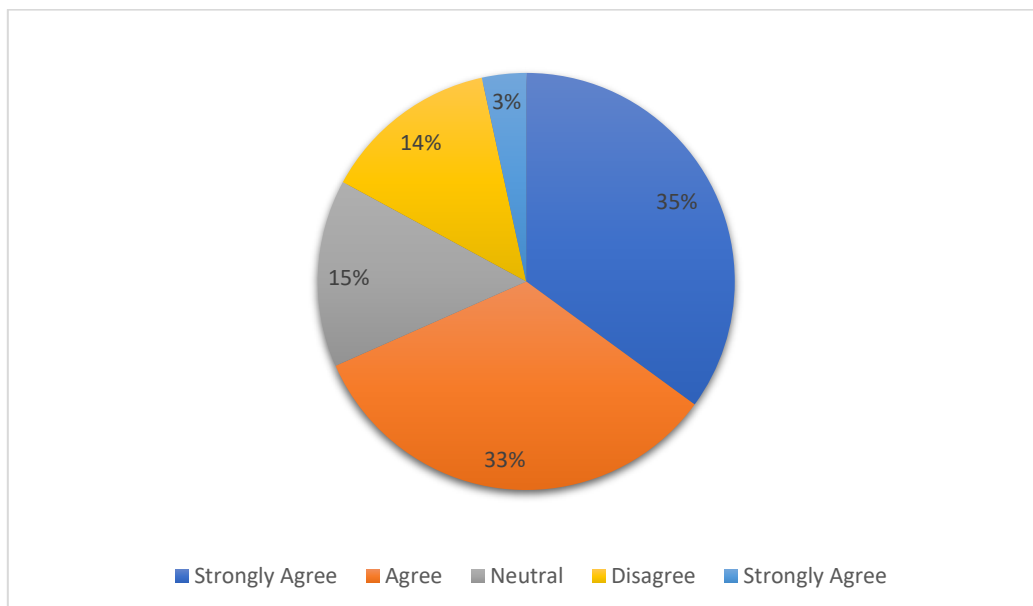
INFERENCE

Majority of 35% of respondents is Agree.

4.1.15: Table showing Less salary in comparison to the magnitude of workload

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	41	34
AGREE	39	33
NEUTRAL	17	14
DISAGREE	16	13
STRONGLY DISAGREE	7	6
TOTAL	120	100

Source: Primary Data



4.1.15: Chart representing Less salary in comparison to the magnitude of workload.

INTERPRETATION

From the above table is interpreted that the number of respondents in Strongly Agree is 35%, Agree is 33%, Neutral is 15%, Disagree is 14% and Strongly Disagree is 3%.

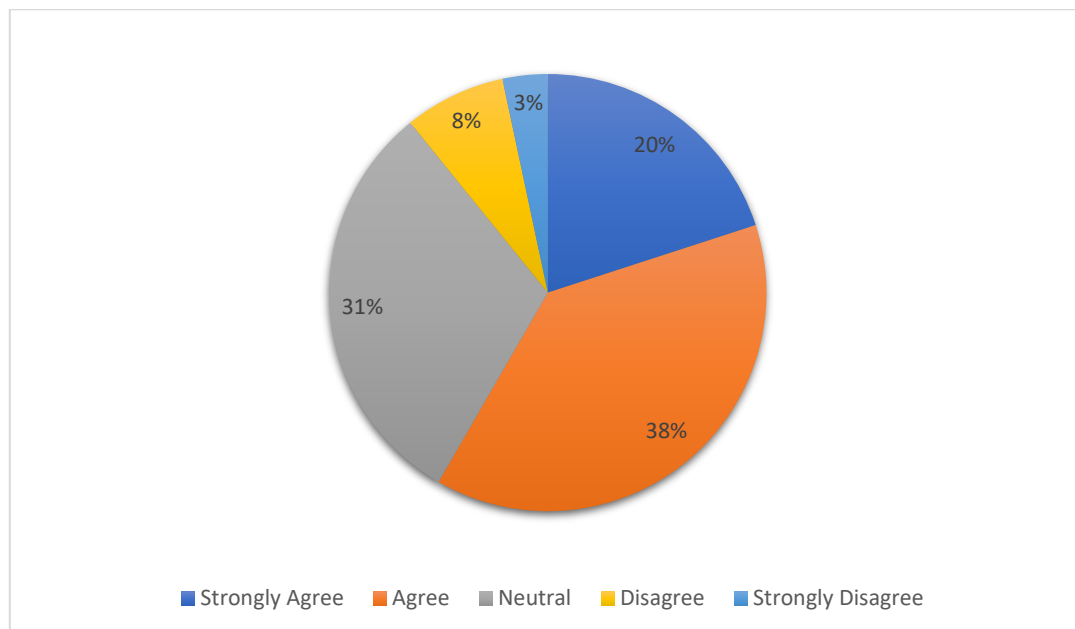
INFERENCE

Majority of 35% of respondents is Strongly Agree.

4.1.16: Table showing Work under pressure circumstances

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	24	20
AGREE	46	38
NEUTRAL	37	31
DISAGREE	9	8
STRONGLY DISAGREE	4	3
TOTAL	120	100

Source: Primary Data



4.1.16: Chart representing Work under pressure circumstances

INTERPRETATION

From the above table is interpreted that the number of respondents in Strongly Agree is 20%, Agree is 38%, Neutral is 31%, Disagree is 8% and Strongly Disagree is 3%.

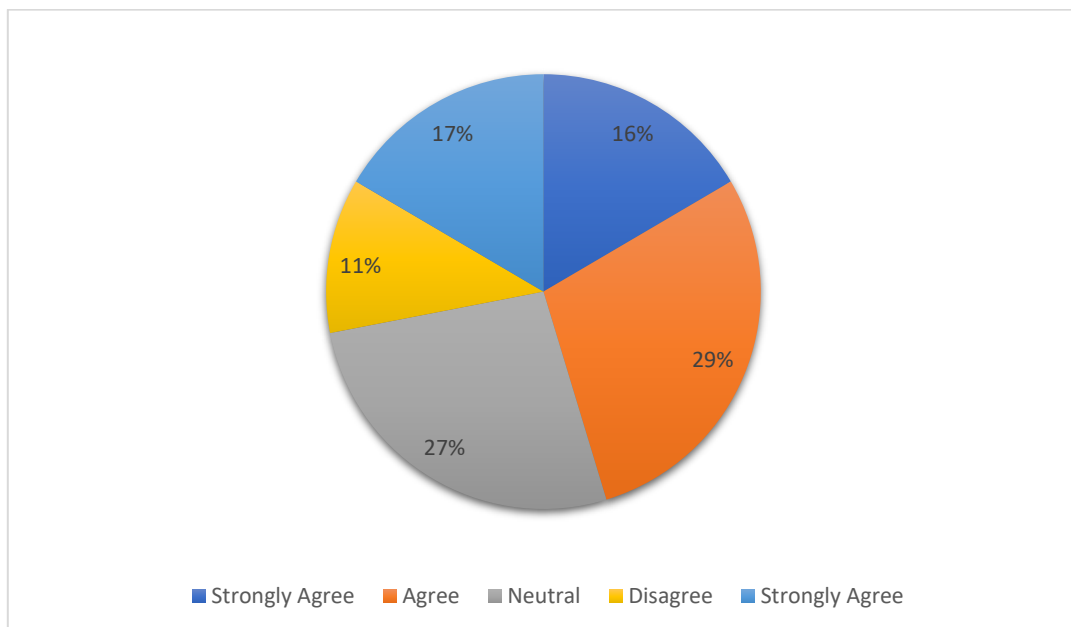
INFERENCE

Majority of 38% of respondents is Agree.

4.1.17: Table showing Managing the work load with insufficient resources

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	23	19
AGREE	40	33
NEUTRAL	37	31
DISAGREE	16	13
STRONGLY DISAGREE	4	3
TOTAL	120	100

Source: Primary Data



4.1.17: Chart representing Managing the work load with insufficient resources

INTERPRETATION

From the above table is interpreted that the number of respondents in Strongly Agree is 16%, Agree is 29%, Neutral is 27%, Disagree is 11% and Strongly Disagree is 17%.

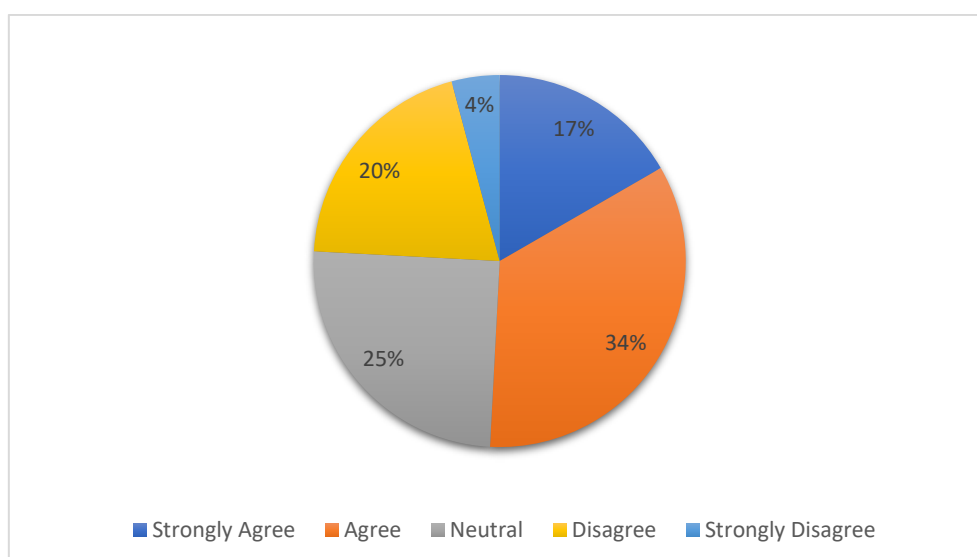
INFERENCE

Majority of 29% of respondents is Agree.

4.1.18: Table showing Finding a job with another employer with approximately the same income and fringe benefits

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	20	17
AGREE	41	34
NEUTRAL	30	25
DISAGREE	24	20
STRONGLY DISAGREE	5	4
TOTAL	120	100

Source: Primary Data



4.1.18: Chart representing Finding a job with another employer with approximately the same income and fringe benefits

INTERPRETATION

From the above table is interpreted that the number of respondents in Strongly Agree is 17%, Agree is 34%, Neutral is 25%, Disagree is 20% and Strongly Disagree is 4%.

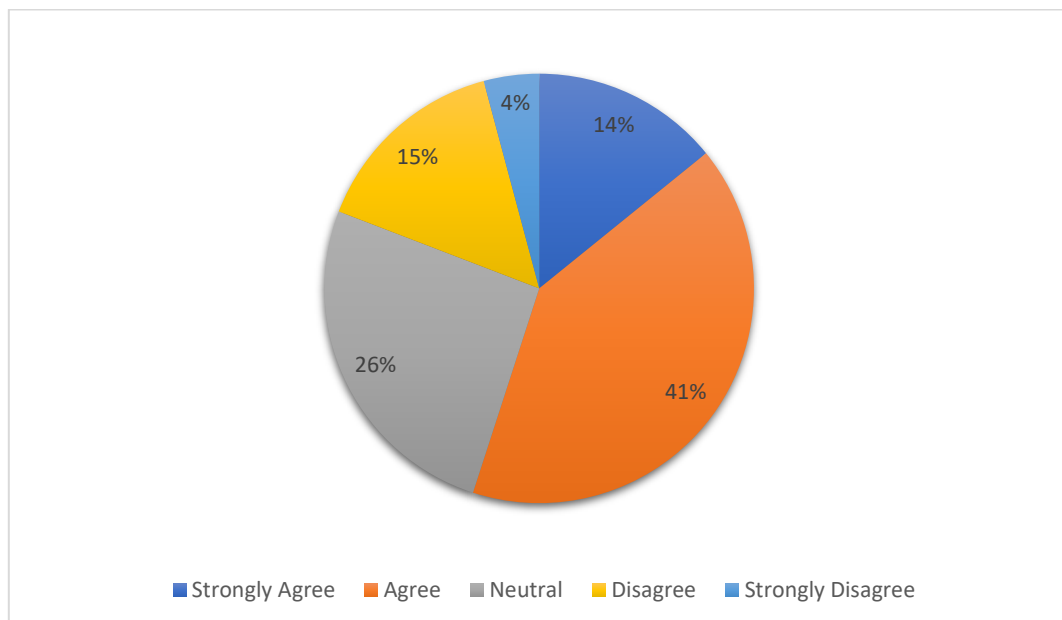
INFERENCE

Majority of 34% of respondents is Agree.

4.1.19: Table showing Freedom to make important decisions regarding work

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	17	14
AGREE	49	41
NEUTRAL	31	26
DISAGREE	18	15
STRONGLY DISAGREE	5	4
TOTAL	120	100

Source: Primary Data



4.1.19: Chart representing Freedom to make important decisions regarding work

INTERPRETATION

From the above table is interpreted that the number of respondents in Strongly Agree is 14%, Agree is 41%, Neutral is 26%, Disagree is 15% and Strongly Disagree is 4%.

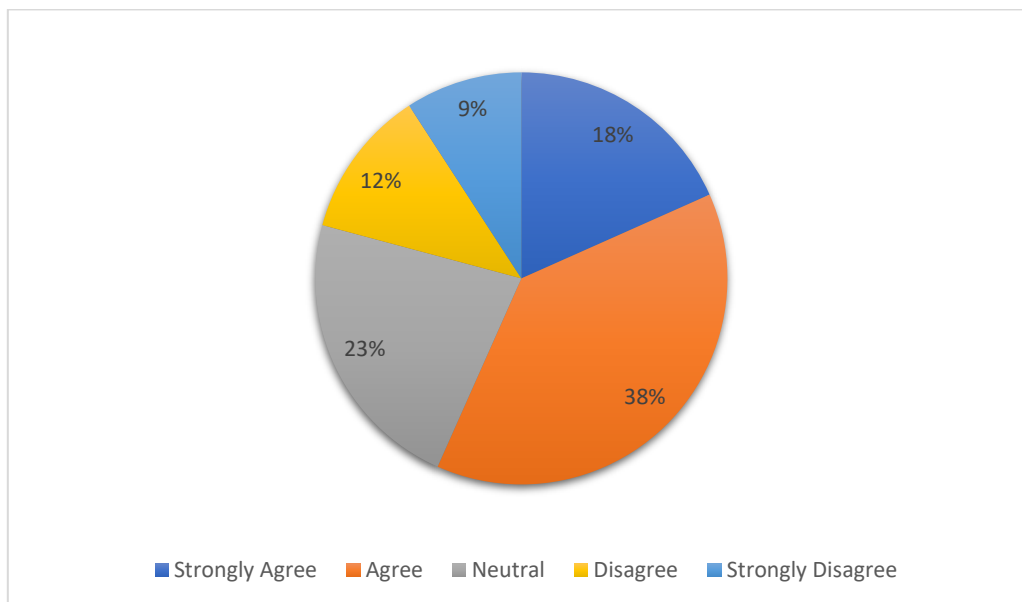
INFERENCE

Majority of 41% of respondents is Agree.

4.1.20: Table showing Feeling anxiety at home due to family member's behaviour

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	22	18
AGREE	46	38
NEUTRAL	27	23
DISAGREE	14	12
STRONGLY DISAGREE	11	9
TOTAL	120	100

Source: Primary Data



4.1.20: Chart representing Feeling anxiety at home due to family member's behaviour

INTERPRETATION

From the above table is interpreted that the number of respondents in Strongly Agree is 18%, Agree is 38%, Neutral is 23%, Disagree is 12% and Strongly Disagree is 9%.

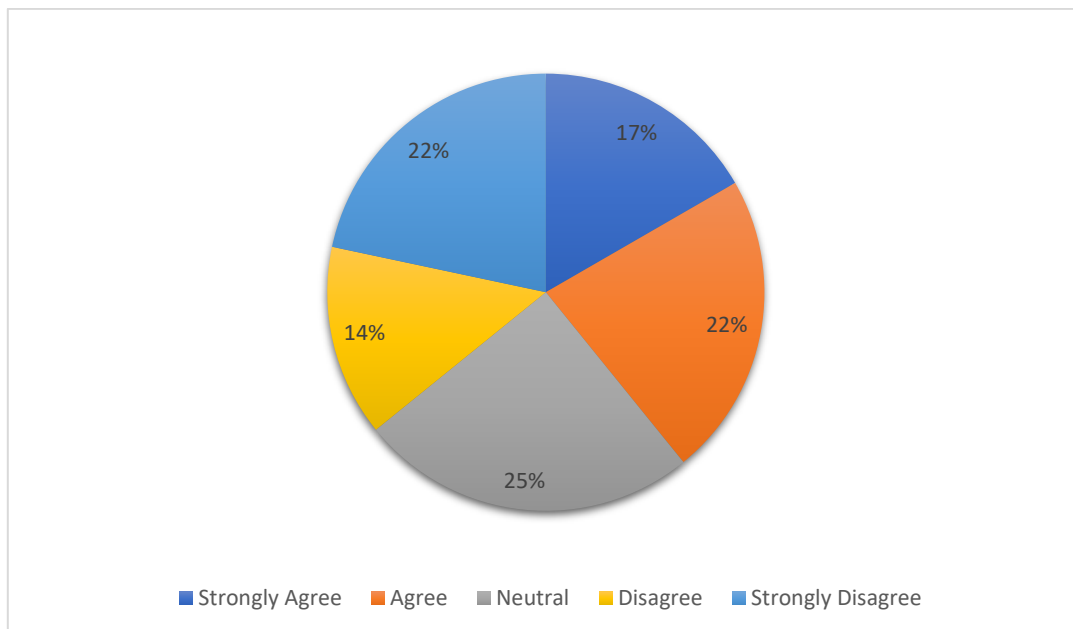
INFERENCE

Majority of 38% of respondents is Agree.

4.1.21: Table showing Eating in excess or smoking/drinking to get rid of stress

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	20	17
AGREE	27	23
NEUTRAL	30	25
DISAGREE	17	14
STRONGLY DISAGREE	26	22
TOTAL	120	100

Source: Primary Data



4.1.21: Chart representing Eating in excess or smoking/drinking to get rid of stress

INTERPRETATION

From the above table is interpreted that the number of respondents in Strongly Agree is 17%, Agree is 22%, Neutral is 25%, Disagree is 14% and Strongly Disagree is 22%.

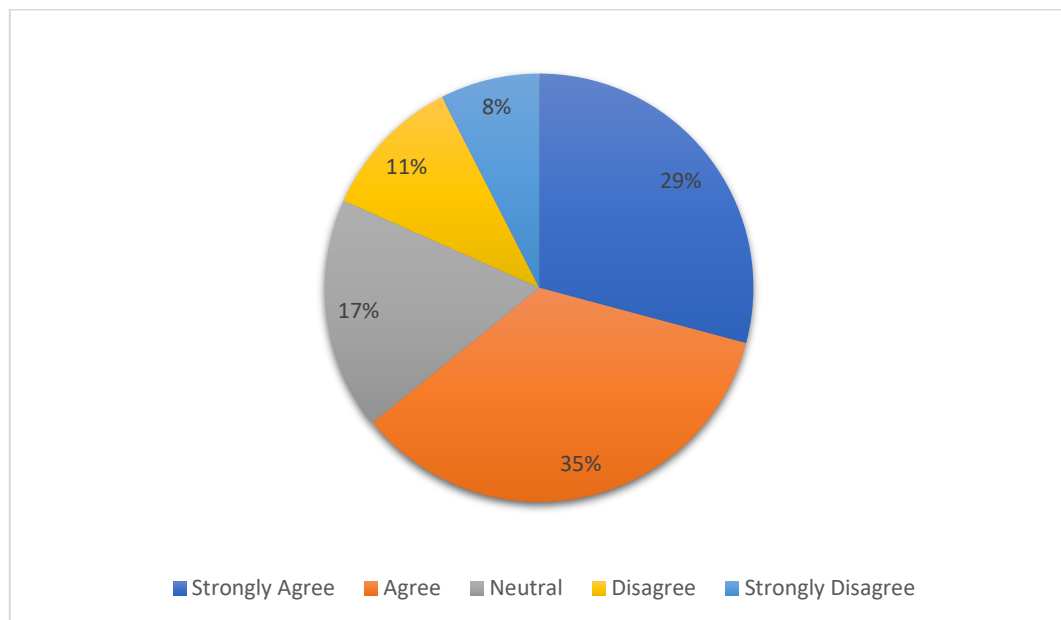
INFERENCE

Majority of 25% of respondents is Neutral.

4.1.22: Table showing Not able to enjoy holidays and free time

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	35	29
AGREE	42	35
NEUTRAL	21	18
DISAGREE	13	11
STRONGLY DISAGREE	9	8
TOTAL	120	100

Source: Primary Data



4.1.22: Chart representing Not able to enjoy holidays and free time

INTERPRETATION

From the above table is interpreted that the number of respondents in Strongly Agree is 29%, Agree is 35%, Neutral is 17%, Disagree is 11% and Strongly Disagree is 8%.

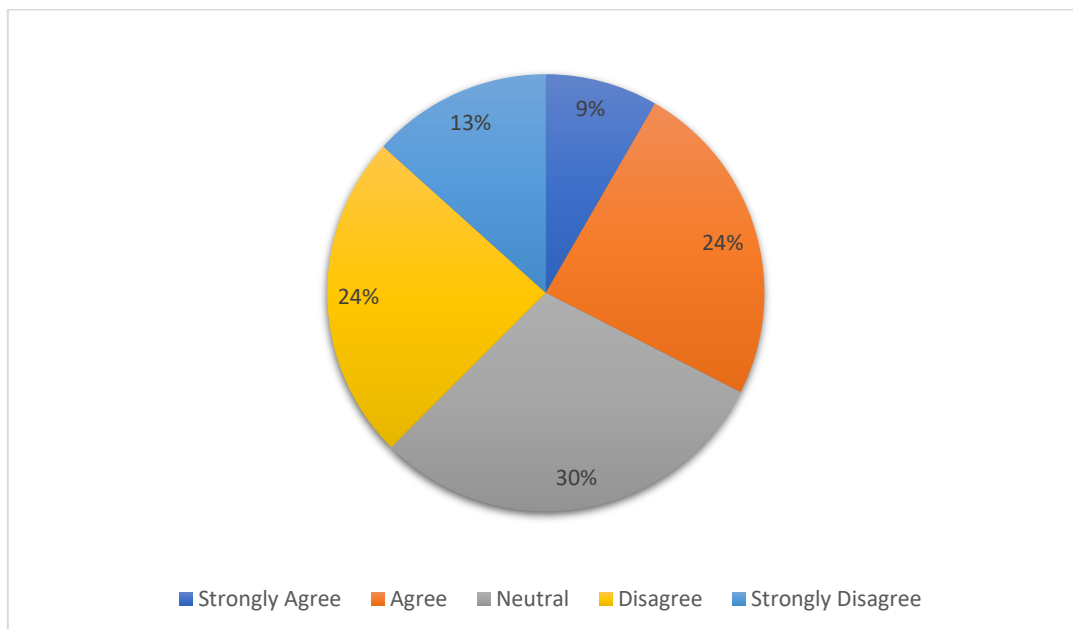
INFERENCE

Majority of 35% of respondents is Agree.

4.1.23: Table showing Not comfortable working with my colleagues

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	10	8
AGREE	29	24
NEUTRAL	36	30
DISAGREE	29	24
STRONGLY DISAGREE	16	13
TOTAL	120	100

Source: Primary Data



4.1.23: Chart representing Not comfortable working with my colleagues

INTERPRETATION

From the above table is interpreted that the number of respondents in Strongly Agree is 9%, Agree is 24%, Neutral is 30%, Disagree is 24% and Strongly Disagree is 13%.

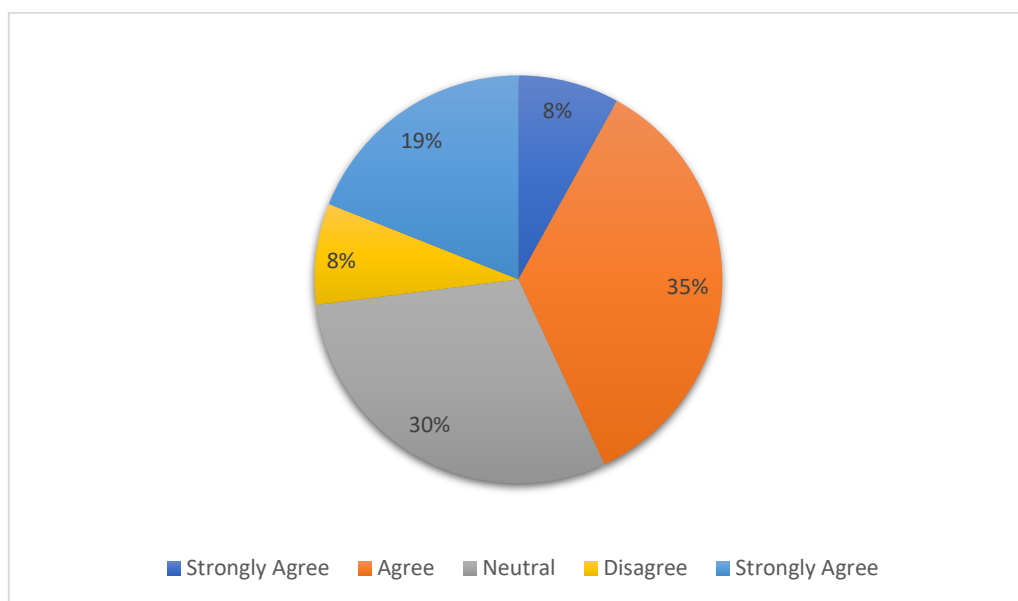
INFERENCE

Majority of 30% of respondents is Neutral.

4.1.24: Table showing Getting nervous when unable to meet the organizational requirements

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	11	9
AGREE	48	40
NEUTRAL	41	34
DISAGREE	11	9
STRONGLY DISAGREE	9	8
TOTAL	120	100

Source: Primary Data



4.1.24: Chart representing Getting nervous when unable to meet the organizational requirements

INTERPRETATION

From the above table is interpreted that the number of respondents in Strongly Agree is 8%, Agree is 35%, Neutral is 30%, Disagree is 8% and Strongly Disagree is 19%.

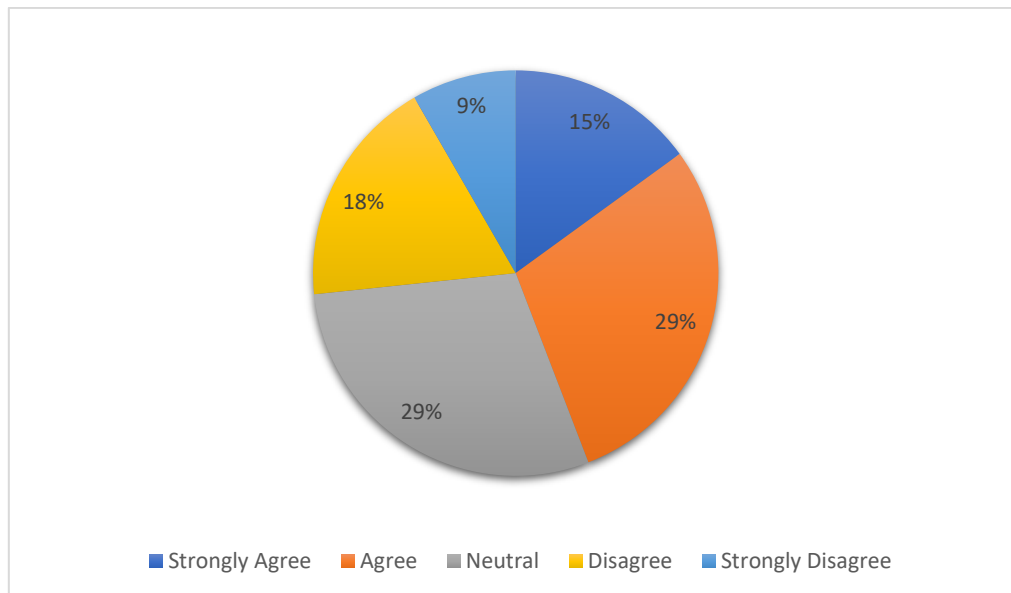
INFERENCE

Majority of 30% of respondents is Neutral.

4.1.25: Table showing Facing complicated problems like political / group pressures and formal rules and instructions of the organization

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	18	15
AGREE	35	29
NEUTRAL	35	29
DISAGREE	22	18
STRONGLY DISAGREE	10	8
TOTAL	120	100

Source: Primary Data



4.1.25: Chart representing Facing complicated problems like political / group pressures and formal rules and instructions of the organization

INTERPRETATION

From the above table is interpreted that the number of respondents in Strongly Agree is 15%, Agree is 29%, Neutral is 29%, Disagree is 18% and Strongly Disagree is 9%.

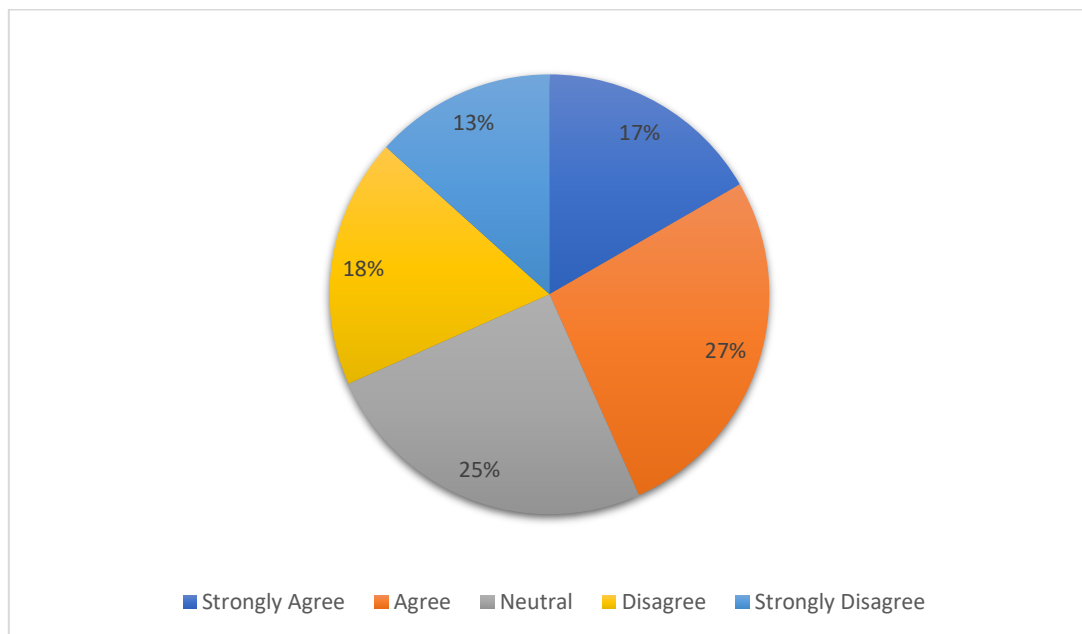
INFERENCE

Majority of 29% each of respondents is Agree and Neutral.

4.1.26: Table showing Doing work unwillingly

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	20	17
AGREE	32	27
NEUTRAL	30	25
DISAGREE	22	18
STRONGLY DISAGREE	16	13
TOTAL	120	100

Source: Primary Data



4.1.26: Chart representing Doing work unwillingly

INTERPRETATION

From the above table is interpreted that the number of respondents in Strongly Agree is 17%, Agree is 27%, Neutral is 25%, Disagree is 18% and Strongly Disagree is 13%.

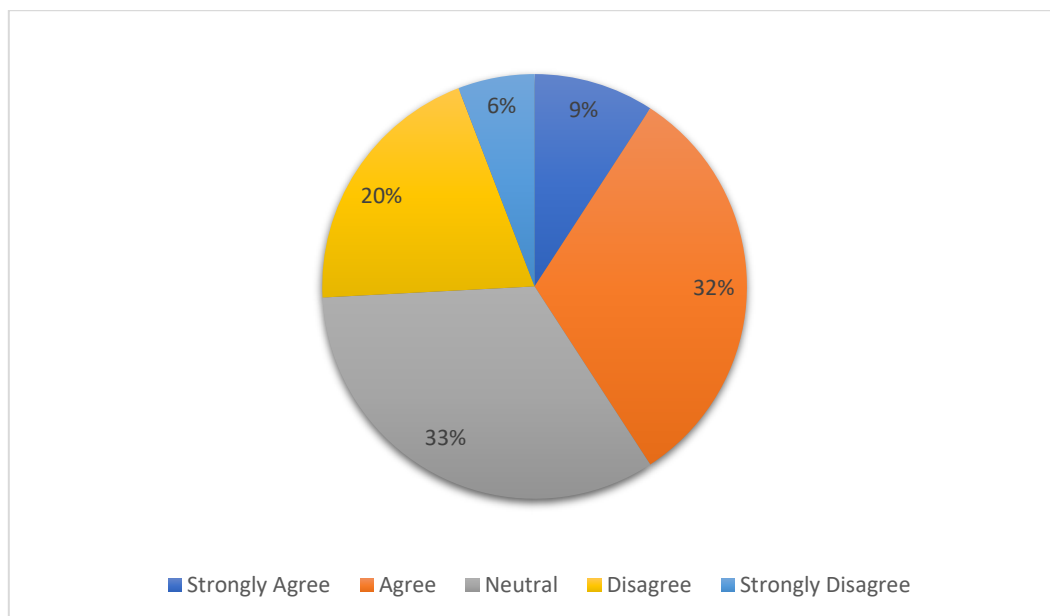
INFERENCE

Majority of 27% of respondents is Agree.

4.1.27: Table showing Unable to perform duties owing to uncertainty and ambiguity

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	11	9
AGREE	38	32
NEUTRAL	40	33
DISAGREE	24	20
STRONGLY DISAGREE	7	6
TOTAL	120	100

Source: Primary Data



4.1.27: Chart representing Unable to perform duties owing to uncertainty and ambiguity

INTERPRETATION

From the above table is interpreted that the number of respondents in Strongly Agree is 9%, Agree is 32%, Neutral is 33%, Disagree is 20% and Strongly Disagree is 6%.

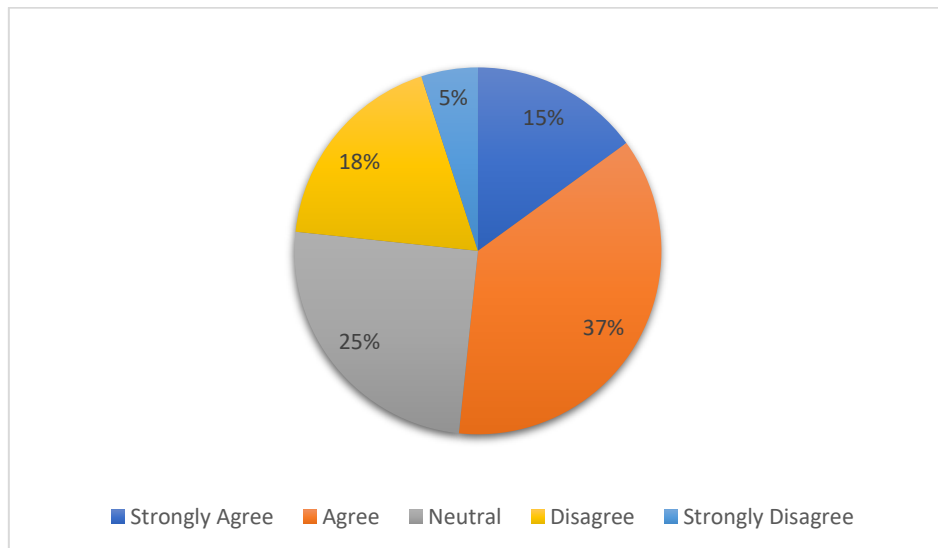
INFERENCE

Majority of 33% of respondents is Neutral.

4.1.28: Table showing the work and position are not given significance by higher authorities

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	18	15
AGREE	44	37
NEUTRAL	30	25
DISAGREE	22	18
STRONGLY DISAGREE	6	5
TOTAL	120	100

Source: Primary Data



4.1.28: Chart representing the work and position are not given significance by higher authorities

INTERPRETATION

From the above table is interpreted that the number of respondents in Strongly Agree is 15%, Agree is 37%, Neutral is 25%, Disagree is 18% and Strongly Disagree is 5%.

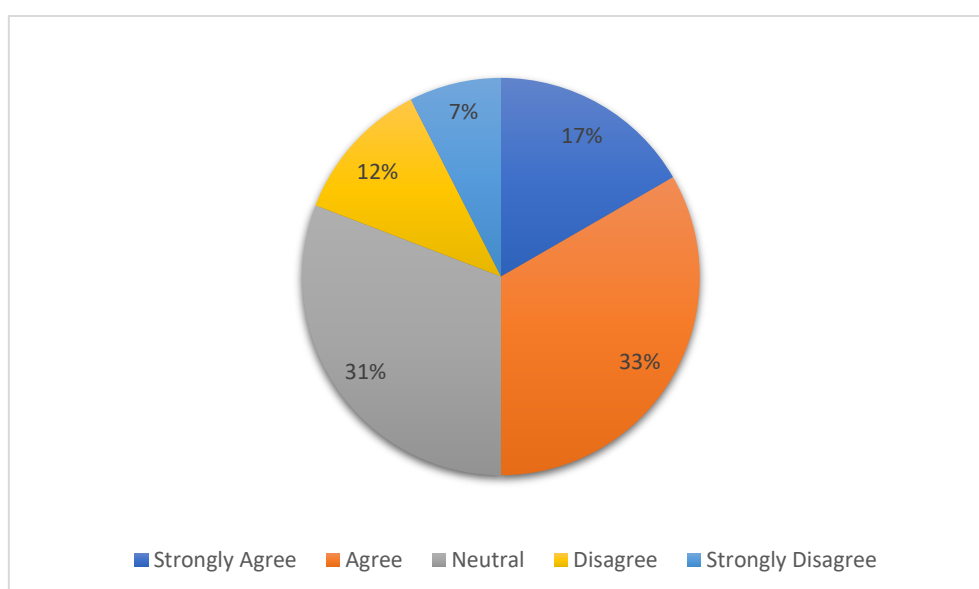
INFERENCE

Majority of 37% of respondents is Agree.

4.1.29: Table showing the unclear expectations about the work and behaviour from the higher authorities

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
STRONGLY AGREE	20	17
AGREE	40	33
NEUTRAL	37	31
DISAGREE	14	12
STRONGLY DISAGREE	9	8
TOTAL	120	100

Source: Primary Data



4.1.29: Chart representing the unclear expectations about the work and behaviour from the higher authorities

INTERPRETATION

From the above table is interpreted that the number of respondents in Strongly Agree is 17%, Agree is 33%, Neutral is 31%, Disagree is 12% and Strongly Disagree is 7%.

INFERENCE

Majority of 33% of respondents is Agree.

4.2 CHI-SQUARE TEST

4.2.1 The table showing the relationship between Age and Not having enough time to manage stress.

Age * Not having enough time to manage stress Crosstabulation

Count

		Not having enough time to manage stress					Total
		Agree (4)	Agree to somewhat (3)	Disagree (2)	Strongly Agree (5)	Strongly Disagree (1)	
AGE	20-30 years	33	35	8	27	3	106
	31-40 years	2	5	3	2	0	12
	41-50 years	1	0	1	0	0	2
Total		36	40	12	29	3	120

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	9.714 ^a	8	.286
Likelihood Ratio	8.995	8	.343
Linear-by-Linear Association	.020	1	.886
N of Valid Cases	120		

a. 11 cells (73.3%) have expected count less than 5. The minimum expected count is .05.

Since p (0.286) value is higher than 0.05, we accept the Null hypothesis and reject the alternate hypothesis. Therefore, there is no significant relationship between Age and Not having enough time to manage stress. Hence null hypothesis is accepted.

4.3 CHI-SQUARE TEST

4.3.1 Table showing the relationship between “Gender” and “Respondents working unwillingly”.

Gender * Unwilling to work Crosstabulation

Count

		Unwilling to work					
		Agree (4)	Agree to somewhat (3)	Disagree (2)	Strongly Agree (5)	Strongly Disagree (1)	Total
Gender	Female	17	12	6	2	6	43
	Male	15	18	16	18	10	77
Total		32	30	22	20	16	120

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	10.913 ^a	4	.028
Likelihood Ratio	12.016	4	.017
Linear-by-Linear Association	5.451	1	.020
N of Valid Cases	120		

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 5.73.

Since p (0.028) value is lower than 0.05, we accept the Alternate hypothesis and reject the Null hypothesis. Therefore, there is significant relationship between Gender and Doing Work Unwillingly.

4.4 CORRELATION TEST

4.4.1 The table showing the relationship between “Forcing to work overtime” and “More work than the capability”.

Correlations			
		WORKING OVERTIME	MORE THAN CAPABILITY
WORKING OVERTIME	Pearson Correlation	1	.369**
	Sig. (2-tailed)		.000
	N	120	120
MORE THAN CAPABILITY	Pearson Correlation	.369**	1
	Sig. (2-tailed)	.000	
	N	120	120

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

Pearson correlation value is 0.369, it is a positive correlation. Therefore, there is significant correlation between Forcing to work overtime and More work than the capability.

4.5 CORRELATION TEST

4.5.1 The table showing the relationship between “Less salary in comparison to the magnitude of workload” and “Work under pressure circumstances”.

Correlations			
		Low Salary	More Pressure
Low Salary	Pearson Correlation	1	.219*
	Sig. (2-tailed)		.016
	N	120	120
More Pressure	Pearson Correlation	.219*	1
	Sig. (2-tailed)	.016	
	N	120	120

*. Correlation is significant at the 0.05 level (2-tailed).

Pearson correlation value is 0.219, it is a positive correlation. Therefore, there is significant correlation between Less salary in comparison to the magnitude of workload and Work under pressure circumstances.

4.6 ANNOVA TEST

4.6.1 The table showing the relationship between “Not able to enjoy holidays or free time and “Not comfortable working with my colleagues”.

ANOVA					
Holiday	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	47.910	4	11.978	7.267	.001
Within Groups	189.556	115	1.648		
Total	237.467	119			

Significance level 0.001, which is below 0.05 therefore, there is statistically a significant relationship between Not able to enjoy holidays or free time and Not comfortable working with my colleagues.

CHAPTER 5

FINDINGS OF THE STUDY

- It is interpreted that the number of male respondents is 64.2% and female respondents is 35.8%.
- It is interpreted that the age of respondents of 20-30 years is 88%, 31-40 years and 41-50 years is 2%.
- It is interpreted that the number of single respondents is 85% and married respondents is 15%.
- From the above table it is interpreted that the number of respondents in 0-5 years of experience is 88%, 6-10 years is 6%, 11-15 years is 4% and 16-20 years is 2%.
- From the “Not having enough time to manage my stress properly” table above it is interpreted that the number of respondents in Strongly agree is 24%, Agree is 30%, Neutral is 33%, Disagree is 10% and Strongly Disagree is 3%.
- From the “Work includes many deadlines and challenges” table is interpreted that the number of respondents in Strongly Agree is 27%, Agree is 47%, Neutral is 21%, Disagree is 4% and Strongly Disagree is 1%.
- From the “High level of stress due to change of job” table is interpreted that the number of respondents in Strongly Agree is 16%, Agree is 26%, Neutral is 36%, Disagree is 16% and Strongly Disagree is 6%.
- From the “Job Security Fear” table is interpreted that the number of respondents in Strongly Agree is 19%, Agree is 23%, Neutral is 38%, Disagree is 10% and Strongly Disagree is 10%.
- From the “Couldn’t control emotions during problematic situations in work” table is interpreted that the number of respondents in Strongly Agree is 18%, Agree is 31%, Neutral is 26%, Disagree is 19% and Strongly Disagree is 6%.
- From the “Work crisis is the major factor leads to stress” table is interpreted that the number of respondents in Strongly Agree is 20%, Agree is 42%, Neutral is 26%, Disagree is 10% and Strongly Disagree is 2%.
- From the “Frequent change in team members” table is interpreted that the number of respondents in Strongly Agree is 12%, Agree is 29%, Neutral is 32%, Disagree is 18% and Strongly Disagree is 9%.

- From the “Personal goals, targets, change in working hours, conditions, and climate and work environment” table is interpreted that the number of respondents in Strongly Agree is 22%, Agree is 47%, Neutral is 22%, Disagree is 6% and Strongly Disagree is 3%.
- From the “Forcing to work overtime” table is interpreted that the number of respondents in Strongly Agree is 25%, Agree is 29%, Neutral is 27%, Disagree is 14% and Strongly Disagree is 5%.
- From the “More work than the capability” table is interpreted that the number of respondents in Strongly Agree is 15%, Agree is 35%, Neutral is 31%, Disagree is 12% and Strongly Disagree is 7%.
- From the “Less salary in comparison to the magnitude of workload” table is interpreted that the number of respondents in Strongly Agree is 35%, Agree is 33%, Neutral is 15%, Disagree is 14% and Strongly Disagree is 3%.
- From the “Work under pressure circumstances” table is interpreted that the number of respondents in Strongly Agree is 20%, Agree is 38%, Neutral is 31%, Disagree is 8% and Strongly Disagree is 3%.
- From the “Managing the work load with insufficient resources” table is interpreted that the number of respondents in Strongly Agree is 16%, Agree is 29%, Neutral is 27%, Disagree is 11% and Strongly Disagree is 17%.
- From the “Finding a job with another employer with approximately the same income and fringe benefits” table is interpreted that the number of respondents in Strongly Agree is 17%, Agree is 34%, Neutral is 25%, Disagree is 20% and Strongly Disagree is 4%.
- From the “Freedom to make important decisions regarding work” table is interpreted that the number of respondents in Strongly Agree is 14%, Agree is 41%, Neutral is 26%, Disagree is 15% and Strongly Disagree is 4%.
- From the “Feeling anxiety at home due to family member’s behavior” table is interpreted that the number of respondents in Strongly Agree is 18%, Agree is 38%, Neutral is 23%, Disagree is 12% and Strongly Disagree is 9%.
- From the “Eating in excess or smoking/drinking to get rid of stress” table is interpreted that the number of respondents in Strongly Agree is 17%, Agree is 22%, Neutral is 25%, Disagree is 14% and Strongly Disagree is 22%.

- From the “Not able to enjoy holidays and free time” table is interpreted that the number of respondents in Strongly Agree is 29%, Agree is 35%, Neutral is 17%, Disagree is 11% and Strongly Disagree is 8%.
- From the “Not comfortable working with my colleagues” table is interpreted that the number of respondents in Strongly Agree is 9%, Agree is 24%, Neutral is 30%, Disagree is 24% and Strongly Disagree is 13%.
- From the “Getting nervous when unable to meet the organizational requirements” table is interpreted that the number of respondents in Strongly Agree is 8%, Agree is 35%, Neutral is 30%, Disagree is 8% and Strongly Disagree is 19%.
- From the “Facing complicated problems like political / group pressures and formal rules and instructions of the organization” table is interpreted that the number of respondents in Strongly Agree is 15%, Agree is 29%, Neutral is 29%, Disagree is 18% and Strongly Disagree is 9%.
- From the “Doing work unwillingly” table is interpreted that the number of respondents in Strongly Agree is 17%, Agree is 27%, Neutral is 25%, Disagree is 18% and Strongly Disagree is 13%.
- From the “Unable to perform duties owing to uncertainty and ambiguity” table is interpreted that the number of respondents in Strongly Agree is 9%, Agree is 32%, Neutral is 33%, Disagree is 20% and Strongly Disagree is 6%.
- From the “The work and position are not given significance by higher authorities” table is interpreted that the number of respondents in Strongly Agree is 15%, Agree is 37%, Neutral is 25%, Disagree is 18% and Strongly Disagree is 5%.
- From the “The unclear expectations about the work and behavior from the higher authorities” table is interpreted that the number of respondents in Strongly Agree is 17%, Agree is 33%, Neutral is 31%, Disagree is 12% and Strongly Disagree is 7%.

5.2 SUGGESTIONS

Based on the major findings of this study, several recommendations are given for implementing effective stress management strategies in the IT Industry to make the IT employees work in stress-free environment and to achieve work life balance.

- Stress management programs should be developed in organizations to acquaint the employees with various techniques such as meditation, yoga, relaxation training and managing of lifestyle.
- The freedom given to plan the work, weightage given to the views and opinions, participation in decision making, sense of belonging, free and fair communication and sympathetic approach towards personal problems will definitely reduce the stress faced by the professionals.
- IT Industry should minimize the chances of employee stress caused by various factors like overuse of computers and also safeguard employees' health from musculoskeletal disorders by using ergonomically designed peripherals at the workplace.
- The weekly schedule and the work load have to be equally distributed on all days of the week using PDCA (Plan - Do - Check - Act) method, so that the work is accumulated at the end of the week or at the start of the week.
- The organization should offer flexible work options to its employees enabling them to work for a fixed number of hours, spread as per their convenience.
- The occupational stress can be reduced and organizational stressors can be minimized if the selection and assigning of positions match the competencies of the employee.
- Heavy Work Overload and Job insecurity are the major factors that create stress. Hence organization must try to reduce the workload.
- Proper training should be provided for the employees to cope up with the latest updates in technology and methods adopted in the organization.
- The organization must understand the problems of the employees, if any, and try to overcome them from those problems to produce good results.
- Every work of the employees must be recognized and rewarded accordingly, so that it would encourage the employees to work more effectively and

efficiently, which would automatically result in improvement of the work of employees & the Organization as well.

5.3 CONCLUSION

Stress has become common among the working people in this era because of the competitiveness, job complexity, advanced technologies and various other reasons. People at the beginning of their career, who are trying to establish themselves, often experience stress. Maintaining healthy employees' relationship is a prerequisite to higher productivity and human satisfaction. Job stress, which if not managed effectively leads to strained relationship among employees. By following these suggestions, one may be able to get stress to work for them instead of against them. I hope that after reading this report, you'll see that the level of stress and its number of consequences vary within and between organizations based on the nature and type of work practices. Organization must begin to manage people at work differently, treating them with respect and valuing their contribution. Recognition, participation and continuous training of employees are required to retain the skilled employees. 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.

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APPENDIX- I (QUESTIONNAIRE)

1.NAME: _____

2.AGE:

- ☐ 20-30 years
- ☐ 31-40 years
- ☐ 41-50 years
- ☐ 51 years above

3.GENDER:

- ☐ Male
- ☐ Female
- ☐ Other

4.MARTIAL STATUS:

- ☐ Single
- ☐ Married

5.YEARS OF EXPERIENCE:

- ☐ 0-5 years
- ☐ 6-10 years
- ☐ 11-15 years
- ☐ 16-20 years

6.DESIGNATION: _____

STRESS LEVEL OF EMPLOYEES

S.No	Question	Strongly Agree	Agree	Agree to somewhat	Disagree	Strongly Disagree
1	Not having enough time to manage my stress properly.					
2	Work includes many deadlines and challenges.					
3	High level of stress due to change of job.					
4	Job Security Fear.					
5	Couldn't control emotions during problematic situations in work.					

WORK FORCE

S.No	Question	Strongly Agree	Agree	Agree to somewhat	Disagree	Strongly Disagree
6	Work crisis is the major factor leads to stress.					
7	Frequent change in team members.					

8	Personal goals, targets, change in working hours, conditions, and climate and work environment.					
9	Forcing to work overtime.					
10	More work than the capability.					

WORK CULTURE

S.No	Question	Strongly Agree	Agree	Agree to somewhat	Disagree	Strongly Disagree
11	Less salary in comparison to the magnitude of workload.					
12	Work under pressure circumstances.					
13	Managing the work load with insufficient resources.					
14	Finding a job with another employer with approximately the same income and fringe benefits					

15	Freedom to make important decisions regarding work.					
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EMPLOYEE PERSONAL FACTORS

S.No	Question	Strongly Agree	Agree	Agree to somewhat	Disagree	Strongly Disagree
16	Feeling anxiety at home due to family member's behavior.					
17	Eating in excess or smoking/drinking to get rid of stress.					
18	Not able to enjoy holidays and free time.					
19	Not comfortable working with my colleagues.					
20	Getting nervous when unable to meet the organizational requirements.					

MANAGERIAL PROBLEMS

S.No	QUESTION	Strongly Agree	Agree	Agree to somewhat	Disagree	Strongly Disagree
21	Facing complicated problems like political / group pressures and formal rules and instructions of the organization					
22	Doing work unwillingly.					
23	Unable to perform duties owing to uncertainty and ambiguity.					
24	The work and position are not given significance by higher authorities.					
25	The unclear expectations about the work and behavior from the higher authorities.					

APPENDIX- II (ARTICLE)

A STUDY ON STRESS MANAGEMENT OF IT EMPLOYEES IN IT SECTOR

SATHYABAMA INSTITUTE OF SCIENCE AND TECHNOLOGY

Khokul Baarathi. S, Ms. Kavitha Rajayogan

khokulbaarathi@gmail.com, kavitharajayogan.soms@sathyabama.ac.in

ABSTRACT: In India, one of the most developing sectors is Information Technology. The IT has become more competitive service sector in India. From the beginning of this decade, IT have been facing greater challenges in terms of technological revolution, service diversification and global servicing. So, everyone cannot adapt with the change challenges that they come across in IT sector which leads to stress. Stress is been all over a human life. The impact of stress in employees of IT sector is more in numbers. And it had been common in IT sector in this era because the change Technology, competitiveness, complexity in job. In IT sector performance of a employee is more important and they need to update their knowledge in often to sustain Job Security. Hence this, study was made to find out the causes of stress in employees of IT sector and suggesting organizations to improve the stress management of the employees.

INTRODUCTION

Due to globalization of Indian economy and encouraging government policies Information Technology (IT) industry in India has got a remarkable boost. In the IT industry a continuous pressure can be seen among IT professionals to provide effective services efficiently and have to be cost effective. IT professionals are prone to develop a lot of health-related problems due to constant physical and mental stress of their work. Globalization and privatization play a very important role s, job insecurity; insecurity regarding future working situation and swift obsolescence of skills are causes of stress.

IT industry has turn into one of the fastest mounting industries in India. Strong demand over the past few years has positioned India among the fastest growing IT markets in all over the world. Any kind of a job has targets, and an employee becomes stressed

when he or she is allotted with unachievable targets and are unable to manage a given situation. In today's competitive world stress is a very common phenomenon. It is a state which the normal mental and physical health of a person can be distressed.

Stress is connected with two elements namely constraints and demand. The constraints prevent us from doing what we desire. While the demand refers to the loss of something desired. Human body tries to adjust to different circumstances or to the changing environment around him. In this process, the body puts extra work and which results in causing stress. Stress disturbs the normal functioning of the body. Stress is not always harmful. It helps the person to work properly in the firm Thus we can say that stress is simply the body's non-specific reaction to any demand made on it. Stress may cause heart attacks and accidents.

The important thing is that certain type of stress is normal and essential. 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.

OBJECTIVES OF THE STUDY

- To understand the concept of job stress and its impact on employees in IT sector.
- To find the stress level and cause of stress from various factors like, Work force leading to stress, Work Culture leading to stress, Employee Personal Factors, Managerial Problems.
- To identify the measures to reduce stress, in order to increase the skill of the employees.

REVIEWS OF LITERATURE

Nair and 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.

Satpathy, Patnaik and Mitra (2014) studied the stress level in IT sector. The individuals working in the information technology field face more stress because they have to update their knowledge endlessly. The various contributing factors and associated attributes for stress found are- sources of job stress that is linked to job dissatisfaction, job satisfaction is directly related to stress and work culture of organization, significant correlation between organizational climate and job stress, higher stress is directly proportional to quality of work life of IT professionals, direct relationship between stress and job performance, married women face more stress as compared to men.

Anbarasan and Jaganath (2014) Stress was examined at lower level. (Administrative employees, team leaders, employees) Stress was found to be a significant problem and the results were used to find solutions for reducing the stress level problems of employees and thereby suggestions were given to improve the productivity of the company. The companies were given suggestions to minimize the stress level by reducing heavy workload, by providing proper training to employees regarding the task they do, to provide a good working environment to employees which provides a pleasant feel to the employees, to recognize the work of employees and to reward them for the work they do which motivates the employees to work more effectively.

Bashir, U., & Ramay, M. I. (2010) examined that relationship between job stress and job performance on bank employees of banking sector in Pakistan. The study tests the purpose model in relation of job stress and its impact on job performance by using (n=144) data of graduate, senior employees including managers and customers services officers of well reputed growing bank in Pakistan. The results show that job stress significantly reduce the performance of an individual. The results suggest that organization should facilitate supportive culture within the working atmosphere of the organization.

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.

RESEARCH METHODOLOGY

A research design is considered as the framework or plan for a study that guides as well as helps the data collection and analysis of data. Descriptive research is a study designed to depict the participants in an accurate way. More simply put, descriptive research is all about describing people who take part in the study. A convenience sample is one of the main types of non-probability sampling methods. The data are collected from primary data, questionnaire, secondary data sources like journal, books, websites, that was originally collected for other research purposes. A convenience sample is made up of people who are easy to reach. The period of study is from January 2021 to March 2021 which is three months of study. The analytical tools used are SPSS for testing the hypothesis, Chi Square test in SPSS tool and ANOVA in SPSS tool and correlations in SPSS tool.

RESULTS

CHI-SQUARE TEST

Age * Not having enough time to manage stress

	Value	df	Asymptotic Significance (2- sided)
Pearson Chi-Square	9.714 ^a	8	.286
Likelihood Ratio	8.995	8	.343
Linear-by-Linear Association	.020	1	.886
N of Valid Cases	120		

a. 11 cells (73.3%) have expected count less than 5. The minimum expected count is .05.

Since p (0.286) value is higher than 0.05, we accept the Null hypothesis and reject the alternate hypothesis. Therefore, there is no significant relationship between Age and Not having enough time to manage stress.

CHI-SQUARE TEST

Gender * Respondents doing work unwillingly

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	10.913 ^a	4	.028
Likelihood Ratio	12.016	4	.017
Linear-by-Linear Association	5.451	1	.020
N of Valid Cases	120		

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 5.73.

Since p (0.028) value is lower than 0.05, we accept the Alternate hypothesis and reject the Null hypothesis. Therefore, there is significant relationship between Gender and Doing Work Unwillingly.

CORRELATION TEST

Forcing to work overtime * More work than the capability

		WORKING OVERTIME	MORE THAN CAPABILITY
WORKING OVERTIME	Pearson Correlation	1	.369**
	Sig. (2-tailed)		.000
	N	120	120
MORE THAN CAPABILITY	Pearson Correlation	.369**	1
	Sig. (2-tailed)	.000	
	N	120	120

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

Pearson correlation value is 0.369, it is a positive correlation. Therefore, there is significant correlation between Forcing to work overtime and More work than the capability.

CORRELATION TEST

Less salary in comparison to the magnitude of workload *
Work under pressure circumstances

		Low Salary	More Pressure
Low Salary	Pearson Correlation	1	.219*
	Sig. (2-tailed)		.016
	N	120	120
More Pressure	Pearson Correlation	.219*	1
	Sig. (2-tailed)	.016	
	N	120	120

*. Correlation is significant at the 0.05 level (2-tailed).

Pearson correlation value is 0.219, it is a positive correlation. Therefore, there is significant correlation between Less salary in comparison to the magnitude of workload and Work under pressure circumstances.

ANOVA TEST

Not able to enjoy holidays or free time * Not comfortable working with my colleagues

Holiday	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	47.910	4	11.978	7.267	.001
Within Groups	189.556	115	1.648		
Total	237.467	119			

Significance level 0.001, which is below 0.05 therefore, there is a statistically a significant relationship between Not able to enjoy holidays or free time and Not comfortable working with my colleagues.

CONCLUSION

Stress has become common among the working people in this era because of the competitiveness, job complexity, advanced technologies and various other reasons. People at the beginning of their career, who are trying to establish themselves, often

experience stress. Maintaining healthy employees' relationship is a prerequisite to higher productivity and human satisfaction. Job stress, which if not managed effectively leads to strained relationship among employees. By following these suggestions, one may be able to get stress to work for them instead of against them. I hope that after reading this report, you'll see that the level of stress and its number of consequences vary within and between organizations based on the nature and type of work practices. Organization must begin to manage people at work differently, treating them with respect and valuing their contribution. Recognition, participation and continuous training of employees are required to retain the skilled employees. 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.

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