

RESEARCH ARTICLE

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## A Study on Work Stress among Employees of Software Industries in Chennai

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### ABSTRACT

This Paper Entitle A Study on Work Stress among employess of software industries in Chennai .It focused on present circumstances software industry has become one of the fastest growing industries in India. The reason for choosing particularly software industry and employees is that the level of stress these employees face is comparatively higher than other employees. Any kind of a job has targets and an employee becomes stressed when he or she is allotted with unfeasible targets and are unable to manage the given situation. Thus the main aim of this article is to bring to lime light the level of stress with software employees in Chennai and the total sample size for the study is 100 chosen by random sampling method in Chennai city.

**Key words:** Work Stress, Employees, Software Industry.

### I. INTRODUCTION:

Stress is one of the problems faced by human beings. It has both positive and negative impact on individual. The positive stress called enstress is required to certain level to help an individual to perform their work without which the individual will not work properly. The negative stress called distress has negative impact on the individual which restricts them in performing their work. The ancient philosophical and religious texts provide information about stress which has two approaches: the first approach begins with the nature of human existence and moves systematically to its disfunctioning (i.e.) stress is generated under certain circumstances, the second approach identifies the problem and the principles of dealing with it are woven around the problem and its resolution. Experience of occupational stress is inevitably involved in the execution of any type of work. Stress has an adaptive value. It motivates the individual to attend to the task and get rid of the tension or demand the unattended task produced. The Indian Software industry has grown at a compounded annual growth rate (CAGR) of 28 % during the last 5 years. The key segments that have contributed significantly to the industry's exports include – software services - BPO sector is playing vital role in the growth of our country's economy. Due to liberalization of Indian economic policy, the growth of software industry is in commendable position. Due to cost advantage, availability of skilled manpower, quality services are the main reasons for the growth of IT industry in India.

### II. STATEMENT OF THE PROBLEM:

Computers have become an embodiment of modern life, being used in every aspect of life. This has also ushered in a new genre of occupation-related health problem among software professionals. The reason for choosing particularly software employees is that the level of stress these employees face is comparatively higher than other employees. 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 the given situation. The stress among employees of major software industries, Infosys, Tata Consultancy Services, and Cognizant Software companies in Chennai. Hence a study on work stress is needed to understand the level of job among the employees. This study has not been explored so far software companies in Chennai.

### III. REVIEW OF LITERATURE:

Saurabh Shrivastava and Prateek Bobhate (2010) , In their study, Computer related health problems among software professionals in Mumbai: A cross-sectional study, investigated that Ocular discomfort, musculo-skeletal disorders and psycho-social problems form key category of health problems found among constant computer users. This study has also brought into focus factors contributing to the occurrence of these problems. Thus, the problem requires a multidisciplinary action and hence there is an immediate need for the concerned authorities to collaborate and enforce suitable preventive measures.

Jakkula Rao and Chandraiah (2011) ,In their article, Occupational stress, mental health and coping among information technology professionals, found that job satisfaction and

mental health are correlated but not significant. However, job satisfaction was positively and significantly correlated with coping behavior. The mental health is negatively and significantly correlated with occupational stress. It can be explained that as job satisfaction and mental health increases coping behavior increases. And as stress increases mental health decreases.

Kesavachandran et al (2012), In their study, Working conditions and health among employees at information technology - enabled services: A review of current evidence identified that musculo-skeletal disorders, ocular disorders and psycho-social problems were some of the key health problems observed among software professionals. There is a need for implementation of the programs that include the concepts of ergonomics, health education, training of personnel to prevent and overcome the morbidity, as well as psycho-social problems among workers in software industry.

Thorsteinsson, E. , Brown, R. & Richards, C. (2014), This study examined associations between work-stress, perceived organizational support, supervisor support, staff health . A heterogeneous sample of 201 office staff recruited via email and snowball sampling completed a short anonymous online survey asking about their recent experiences of the above factors. High work-stress was associated with worse staff health and work outcomes, and these associations were mediated by high perceived stress. Less workplace support was associated with adverse work outcomes and high depression levels. Neither perceived organizational support nor supervisor support was shown to moderate between high work-stress to the staff health and work outcome associations. Work-stress likely contributed to feelings of high perceived stress in some workers, which then contributed to poor health and higher turnover intentions. However, workplace support did not appear to buffer against the potential to experience ill health or adverse work outcomes. This study examines gaps in the work-stress literature, particularly in relation to adverse work outcomes and the possible impact of organizational support in reducing these and staff health problems.

Daniel C.Ganster, (2015), Research examining the relationship between work stress and well-being has flourished over the past 20 years. At the same time, research on physiological stress processes has also advanced significantly. One of the major advances in this literature has been the emergence of the Allostatic Load model as a central organizing theory for understanding the physiology of stress. In this article, the Allostatic Load model is used as an organizing framework for reviewing the vast literature that has considered

health outcomes that are associated with exposure to psychosocial stressors at work. This review spans multiple disciplines and includes a critical discussion of management and applied psychology research, epidemiological studies, and recent developments in biology, neuroendocrinology, and physiology that provide insight into how workplace experiences affect well-being. The authors critically review the literature within an Allostatic Load framework, with a focus on primary (e.g., stress hormones, anxiety and tension) and secondary (e.g., resting blood pressure, cholesterol, body mass index) mediators, as well as tertiary disease end points (e.g., cardiovascular disease, depression, mortality). Recommendations are provided for how future research can offer deeper insight into primary Allostatic Load processes that explain the effects of workplace experiences on mental and physical well-being.

#### IV. OBJECTIVES OF THE STUDY:

- To study on job stress among employees of software industries in Chennai.
- To examine the relaxation techniques practiced in the organization.

#### V. RESEARCH METHODOLOGY:

Primary data was collected through well structured questionnaire and interview method from the software professionals in Chennai. Secondary data was collected from internal records of the company such as library records, trade journals and various manuals of the software company and from various training programs previously conducted. Secondary data provides a better view of the problem study, many magazines, tools and other references were also mean important in this study. The sample size is 100 selected randomly.

#### VI. DATA ANALYSIS AND DISCUSSIONS:

**Table No.1**

Percentage Analysis of Demographic Factors

S.No	Parameters		No. of Respondents	Percentage to Total
1	Age of the Respondents	21-25 years	23	23
		26-30 years		
		31-40 years		
		41-50 years		
		above 50 years		
2	Marital Status	Married	60	60
		Unmarried	40	40
3	Designation	Analysier	13	13

		Delivery Manager	11	11
		Project Manager	24	24
		Software Developer	16	16
		Support Engineer	18	18
		Tester	10	10
		Team Leader	8	8
4	Nature of Job	Permanent	84	84
		Temporary	16	16
5	Educational Qualification	Others	31	31
		PG	39	39
		UG	30	30
6	Income (Rupees)	25001-35000		
		35001-45000	26	26
		45001-55000	23	23
		above 55000	20	20
		below 25000	8	8
7	Experience (years)	11-15 years		
		16-20 years	19	19
		6-10 years	20	20
		above 20 years	14	14
		less than 5 years	23	23

#### Inferences:

From the table 1, it is inferred that 24 percentage of Employees come under age group of 41-50 years, 23 percentages of Employees come under age group of 21-25 years and above 50years, 15 percentage of Employees come under the age group of 26-30 years and 31-40years. 60 percentage of Employees are married and 40 percentage are unmarried. 24percentage of Employees are project manager, 18 percentage of Employees are support engineer, 16 percentage of Employees are software developer, 13 percentage of Employees are analysier, 11 percentage of Employees are delivery manager, 10 percentage of Employees are tester and 8 percentage of Employees are team leader. 84 percentage of Employees are permanent employees and 16 percentage are temporary employees. 39 percentage of Employees have completed PG, 31 percentage have completed other degree and 30 percentage of Employees have completed UG. 26 percentage of Employees draw salary between Rs.25001-35000, 23 percentage draw salary between Rs.35001-45000 and Rs.45001-55000, 20 percentage draw salary above Rs.55000 and 8 percentage draw salary below Rs.25000. 24 percentage of Employees have less than 5 years of experience, 23 percentage have above 20 years, 20 percentage

have 16-20 years, 19 percentage have 11-15 years and 14 percentage have experience between 6-10 years.

**Table No. 2**  
 Weighted Average for Relaxation Techniques Practices

S. No.	Description	Awa ys	Of te n	Som etim es	Ra rel y	Ne ve r	T ot al	Sc or e	R an k
1	Yoga	20	15	25	10	30	100	2.85	7
2	Meditation	25	20	27	13	15	100	3.27	4
3	Home-Remedy	22	17	19	24	18	100	3.01	5
4	Walking	30	25	15	19	11	100	3.44	1
5	Listening to music	28	22	16	24	10	100	3.34	3
6	Sleeping	35	15	18	21	11	100	3.42	2
7	others	10	36	15	22	17	100	3.00	6

**Inference:** From the above table no.2 the highest relaxation technique is walking and least Stress relaxation technique is yoga which is practiced in the organization.

#### VII. FINDINGS:

1. It has been found that 24 percentage of the respondents come under the age group of 41-50 years and 15 percentage come under 26-30 years and 31-40 years.
2. From table 1, it has been found that 60 percentage of respondents are married and 40 percentage are unmarried.
3. It has been found that 24 percentage of respondents are project manager and 8 percentage of Employees are team leader.
4. The table highlights that 84 percentage of respondents are permanent employees and 16 percentage are temporary employees.
5. The table 1 shows that 39 percentage of respondents have completed PG, 30 percentage of Employees have completed UG.
6. From table 1, it has been found that 26 percentage of respondents draw salary between Rs.25001-35000 whereas 8 percentage draw salary below Rs.25000.
7. It has been found that 24 percentage of respondents have less than 5 years of experience whereas 14 percentage have experience between 6-10 years.

### VIII. SUGGESTIONS:

- Work should be properly delegated to the employees to avoid overload of work which could cause stress.
- Good relationship should be maintained within the employees to make the working environment healthy.
- Proper grievance handling system should be practiced to help the employees to overcome their problems.
- Employees should be motivated by giving rewards for their excellent performances.
- Time management techniques should be taught to employees so that they complete their task within the scheduled time.
- Stress relaxation programmes like yoga, meditation and exercises should be given to the employees.

### IX. CONCLUSION

Stress is a slow and insidious malady which is an unavoidable one and a common problem in the workplace. The level of stress and its amount 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.

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