# STRESS LEVEL OF EMPLOYEES ON INFORMATION TECHNOLOGY SECTORS IN CHENNAI CITY

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*Abstract*
*Stress is something, which your body reacts to a particular situation based upon the messages supplied by your brain. Stress is the outcome reaction that will be shown out by anyone when faced by a different situation, which is apart from the normal ones. The body mechanism also plays a vital role for ignited or bringing a stressful condition in a person. The hormones that eject from the adrenal glands will be acted accordingly under the supervision of the brain. Stress is the condition or the reaction that our brain directs us to do based upon the event the we do abnormally or for a long time or something which is irregular from the normal, stress is related to a lot of deviation of a human behavior in his physical as well as mental condition.*

## INTRODUCTION
The word 'stress' is defined by the Oxford Dictionary as "a state of affair involving demand on physical or mental energy". A condition or circumstance (not always adverse), which can disturb the normal physical and mental health of an individual. In medical parlance 'stress' is defined as a perturbation of the body's homeostasis. This demand on mind-body occurs when it tries to cope with incessant changes in life. A 'stress' condition seems 'relative' in nature. Extreme stress conditions, psychologists say, are detrimental to human health but in moderation stress is normal and, in many cases, proves useful. Stress, nonetheless, is synonymous with negative conditions. Today, with the rapid diversification of human activity, we come face to face with numerous causes of stress and the symptoms of stress and depression.

## STRESS MANAGEMENT
Stress management encompasses techniques intended to equip a person with effective coping mechanisms for dealing with psychological stress, with stress defined as a person's physiological response to an internal or external stimulus that triggers the fight-or-flight response. Stress management is effective when a person utilizes strategies to cope with or alter stressful situations.

### Signs of Stress in Employees
- Tiredness and irritability
- Reduction in quality of work
- Indecisiveness and irritability
- Loss of sense of humor
- Physical illness such as headaches, nausea, aches and pains
- Employees seeming jumpy or ill-at-ease, or admitting to sleeping badly
- Increased sick leave
- Poor time keeping
- Staff changing their pattern of working days – perhaps by staying late or coming early
- Arguments and disputes among employees
- General absenteeism
- More grievances and complaints

## OBJECTIVES OF THE STUDY
- To identify the Stress level of Employees on IT Industries in Chennai City.
- To find out the Causes for Stress of IT employees on IT Industries in Chennai city.
- To Analyses the Different level of Stress of employees on IT Industries in Chennai city.

## METHODOLOGY
### Data Collection Method
Research design is the plan structure and strategy of investigation conceived so as to obtain answers to research questions and to control variance. The plan includes an outline of what the researcher did, from writing the hypothesis and their operational implications to the final analysis of the data.

### Exploratory Research
An exploratory research is undertaken when not much is known about the situation at hand, or no information is available on how similar problems or research issues have been solved in the past. In such cases, extensive preliminary work needs to be

*Research Paper*
*Impact Factor: 3.072*
*Peer Reviewed, Listed & Indexed*

*IJBARR*
*E- ISSN -2347-856X*
*ISSN -2348-0653*

done to gain familiarity with the phenomena in the situation, and understand what is occurring, before we develop a model and set up a rigorous design for comprehensive investigation.

**Primary Data**
Primary data was applied for collection of data from the respondents of different categories using the questionnaire.The respondents are scattered in a vast area and to achieve success in collecting reliable and dependable data questionnaire method was adopted. Primary data is collected from the respondents through the questionnaire.

**Secondary Data**
The secondary data is collected from internal source as well as external source. Internal source of data is collected from office broachers, pamphlets, magazines etc.  The external source of data is collected from the Internet and also from the various textbooks.

**Sampling Technique**
In this study the researcher had taken the employees of those who are working in IT Industries in Chennai city.

**Sample size**
The sample size is the number of respondents in the field. The sample size of the study is 100.

**REVIEW OF LITERATURE**
**Allan Rabinowitz(2004)** owner of stress strategies resources in Los Angeles said that when stress goes up, work quality goes down, absenteeism and conflicts between employees increase.  He also added that when we want our employees doing their best work, you simply have to care about their stress levels.

**Avinash Kumar Srivastv(2005)** the organizational role stress caused by the occupation of an organizational role depends on an individual's perception about situations, constraints, opportunities or threats encountered during role performance. Individuals at different management (hierarchical) levels have different perspectives, focus and thrust and hence their perceptions differ.  Therefore, it can be hypothesis that there are significant differences in the role stress experienced across management levels.

**RESULT DISCUSSION**
**Stress level of employees on the basis of Causes of stress:**

| Responses | *No. of Respondents* | % |
|---|---|---|
| Work  or Time pressure | *40* | 40 |
| Nature of job | *13* | 13 |
| Work conditions | *20* | 20 |
| Physical conditions | *7* | 7 |
| Lack of holidays | *20* | 20 |
| Total | *100* | 100 |

*Source: Questionnaires*
Majority of the respondents are prone to have stress level due to Time pressure 40%

**Table showing relationship between stress levels among peer group**

| Responses | No. of respondents | % |
|---|---|---|
| Self | 12 | 12 |
| Peers | 20 | 20 |
| Superior | 60 | 60 |
| Sub ordinate | 8 | 8 |
| Total | 100 | 100 |

*Source: Questionnaires*

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Majority of the respondents are prone to have stress level due to their relationship with superiors 60%

**Table showing problems faced by employees in IT industries**

| Responses | No. of respondents | % |
|---|---|---|
| Physical problem | 16 | 16 |
| Psychological problem | 58 | 58 |
| Behavioral problem | 26 | 26 |
| Total | 100 | 100 |

*Source: Questionnaires*

Majority of the respondents are prone to have stress level due to Psychological problem 58%.

**Table showing different levels of stress level**

| Responses | No. of respondents | % |
|---|---|---|
| Mild | 14 | 14 |
| Severe | 10 | 10 |
| Moderate | 42 | 42 |
| Extreme | 34 | 34 |
| Total | 100 | 100 |

*Source: Questionnaires*

Majority of the respondents do have moderate level of stress level 42%.

**Hypothesis 1:**
Ho: There is no significant relationship between gender and time periods of stress level.
H1: there is significant relationship between the gender and time periods of stress level.

**Relationship between the gender & stress level of the employees in time period**

| Time period | Male | Female | Total |
|---|---|---|---|
| Less than a month | 36 | 14 | 50 |
| Between 1 month -3 months | 3 | 11 | 14 |
| Between 4 – 6 months | 11 | 15 | 26 |
| More than 6 months | 4 | 6 | 10 |
| Total | 54 | 46 | 100 |

Table value of $\chi 2$ for at 5 % level of significance is 7.814 and calculated value is 61.64.
Calculated value is more than the tabulated value. Hence, there is significance relationship between the gender and time period of stress.

**Hypothesis 2**
Ho: there is no significant relationship between the gender and the level of job stress.
H1: there is significant relationship between the gender and the level of job stress.

**Table showing the relationship between the Gender and the level of job stress**

| Level of job stress | Male | Female | Total |
|---|---|---|---|
| Mild | 10 | 4 | 14 |
| Severe | 7 | 3 | 10 |
| Moderate | 27 | 15 | 42 |
| Extreme | 10 | 24 | 34 |
| Total | 54 | 46 | 100 |

Table value of $\chi 2$ for at 5 % level of significance is 7.814 and calculated value is 47.84.

Calculated value is more than the tabulated value. Hence, there is significance relationship between the gender and level of job stress.

## FINDINGS
- It is found that 54% of the respondents are Male and 46% respondents are female.
- It is found that Majority of the respondents are graduate 56%, post graduate 24%, diploma holders 20%.
- It is found to be inferred that the respondents are prone to have stress level between 4-6 months.
- It is found to be inferred that the respondents do have moderate level of stress level 42%.
- It is found to be inferred the respondents are prone to have stress level due to work or time pressure 40%
- It is found to be inferred that the respondents the respondents are prone to have stress level due to their relationship with superiors 60%
- It is found to be inferred the respondents has undergone highest level of stress due to Psychological problem

## SUGGESTIONS
- Removes role ambiguity and reduces role conflict and role overload.
- The company can provide counselors for the employees to discuss about their problems.
- The organization can arrange family meets at least once in a six month or once in a year.
- The company should conduct the career counseling to their employees.
- The company should conduct Leisure program and recreational facilities.
- The company should Conduct Stress control workshops to their employees
- Try to provide an attractive and comfortable work environment whenever possible to reduce stress.
- Choose the most ergonomically sound equipment, tools, and furniture for workstations.

## CONCLUSION
A Study on Stress Level of Employees on Information Technology Industries reveals that the information of overall stress in IT industries .This research study has given a fair idea about the stress level of Employees of information technology industries. It found that the Male respondents are more than the female. Most of the respondents are affected in stress moderate level. It informed that the respondents have undergone highest level of stress due to Psychological problems. By offering attractive and comfortable work environment can reduce the employees stress level.

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