



A Study And Analysis Of Work Stress Management Among Software Employees

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ABSTRACT

Stress refers to the strain from the conflict between our external environment and us, leading to emotional and physical pressure. Stress is a part of day-to-day living. Workplace Stress, also known as Occupational Stress is the stress that one gets from working at his job. Workplace Stress is also related to pressure from seniors and peers and in the absence of support from colleagues. When workplace stress is not controlled and properly channelized, it can create a lot of coping issues and unreliability. The study was done work stress management among software employees. The objective of this study is to know the causes and effects of stress and to identify the coping strategies to manage stress. The data was collected directly from the employees. The sample size was 100. Both primary and secondary data were used for analyzing in this study. It was found that 72% of the respondents are affected due to stress, majority of the respondents were responded that change in workplace, higher targets and achievements, personal reasons, administration works and other reasons are the causes and effects of stress. They provide counselling, conducting games, leisure time, giving rewards and recognition are the strategies used to manage the work stress among the software employees.

Key words: work stress, causes of stress, effects of stress, strategies to manage stress, etc.

INTRODUCTION

Stress is a part of day-to-day living. It is a common human phenomenon and part of life as an employee in an organization. Organizational life is quite stressful. Work pressures, tight schedules, meetings that never seem to end on time, unhelpful colleagues, critical bosses, incompetent subordinates and a host of other irritating factors may all have a cumulative effect in making the lines of modern day executives quite miserable. Workplace Stress, also known

as Occupational Stress is the stress that one gets from working at his job. Chief causes are unrealistic short-term goals, unexpected responsibility-sharing and high expectations. While the job itself might not be stress-inducing, the way it is done and the working environment are crucial factors in creating stress. Workplace Stress is also related to pressure from seniors and peers and in the absence of support from colleagues. When workplace stress is not controlled and properly channelized, it can create a lot of coping issues and unreliability.

LITERATURE REVIEW

Arthur, Andrew R (2005) found that 86% of employees who experience stress in the workplace sought help from their workplace counselling schemes. This study found that almost high levels of mental health problems existed in employees who remained at their work. This finding was at variance with the usual co-morbid presentation of anxiety and depression found community based on mental health services and suggests that depression may be an important differentiating factor between those who can remain at work and use counselling and those who cannot.

Bhatti N. ,Shar H. A., Shaikh F. M. & Nazar M. S.(2010) 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 results 16% of stress, thirdly climate that causes 11% of stress.

Gladies J. J. & Kennedy V. (2011) 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.

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

Satija S. & Khan W. (2013) - According to him Occupational Stress is the same as Job Stress that need to be controlled at the workplace otherwise it will negatively affect employee's Work attitudes and behavior. 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.

STATEMENT OF THE PROBLEM

The research is done among the software employees working in the company. This deals with the causes for stress and effects of stress on the employees. This study also deals with strategies to manage stress and various ways to cope up with stress management. The main aim of this study is to identify the causes of stress and find a solution for the causes to overcome from the stress.

OBJECTIVES OF THE STUDY

- To undergo an in depth study about the stress among the software employees.
- To identify the factors causing Stress among employees.
- To study the effect of Stress on employees.
- To identify the coping strategies to manage Stress.
- To identify the measures adopted by the organization to cope up with the stress level among the respondents.

RESEARCH METHODOLOGY

Descriptive research design has been adopted for this study.

Sample size

The sample size chosen for this study is 100.

Type of data collection

Primary data

The primary data is defined as the data, which is collected for the first time and fresh in nature. The primary data were collected from the software employees with the help of a structured questionnaire. The questionnaire was tested with 100 employees.

STATISTICAL TOOLS USED

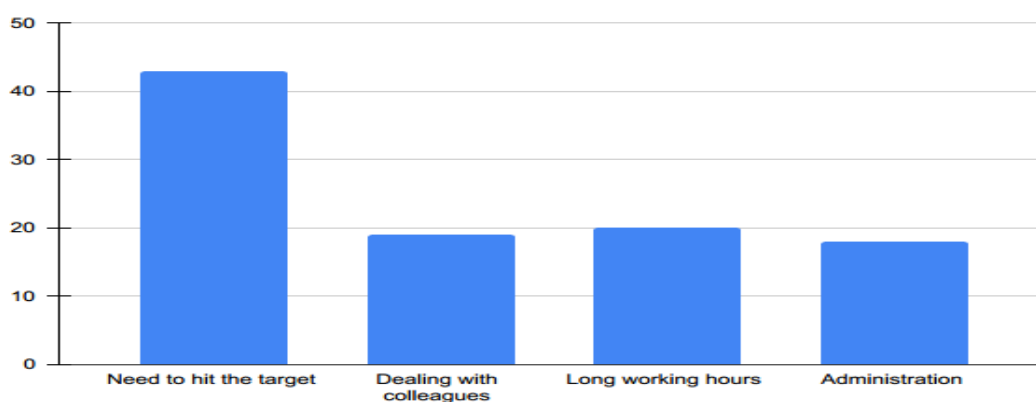
- Percentage analysis
- Chi square analysis

ANALYSIS AND INTERPRETATION

PERCENTAGE ANALYSIS

TABLE SHOWING THE STRESS CAUSING FACTORS AMONG DIFFERENT LEVEL OF EMPLOYEES

S.NO.	PARTICULARS	NO.OF RESPONDENTS	PERCENTAGE
1.	Dealing with colleagues	19	19%
2.	Administration	18	18%
3.	Need to hit the target	43	43%
4.	Long working hours	20	20%
	TOTAL	100	100%

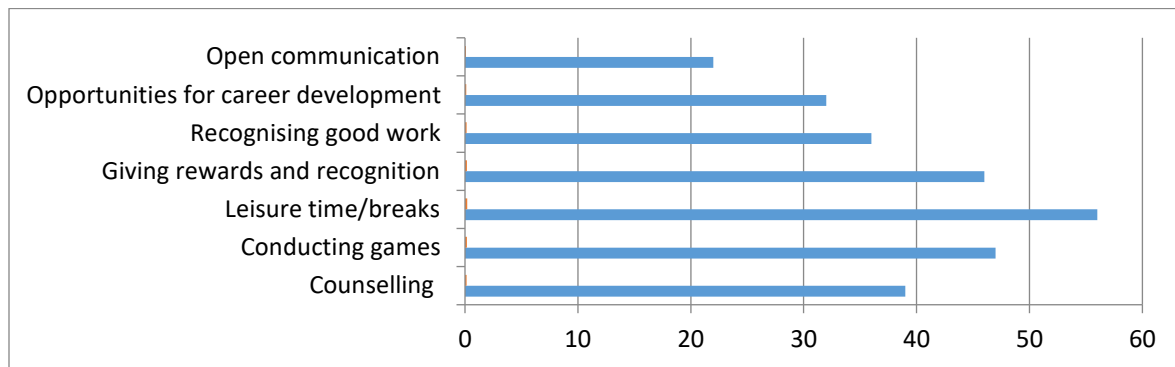


INTERPRETATION:

From the above table, it is inferred that most of the respondents of all levels of employees cause stress to hit the target. 20% of respondents caused due to long working hours. 18% of the respondents caused by administrative work and the other 19% of the respondents caused stress by dealing with colleagues.

TABLE NO.: 2 TABLE SHOWING THE MEASURES ADOPTED BY THE ORGANISATION TO COPE UP WITH THE LEVEL OF STRESS

S.NO	PARTICULARS	NO.OF RESPONDENTS	PERCENTAGE
1.	Counselling	39	14%
2.	Conducting games	47	16.9%
3.	Leisure time/breaks	56	20.2%
4.	Giving rewards and recognition	46	16.5%
5.	Recognising good work	36	12.9%
6.	Opportunities for career development	32	11.6%
7.	Open communication	22	7.9%



INTERPRETATION:

From the above table, it is inferred that the majority of the respondents prefer leisure time/breaks in controlling stress. 16.9% of them prefer conducting games in the organization. 16.5% of them prefer giving rewards and recognition. 14% of them need counselling to control stress and remaining would prefer recognizing good work, open communication and opportunities for career development.

CHI-SQUARE ANALYSIS

Null hypothesis: H_0 = There is no significant difference between the gender and kind of stress among the employees.

Alternative hypothesis: H_1 = There is a significant difference between the gender and kind of stress among the employees.

Level of significance = 5% = 0.05

RELATIONSHIP BETWEEN GENDER AND KIND OF STRESS AMONG EMPLOYEES

Row labels	Female	Male	Total
Physical stress	10	6	16
Mental stress	15	24	39
Both	39	6	45
Total	64	36	100

EXPECTED FREQUENCY

Row labels	Female	Male
Physical stress	10.24	5.76

Mental stress	24.96	14.04
Both	28.8	16.2

(Source: primary data)

Degree of freedom:

Degree of freedom = $(r-1)*(c-1)$

= $(3-1)*(2-1)$

= 2

Significant p-value = 0.000779

5% level of significance = 0.05

Result:

The calculated value is lesser than the table value, therefore the null hypothesis is rejected.

Therefore,

H₀ is rejected.

(i.e.,) there is a significant difference between the gender and kind of stress among the employees.

FINDINGS AND DISCUSSION

The demographic profile of respondents are: 64% of respondents are female. Majority of the respondents are below the age of 30. Seventy eight percent of the respondents are unmarried. Majority of the respondents have less than 1 year of work experience. Sixty six percent of the respondents get a pay less than Rs 30000. Thirty five percent of the respondents feel the job is interesting. Fifty five percent of respondents are satisfied with the working atmosphere. Majority of the respondents are of the opinion that the training programs conducted in the organization are of very good quality. Forty seven percent of the respondents feel satisfied when they achieve the target. Majority of the respondents feel secure in their job. Twenty nine

Percentage of the respondents are always frustrated with the work. Twenty six percent of the respondents feel difficulty in the job because there is a lack of information. Twenty four percent of the respondents feel that there are insufficient co-workers in the organization. Forty five percent of the employees suffer from both physical and mental stress at work. Majority of the employees feel a normal level of stress during working hours in the organization. Twenty eight percent of them feel a moderate level of stress in the night shift compared to day shift. Majority of the respondents have a very high level of stress during the pandemic period. Majority of the

respondents of all levels of employees cause stress to hit the target. Thirty one percent of the respondents suffer from headache and twenty four percent of the respondents suffer from nervousness. Sixty two percent of the respondents adopt listening to music to manage stress. Twenty percent of the respondents prefer leisure time/breaks in controlling stress.

SUGGESTIONS

- Provide a comfortable working condition for the better performance of the job.
- The firm shall provide better working conditions; it will help the employees to achieve the target.
- Companies must try to arrange informal meetings, group discussions, effective training and development programs to manage the stress of employees.
- It has been found that the employees are overloaded with work. So companies must try to reduce the workload of the employees.
- Giving counselling to the employees when they face problems. Because counselling is the discussion of a problem that usually has emotional content with an employee in order to help the employee cope better.
- 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 and the Organization as well.

CONCLUSION

The study of work stress management towards employees was provided with a broader knowledge about the feelings of work stress and management of stress towards work. The study reveals the level of stress and its amount of consequences vary within and between organizations based on the nature and type of work practices. Organizations must begin to manage people at work differently, treating them with respect and valuing their contribution. If we enhance the psychological well-being and health of the employees; in the coming future the organization would make more revenue as well as employee retention. Because it is said that, "A Healthy Employee is a Productive Employee".

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