

A study of stress Management in IT sector with respect to employee of Infosys.

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Abstract

Stress is an intangible part of a human being. Stress is not visualize by anyone but stress is felt by everyone in a day to day life. An individual with stress can't give his best to the organization as well as family life is disturb by an employee. No individual want to take or feel stress in his/her life but as a current scenario of corporate work culture, work pressure and personal life restriction are the source of stress. The present research paper is on the employee of IT sector which related with stress. For this purpose various variable are consider after reviewing the literature review, taking expert advice, data collection from 50 employee out of which 40 employee given to respond. Data analysis done on various parameter such as technological change, global economic change. Result show that employee are stress in an organization.

Keywords: Stress, Stress Management, IT sector, organizational performance, work stressor.

1. Introduction

STRESS

Stress is a hot button issue in a day today life. Stress is an emotional feeling, exhausted, demand for overwork load also a huge mental pressure and physically overwhelmed. As it is a fast-changing world. It is difficult to live without stress. The stress affect both employee as well as employers. In general, people have to face more challenges in their day to day life with respect to study, work, family, peer pressure, daily target, etc. Stress has different level in an organization which force employee to change the pattern of behavior.

High standard of performance, high quality of work and getting aspiration and the fulfillment of all are required by every individual. In service sector or in jobs, stress play a significant role in the performance of the employee.

Stress are related to both external and internal factors. External factors includes the physical environment, including job, relationship with other, home and all situation daily. Internal factor are the nutritional status, overall health, and fitness, emotional level rest and amount of sleep an individual take.

Definition of Stress

Different type of definition are given by different author (Table no.1)

Definition Table no.1

Hans Selye (1936)	“ The non- specific response of the body to any demand for change”	Szabo Sandor.et.al,2012
Richard S. Lazarus (1966)	“Stress as a condition or feeling experienced when a person perceive that demands exceed the personal and social resources the individual and social resources the individual is able to mobilize”	Lazarus s.Richard.et.al 1984
Copper(1986)	“Symptoms of stress may have a significant impact on an individual’s instigation perception and response to, conflict situation within organization	Tan.et.al (2018).

Types of Stress

The stress (Fig-1) is of different type:

1. Acute stress: - This kind stress tends to be short term. It comes from the present demand and pressures and future pressure and demand. Acute stress is very exhausting and exciting. Acute stress leads to psychological distress, upset stomach, and tension and some muscular problem.
2. Episodic Acute Stress: - Episodic acute stress is the stress which affects those who suffer from acute stress more frequently. People suffering from episodic acute stress always seem to be in hurry, they take too much on and they are not organizing to deal with demand and pressures. Episodic acute stress people symptoms persistent tension headaches, migraines, hypertension, chest pain and heart diseases.
3. Chronic Stress: -Acute stress and episodic stress are full of exciting, chronic stress is not. This stress is like a grinder. People carry this stress day after day year after year. This stress destroys the body, mind, and lives. In Chronic stress stressed people don't find a way for resuming from a situation. Chronic stress kills through suicide, violence, heart attack, stroke and even cancer

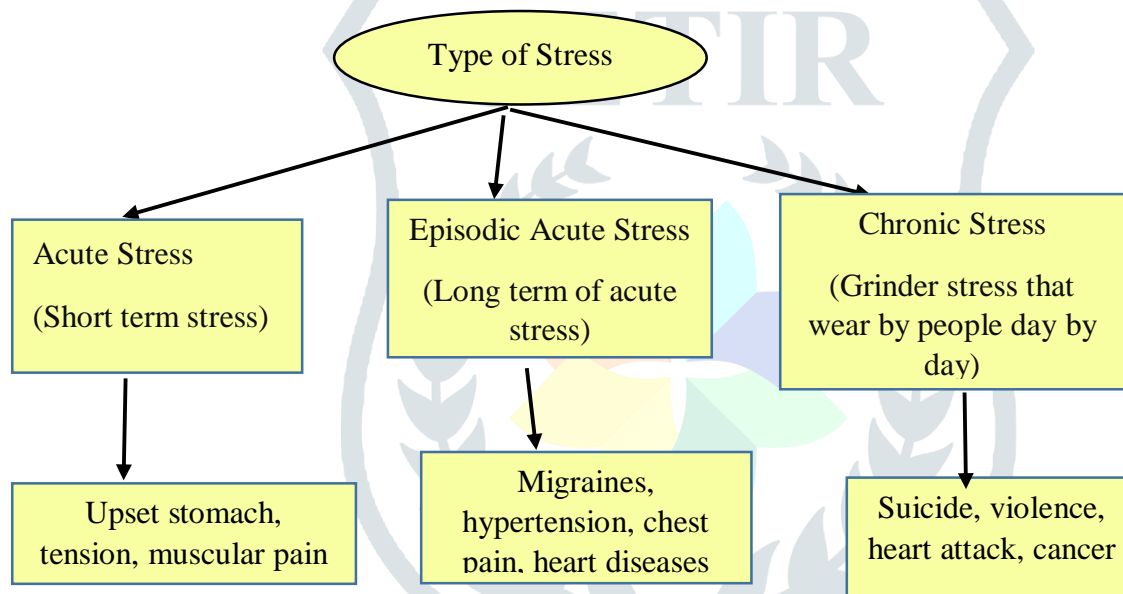
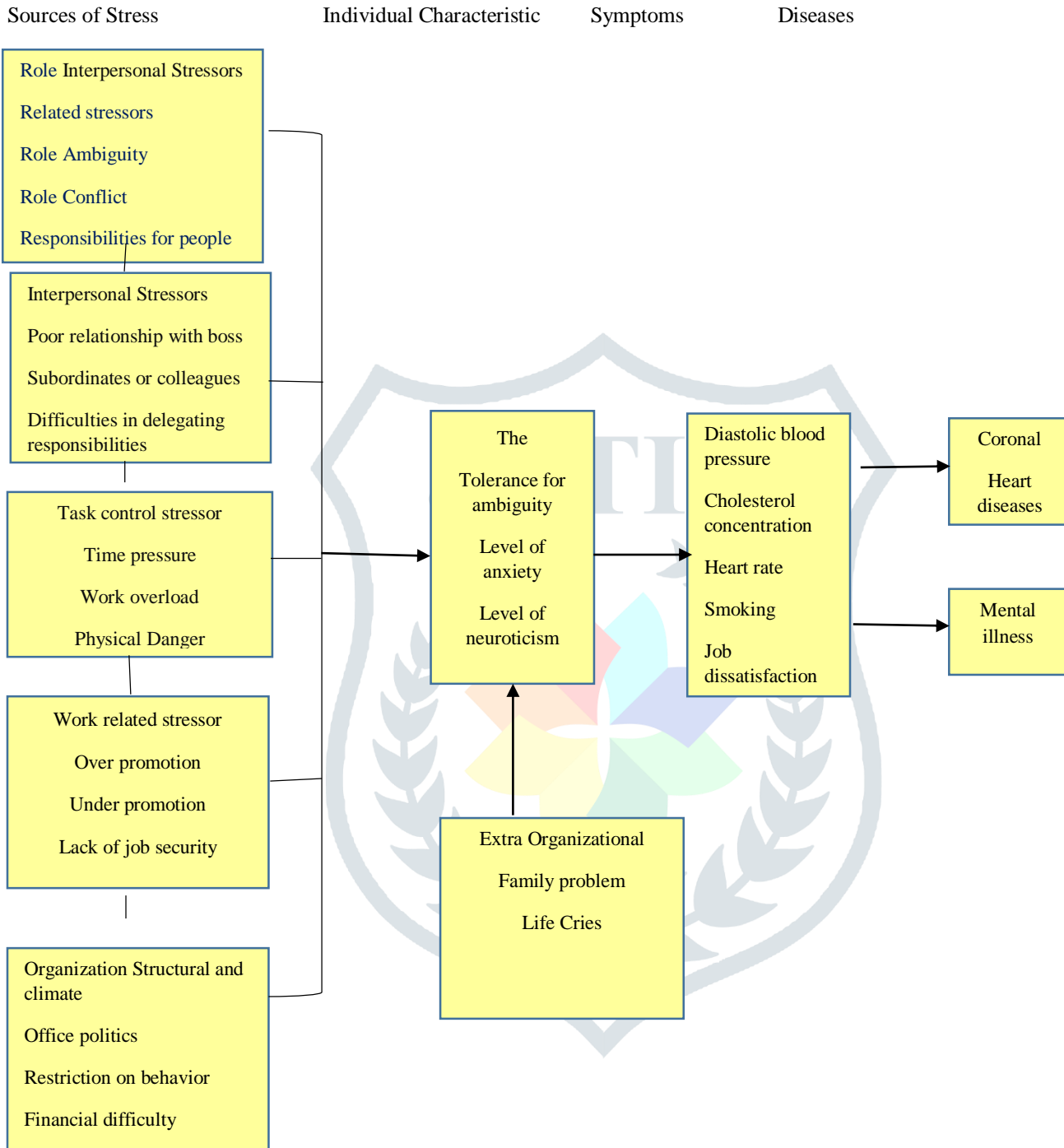


Fig1. Types of Stress

Sources of Stress

Sources of stress on employee its individual characteristic, symptoms and diseases causes by stress are show in below Fig no.2



2. Literature Review

Researcher	Findings	References
Caplan (1985)	The stress affected by climate, time pressure, workload, Lack of social support	Amiram D. Vinokur and Michelle Van Ryn(1993)
Ivancevich et al (1982)	Middle level manager are more stress than upper management and lower management of the six environmental stressors are quantitative workload, lack of career progression supervisory relation, role conflict, leaving quantitative workload and family situation.	Randall Ross and Elizabeth M. Altmaier(1994)
Cobb (1975)	“The responsibilities loads creates severe stress among workers and managers”. If the individual manager cannot cope with the increased responsibilities it may leads to several physical and psychological disorders among them.	Nadeem Malik (Feb 2011)
Perreault (1984)	Role and ambiguity is negatively related to both job satisfaction and performance	N. Beherman et al.(1984)
Date et al. (2009)	Long working hours per day were significantly associated with high CES-D score and found that older age (30-49yr) was marginally associated with high CES-D score in Chinese factory workers in Japan	Shahnaz Tabalabaei et al(2011)
Babak.M.et al. (2010)	“with excessive pressure, the job demands cannot be met , relaxation turns to exhaustion and a sense of satisfaction replaces with the feeling of stress, motivation sheds away and the workers start losing interest in the work and hence performance chart shows a negative trends”	Claudia- Neptina Manea et al (20130)

The present study is an attempt to investigate and the stress experienced by the level of employee at Infosys Private Sector in Nagpur. The study aims to ascertain the level of stress and to analyze the various attributes which influence organizational stress on the IT sector.

3. Objective of Research

- To identify the stress levels that are experienced by employees.
- To examine what is the effect of stress on work factors (e.g., morale, job satisfaction, task effort, organizational commitment, etc.) when people are under high stress.
- To study the effect of work over load on the stress level of employees.
- To study the job satisfaction viz-a-viz. stress level
- To study the effect of stress on productivity of an organization.

4. Research Methodology

The researcher used the descriptive statistical tool in presenting and analyzing the data generated for this study. This type of research used for this study is descriptive in which scientific methodology is used to explore the level and dimensions of stress in Infosys at Nagpur division private sector. Total of 50 employees’ managerial level and team leader are taken as a respondent out of 40 response.

Primary Data:-The primary data will collect from the respondent by administering a structural, Questionnaire and also through observation, interview and discussion with management teams.

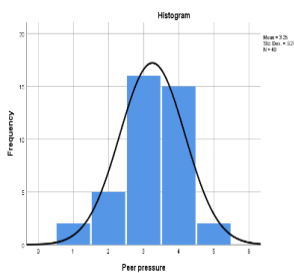
Secondary Data:-Apart from primary data the secondary data is being collected through text books, records, journals from library academic report and interest used for this study

Quota Sampling: It is a method for selecting survey participants that is a non-probabilistic version of stratified. The first segmented into a mutually exclusive subgroup, just as in stratified sampling. Then judgment is used to select the subject or units from each segment based on a specified proportion. Data is been collected from private company Infosys Nagpur division from Management level and team leads.

5. Data Analysis

a) Peer Pressure

Sr.no	Option	Frequency	Percent	Valid Percent	Cumulative Percent
1	Disagree	2	4	5	5
2	Disagree completely	5	10	12.5	17.5
3	Agree	16	32	40	57.5
4	Agree somewhat	15	30	37.5	95
5	Completely Agree	2	4	5	100
	Total	40	80	100	
	Missing System	10	20		
	Total	50	100		



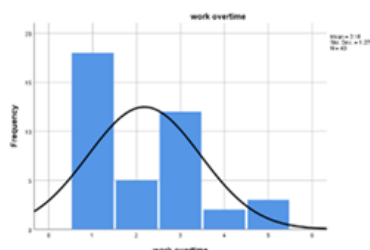
Mean	3.25
Median	3
Std. Deviation	0.927
Variance	0.859
Skewness	-0.534
Kurtosis	0.282

Skewness=-0.534 is a negative skewness which show a left tail of the curve is longer than the right tail when data are plotted through histogram. Kurtosis=0.282 is a positive excess kurtosis is called leptokurtic. Mean=3.25 Std. deviation=0.927

b) Work overtime

Sr.no	Option	Frequency	Percent	Valid Percent	Cumulative Percent
1	Redouble my efforts	18	36	45	45
2	Slowly take efforts	5	10	12.5	57.5
3	Get annoyed with work	12	24	30	87.5
4	Won't take any extra efforts	2	4	5	92.5
5	Complain about it	3	6	7.5	100
	Total	40	80	100	
	Missing System	10	20		
	Total	50	100		

Mean	2.17
Median	2
Std. Deviation	1.279
Variance	1.635
Skewness	0.74
Kurtosis	-0.414

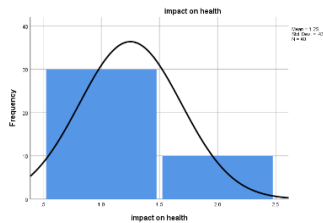


Skewness=0.74 the value is near zero hence it is normal distribution is a symmetric distribution with well-behaved tails. Kurtosis=-0.414 which is less than zero it has a platy kurtosis which is a light-tailed distribution. Mean= 2.17 Std. Deviation = 1.279

c) Impact on Health

Sr.no	Option	Frequency	Percent	Valid Percent	Cumulative Percent
1	Yes	30	60	75	75
2	No	10	20	25	100
	Total	40	80	100	
	Missing System	10	20		
	Total	50	100		

Mean	1.25
Median	1
Std. Deviation	0.439
Variance	0.192
Skewness	1.2
Kurtosis	-0.592

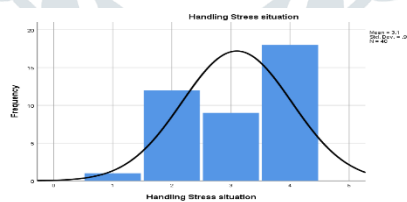


Skewness=1.2 this is a positive skewness which show a right tail of the curve is longer than its left tail when data are plotted through histogram. Kurtosis=-0.592 which is less than zero it has a platy kurtosis which is a light-tailed distribution. Mean=1.25 Std.deviation=0.439

d) Management effectiveness in handling Stress

Sr.no	Option	Frequency	Percent	Valid Percent	Cumulative Percent
1	Completely	1	2	2.5	2.5
2	To a certain extent	12	24	30	32.5
3	To a satisfactory	9	18	22.5	55
4	Not at all	18	36	45	100
	Total	40	80	100	
	Missing System	10	20		
	Total	50	100		

Mean	3.1
Median	3
Std. Deviation	0.928
Variance	0.862
Skewness	-0.409
Kurtosis	-1.278

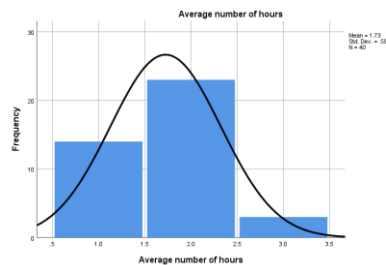


Skewness=-0.409 is a negative skewness which show a left tail of the curve is longer than the right tail when data are plotted through histogram. Kurtosis=-1.278 which is less than zero it has a platy kurtosis which is a light-tailed distribution. Mean=3.1 Std.deviation=0.928.

e) Average number of hours

Sr.no	Option	Frequency	Percent	Valid Percent	Cumulative Percent
1	40-50	14	28	35	35
2	50-60	23	46	57.5	92.5
3	60-70	3	6	7.5	100
	Total	40	80	100	
	Missing System	10	20		
	Total	50	100		

Mean	1.73
Median	2
Std. Deviation	0.599
Variance	0.358
Skewness	0.171
Kurtosis	-0.467

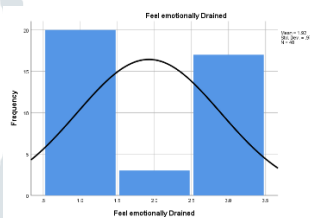


Skewness=0.171 the value is near zero hence it is normal distribution is a symmetric distribution with well-behaved tails. Kurtosis=-0.467 which is less than zero it has a platy kurtosis which is a light- tailed distribution. Mean=1.73 Std. deviation=0.599

f) Feel emotionally drained

Sr.no	Option	Frequency	Percent	Valid Percent	Cumulative Percent
1	Yes	20	40	50	50
2	No	3	6	7.5	57.5
3	Sometimes	17	34	42.5	100
	Total	40	80	100	
	Missing System	10	20		
	Total	50	100		

Mean	1.93
Median	1.5
Std. Deviation	0.971
Variance	0.943
Skewness	0.156
Kurtosis	-1.989

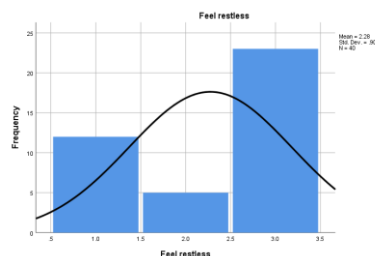


Skewness=0.156 the value is near zero hence it is normal distribution is a symmetric distribution with well-behaved tails. Kurtosis=-1.989 which is less than zero it has a platy kurtosis which is a light -tailed distribution. Mean=1.93.Std. Deviation=0.971

g) Feel restless while working

Sr.no	Option	Frequency	Percent	Valid Percent	Cumulative Percent
1	Yes	12	24	30	30
2	No	5	10	12.5	42.5
3	Sometimes	23	46	57.5	100
	Total	40	80	100	
	Missing System	10	20		
	Total	50	100		

Mean	2.28
Median	3
Std. Deviation	0.905
Variance	0.82
Skewness	-0.589
Kurtosis	-1.55

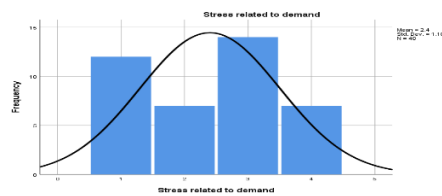


Skewness= -0.589 is a negative skewness which show a left tail of the curve is longer than the right tail when data are plotted through histogram. Kurtosis = -1.55 which is less than zero it has a platy kurtosis which is a light - tailed distribution. Mean=2.28.Std.Deviation=0.905

h) Stress related to demand

Sr.no	Option	Frequency	Percent	Valid Percent	Cumulative Percent
1	Dealing with customers	12	24	30	30
2	Administration	7	14	17.5	47.5
3	Need to hit targets	14	28	35	82.5
4	Long working Hours	7	14	17.5	100
	Total	40	80	100	
	Missing System	10	20		
	Total	50	100		

Mean	2.4
Median	3
Std. Deviation	1.105
Variance	1.221
Skewness	-0.034
Kurtosis	-1.359



Skewness=-0.034 is a negative skewness which show a left tail of the curve is longer than the right tail when data are plotted through histogram. Kurtosis = -1.359 which is less than zero it has a platy kurtosis which is a light- tailed distribution. Mean=2.4.Std.Deviation=1.105

I) Relation between job stress and job satisfaction

Sr.no	Option	Frequency	Percent	Valid Percent	Cumulative Percent
1	Strongly Agree	-	-	-	-
2	Agree	9	18	22.5	22.5
3	Undecided	8	16	20	42.5
4	Disagree	19	38	47.5	90
5	Strongly disagree	4	8	10	100
	Total	40	80	100	
	Missing System	10	20		
	Total	50	100		

Mean	3.45
Median	4
Std. Deviation	0.959
Variance	0.921
Skewness	-0.309
Kurtosis	-0.953

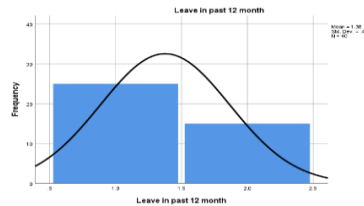


Skewness=-0.309 is a negative skewness which show a left tail of the curve is longer than the right tail when data are plotted through histogram. Kurtosis =-0.953 which is less than zero it has a platy kurtosis which is a light -tailed distribution. Mean=3.45.Std.Deviation=0.959

j) Leave in past 12 month due to stress

Sr.no	Option	Frequency	Percent	Valid Percent	Cumulative Percent
1	Yes	25	50	62.5	62.5
2	No	15	30	37.5	100
	Total	40	80	100	
	Missing System	10	20		
	Total	50	100		

Mean	1.38
Median	1
Std. Deviation	0.49
Variance	0.24
Skewness	0.537
Kurtosis	-1.805

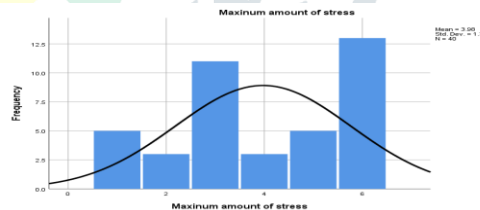


Skewness= 0.537 the value is near zero hence it is normal distribution is a symmetric distribution with well-behaved tails. Kurtosis=-1.805 which is less than zero it has a platy kurtosis which is a light-tailed distribution. Mean=1.38.Std.Deviation= 0.49

k) Maximum amount of stress

Sr.no	Option	Frequency	Percent	Valid Percent	Cumulative Percent
1	Marriage	5	10	12.5	12.5
2	Children	3	6	7.5	20
3	Work	11	22	27.5	47.5
4	Relationship problem	3	6	7.5	55
5	Loneliness	5	10	12.5	67.5
6	Performance at office	13	26	32.5	100
	Total	40	80	100	
	Missing System	10	20		
	Total	50	100		

Mean	3.98
Median	4
Std. Deviation	1.79
Variance	3.204
Skewness	-0.243
Kurtosis	-1.29

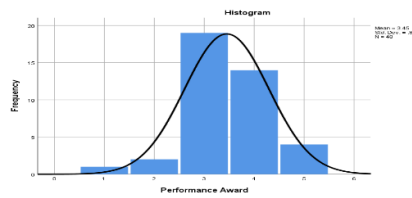


Skewness=-0.243 is a negative skewness which show a left tail of the curve is longer than the right tail when data are plotted through histogram. Kurtosis=-1.29 which is less than zero it has a platy kurtosis which is a light -tailed distribution. Mean=3.98 Std.Deviation=1.79

Performance Award

Sr.no	Option	Frequency	Percent	Valid Percent	Cumulative Percent
1	Very often	1	2	2.5	2.5
2	Most often	2	4	5	7.5
3	Sometimes	19	38	47.5	55
4	Never	14	28	35	90
5	Rarely	4	8	10	100
	Total	40	80	100	
	Missing System	10	20		
	Total	50	100		

Mean	3.45
Median	3
Std. Deviation	0.846
Variance	0.715
Skewness	-0.237
Kurtosis	0.847

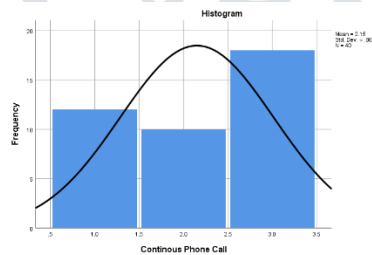


Skewness=-0.237 is a negative skewness which show a left tail of the curve is longer than the right tail when data are plotted through histogram. Kurtosis=0.847 is a positive excess kurtosis is called leptokurtic. Mean=3.45.Std.deviation=0.846

m) Continuous phone call

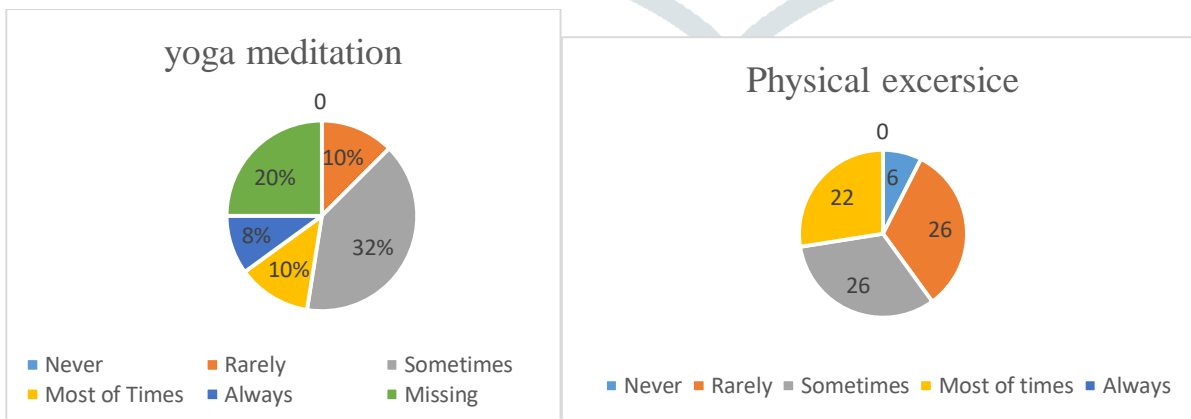
Sr.no	Option	Frequency	Percent	Valid Percent	Cumulative Percent
1	Very Often	12	24	30	30
2	Most often	10	20	25	55
3	Sometimes	18	36	45	
4	Never	-	-	-	-
5	Rarely	-	-	-	100
	Total	40	80	100	
	Missing System	10	20		
	Total	50	100		

Mean	2.15
Median	2
Std. Deviation	0.864
Variance	0.746
Skewness	-0.303
Kurtosis	-1.613



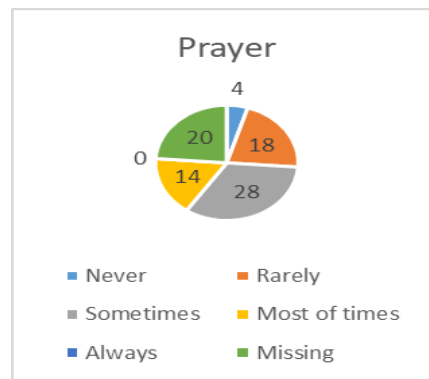
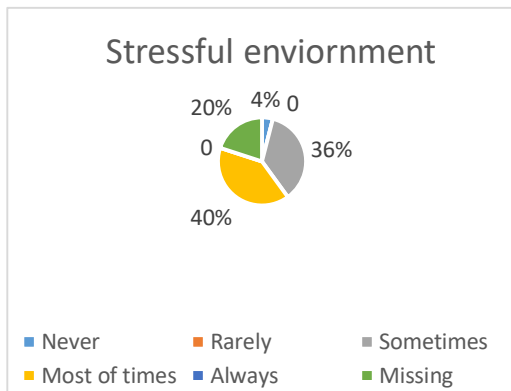
Skewness=-0.303 is a negative skewness which show a left tail of the curve is longer than the right tail when data are plotted through histogram. Kurtosis=-1.613 which is less than zero it has a platy kurtosis which is a light-tailed distribution. Mean=2.15.Std.deviation=0.864

n) Yoga/ Meditation and Physical Exercise



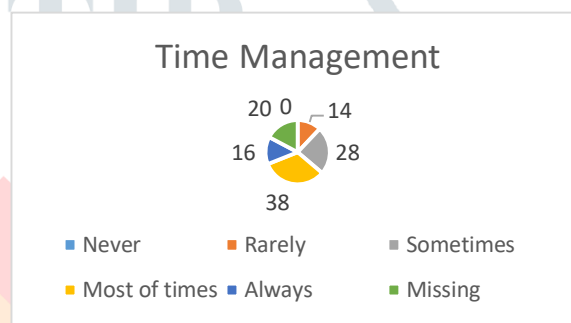
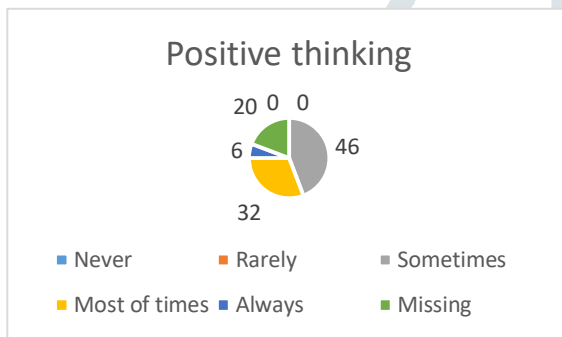
Yoga and Physical exercise are the major stress release method take by employees.32%and26% of employee say that they do yoga or meditation and Physical exercise to release from stress. The employee didn't get enough time to do exercise and meditation.

o) Stressful Environment and Prayer



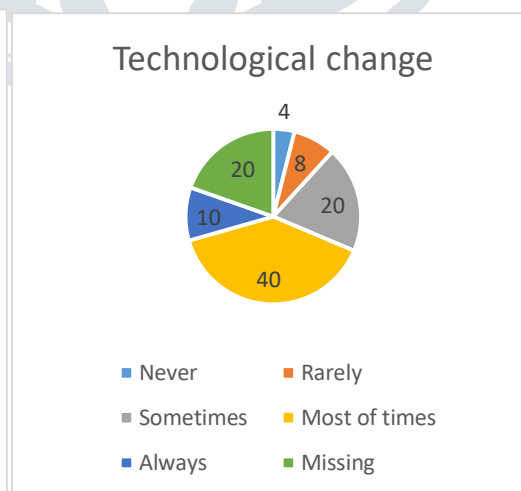
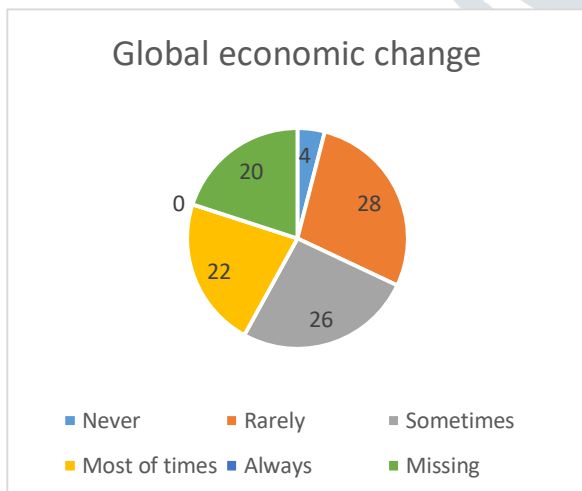
Stressful environment at workplace is also a major source of stress of employee. 40% of employee say that stressful environment create tension among employee. Every time stressful environment is injurious to health. Stressful environment or tension can be heel by Prayer.28% of employee say that they do prayer sometimes when they are tenser.

p) Positive Thinking and Time Management



Positive thinking make human beings to do impossible things possible.32% of employees say that they think positively to cope with stressful situation or under stress. Time management is also an important factor to do work at particular timing.38 % of employee say that they have to do time management properly to do work at particular time.

q)Global Economic Change and Technological Change



Global and technological change is an important change in each an every organization which create stress.22%and 26% of employee say that they are stress by global economic change most of times and sometimes. Technologiacl change is most common change in every industry.40% of employee say that they are ,most of times they are stress due to technological change.

6. Finding and Suggestion

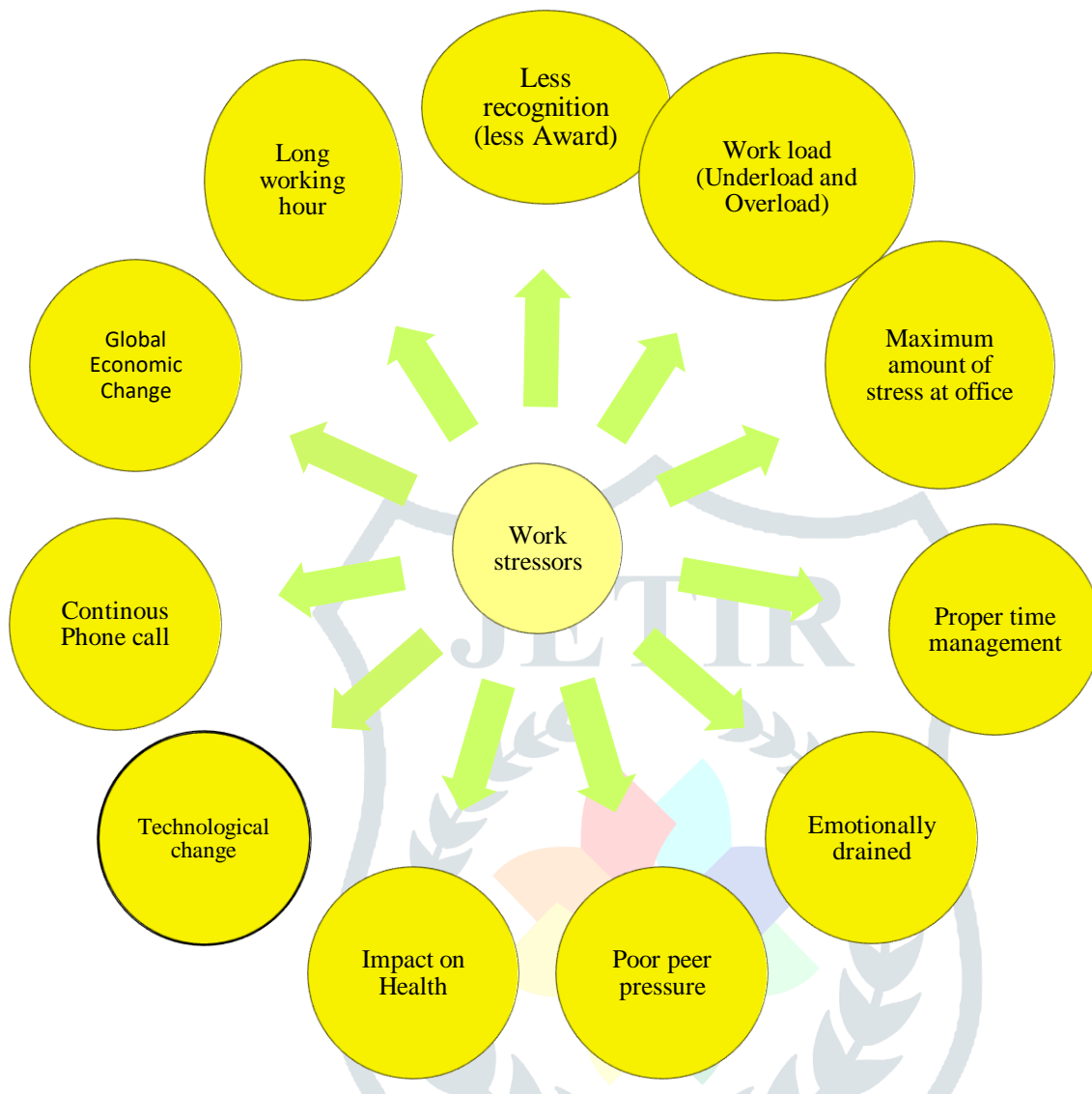


Fig.no.3 Findings of analysis

Suggestions

- Management should be strong enough to handle peer pressure to maintain a positive environment and productive work environment.
- Proper distribution of work among employee so that employee should not do overtime. As the overtime increases the productivity of employee decreases and work cannot be done as per the requirement.
- Stress impact on the health of employee. As the stress increases the health of employee generate some or other problem such as headache, anxiety, overeating, muscle tension, pain, restlessness, angry outburst, Fatigue, sadness and depression.
- Management should arrange short trips, lunch, Problem of employee should be share by management. Management should arrange a program of meditation cultural activity etc. so that employee will get in touch with every employee. Employee should learn to say “NO” if they are not comfortable to specific situation.
- An average number of the working hour is 50-60 hours per week. A working hour and working space should be flexible for the employee if they are working for a long time.

- The long working hour of and employee make an employee emotionally drained. Emotionally drained employee increases absentism, decreases turnover, job dissatisfaction, low productivity and reduced organizational commitment. The employee should be socialize with a coworker, limited contact with negative people, connect with the positive committee will help you to cope up with emotionally drained employee.
- Employee feel restless by which organization as well as employee decreases their productivity. To reduce restlessness employee should take effort for themselves they should go for a walk, make a list of problems and try to solve the problem, look for a fresh picture by which employee feel happy, spend time with nature are few things that employee can do by themselves.
- Stress is related to demand. As stress increases demand also increases. In competitive world, stress is continuously increases employee should find trick to tackle stress. Few things can employee do they can talk to supervisors, learn how to relax themselves, maintain positive relationship, have healthy and nutritional food, work should be properly organize.
- As the stress increases job satisfaction decreases. Stress can only be maintained with a healthy environment in an organization and mental peace.
- It is been found that maximum amount of stress is at work. Some activity should be arranged by management between works for the employee so that they didn't get exhausted and work should be in proper flow.
- Award and appreciation program such as increment, appraisal, promotion, performance award etc. which reduce stress.
- Continuous phone call engages an employee at same place for more time.so they can't go and have a walk or any refreshment which create stress among employee
- Employee say that they don't have too much time to perform yoga or exercise. Management should arrange such activity in a small amount at the office.
- Technological change is major stress increasing among employee in an organization. The employee have to do day- to- day work of an organization and they have to take the training of new technology. They can't focus on work. This decreases the productivity of employees as well as organization.

7.References

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