



# A study on Occupational Stress and Job Satisfaction of IT Employees

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## Introduction

The seventeenth century was called the age of enlightenment, the eighteenth, the age of reason; the nineteenth the age of progress and the twentieth, the age of anxiety. The path to meaningful and satisfying way of life has never been easy, but it seems to have become increasingly difficult in modern time mainly due to the fourfold explosion such as knowledge explosion. In the current global work environment, all global companies are focused on retaining the talent and knowledge held by the workforce. All companies are focused on lowering the employee turnover and preserving knowledge. New hiring not only entails a high cost but also increases the risk of the new comer not being able to replace the person who was working in that position before. HR departments also strive to offer benefits appealing to workers, thus reducing the risk of losing knowledge. Stress management is an innovative issue in modern organisations. Organisations strive for reducing occupational stress and attaining job satisfaction particularly in IT field. Stress is a multi-dimensional concept. It often occurs when individuals' physical and emotional position do not match with their job demands, constraints or opportunities. In fact there is no final universally accepted definition on what job satisfaction represents. Therefore before a definition on job satisfaction can be given, the nature and importance of work as a universal human activity must be considered. Different authors have different approaches towards defining job satisfaction. Some of the most commonly cited definitions on job satisfaction are analyzed in the text that follows.

Hoppock defined job satisfaction as any combination of psychological, physiological and environmental circumstances that cause a person truthfully to say I am satisfied with my job (Hoppock, 1935).

According to this approach although job satisfaction is under the influence of many external factors, it remains something internal that has to do with the way how the employee feels. That is job satisfaction presents a set of factors that cause a feeling of satisfaction. Vroom in his definition on job satisfaction focuses on the role of the employee in the workplace. Thus he defines job satisfaction as affective orientations on the part of individuals towards work roles which they are presently occupying (Vroom, 1964). One of the most often cited definitions on job satisfaction is the one given by Specter. According to him, job satisfaction has to do with the way how people feel about their job and its various aspects. It has to do with the extent to which people like or dislike their job. That's why job satisfaction and job dissatisfaction can appear in any given work situation. Organizations, both from private and public sectors are experiencing the shortage in workforce. The competition in attracting and retaining employees among organizations is growing. From recruitment to performance appraisal to compensation and benefits, the public and private sector are committing itself to innovate practices that seek to attract and retain employees. The IT sector in India is open to different work patterns including part-time, job share, flexi-time, annualized hours and career breaks. Flexible working and work-life balance are considered as tools that increase the attractiveness of IT sector jobs.

### **Conceptual Framework**

Topic- A study on occupational stress and job satisfaction of IT employees

Research design- Descriptive research

Area of the study- Ernakulum district

.Population and sample- IT employees in Kerala.

Methodology-Normative survey method adopting stratified random sampling

Data used – Primary and secondary data

Variables-Occupational stress- 25 variables, job satisfaction-9 variables

Tools used for data collection- Occupational Stress Inventory, Job Satisfaction Survey,

Statistical Methods used for analysis- Mean and Standard Deviation, weighted Average Analysis, chi-square analysis, Karl Pearson's coefficient of correlation, t- test and ANOVA.

### **Method adopted for the study**

Normative survey method is adopted for the study. It is more relative than experimental studies because it investigates phenomena in their natural settings and it was help to determine the present trends and solve correct practical problems. It is concerned with the generalized statistics that result when data abstracted from a number of individual cases. It is essentially cross sectional in nature.

## Operational definition of key terms

### Stress

Stress has been defined in a number of ways, but one of the leading and most useful definitions was presented by McGrath (1970) who defined “stress as a substantial imbalance between environmental demand and response capability of the organism.”(p.17)

Lazarus and Folkman define stress as “a particular relationship between person and the environment is appraised by the person as taxing or exceeding his or her well-being”. Quick and Quick (1984) observed “A stressful situation develops if the valued beliefs and behavior of the individual are suppressed and suggest these interpersonal group pressure can cause various psychological behavioral disorder.

Schuler (1988) defines stress as “A dynamic condition in which an individual is confronted with an opportunity constrained or demand related to what he or she desires and or which the outcome is perceived to be both uncertain and important.”

### IT employees

In this research employee means one who is employed in the IT enabled services for salary or on a contract basis by a business house or by government. MC Millen (1992)

### Occupational Stress

According to Beehr and Newman (1978) occupational stress as “a condition arising from the interaction of people and their occupation and characterised by changes within people that force them to deviate from their normal functioning.

### Job satisfaction

Hoppock defined job satisfaction as any combination of psychological, physiological and environmental circumstances that cause a person truthfully to say I am satisfied with my job.

### Objectives of the study

- To analyze the dimensions of occupational stress and job satisfaction among employees on the basis of marital status, educational status and employment of spouse of the respondents.
- To find out the relationship between level of stress and job satisfaction.

## Hypotheses of the study

H0 There is no significant difference in the level of stress classified on the basis of, marital status, educational status and employment of spouse of the respondents.

H0 There is no significant difference in the level of job satisfaction classified on the basis of marital status, educational status and employment of spouse of the respondents.

H0 There is no positive correlation between occupational stress and job satisfaction.

Analysis of data means studying the organized material in order to discover inherent facts. The analysis is related to the nature of the study and the data collected. The data are studied from as many angles as possible to explore new facts. Statistical techniques have contributed greatly in gathering, organizing, analyzing and interpreting numerical data. The investigator must possess competence in the use of statistical methods and must know the strength and weaknesses of the methods he uses so that he may not mislead or be misled by such methods. According to Wolfe, "The discovery of order in the phenomena of nature, notwithstanding their complexity and apparent confusion is rendered possible by the processes of analysis and synthesis which are the foundation stone of all scientific methods"

Once the research data have been properly collected and analyzed, the investigator must interpret the results of his analysis. It calls for a careful, logical and critical examination of the results obtained, keeping in view the limitations of the sample chosen, the tools selected and used in the study. The present study is aimed at finding out the quantum of occupational stress IT employees are experiencing and the correlation of it with job satisfaction and the impact of flexi time on stress reduction of IT employees in Ernakulam District. The data for the study were collected from a sample of 600 IT employees by means of standardized tools. The collected data were analyzed and interpreted for the realization of various objectives of the study.

## Analysis and Interpretation

1. Analysis of the effect of socio demographic variables on occupational stress and job satisfaction
2. Analysis of the dimensions of occupational stress and job satisfaction among employees.
- 3 To find out the correlation between occupational stress and job satisfaction

## 1. To find out the level of Marital Status on occupational stress

**Table 1**

**Data and results of level of stress on the basis of marital status**

			marital status			Total
			Married	Single	Married but Single	
Level of stress	Low	Count	12	1		13
		%	92.30%	7.70%		100.00%
	Medium	Count	272	277	7	556
		%	48.90%	49.80%	1.30%	100.00%
	High	Count	15	16		31
		%	48.40%	51.60%		100.00%
Total		Count	299	294	7	600
		%	49.80%	49.00%	1.20%	100.00%

Source: Compiled from field survey

It can be interpreted from this table that married and single have not almost equal level of stress. Comparatively single have high and medium level of stress. Married employees have less stress.

## 2. To find out the significance of marital status on stress

**Table 2**

**The 't' Test for testing the significance of the difference among two groups of employees based on marital status (single, married) on the variable occupational stress**

	marital status	N	Mean	Std. Deviation	P
Grand Total Score	Married	299	268.26	35.315	0.036
	Single	294	273.49	24.319	S

Source: Compiled from field survey

The above table indicates that there existed significant difference among employees classified on the basis of marital status (single or married) the ( $p < 0.05$ ) p value is less than 0.05 level of significance. So

hypothesis is accepted that there is significant difference between employees classified on the basis of marital status. It can also be analyzed that single employees have more stress compared to married employees.

### 3. To find out the significance of marital status on the variable job satisfaction.

**Table 3**

**The 't' Test for testing the significance of the difference among two groups of employees based on marital status (single, married) on the variable job satisfaction**

	marital status	N	Mean	Std. Deviation	p
<b>JSS Total</b>	<b>Married</b>	299	147.0602	22.35985	0.782
	<b>Single</b>	294	147.5748	22.93215	NS

Source: Compiled from field survey

The above table indicates that there existed no significant difference employees classified on the basis of marital status (single or married) on the variable job satisfaction. The ( $p > 0.05$ ) p value is more than 0.05 level of significance. So hypothesis is rejected at 0.05 level which means there is no significant difference between employees classified on the basis of marital status on the variable job satisfaction. Both married and single have almost same in the case of job satisfaction.

### 4. To find out the level of stress on the basis of educational status

**Table 4**

**Data and results of level of stress on the basis of educational status**

			Educational Status				Total
			Plus 2	Degree	PG & above	Technical	
Level of stress	Low	Count		1		12	13
		% within Level of stress		7.70%		92.30%	100.00%
	Medium	Count	6	179	156	215	556
		% within Level of stress	1.10%	32.20%	28.10%	38.70%	100.00%
	High	Count		16	6	9	31



		<b>% within Level of stress</b>					
				51.60%	19.40%	29.00%	100.00%
<b>Total</b>	<b>Count</b>		6	196	162	236	600
	<b>% within Level of stress</b>		1.00%	32.70%	27.00%	39.30%	100.00%

Source: Compiled from field survey

From this table it is clear that degree holders have comparatively more stress. Technical qualification employees have low and medium level stress. The differences are significant also. Out of the total sample majority (39.30) have technical qualification. Degree holders come next. There are only 27% have PG& above qualification. 1% constitute plus 2 holders.

#### 5. To find out the significance of educational status on the variable occupational stress.

**Table 5**

**The ANOVA Test for testing the significance of the difference among 4 groups of employees based on educational status (plus 2, Degree, P.G& above, Technical) on the variable job satisfaction**

ANOVA						
		Sum of Squares	Df	Mean Square	F	Sig.
<b>JSS Total</b>	<b>Between Groups</b>	540.599	1	540.599	1.051	0.306
	<b>Within Groups</b>	307598.36	598	514.379		
	<b>Total</b>	308138.958	599			

Source: Compiled from field survey

The present investigation tested the significance of the difference among the four groups (plus 2, Degree, P.G & above, Technical) based on educational status on the variable job satisfaction by using analysis of variance. The F value here is 1.051. It was not significant. This means that there existed no significant

difference among the 4 groups based on their educational status in the variable job satisfaction. .Since analysis of variance does not show any significant difference further analysis was not carried out.

#### 6. To find out the level of stress on the basis of employment status of spouse

**Table 6**

**Data and results of level of stress on the basis of employment status of spouse**

			spouse employment status			Total
			Not Applicable	Employed	Un employee	
Level of stress	Low	Count	1	12		13
		%	7.70%	92.30%		100.00%
	Medium	Count	289	216	38	543
		%	53.20%	39.80%	7.00%	100.00%
	High	Count	17	12		29
		%	58.60%	41.40%		100.00%
Total		Count	307	240	38	585
		%	52.50%	41.00%	6.50%	100.00%

Source: Compiled from field survey

From the table it is clear that out of the sample majority (52.50%) constitute NA category that means they have no spouse otherwise they are single. But employed and unemployed category have significance difference.

#### 7. To find out the significance of employment status of spouse on the variable occupational stress.

**Table 7**

**The 't' Test for testing the significance of the difference among two groups of employees based on spouse employment status on the variable occupational stress**

		spouse employment status	N	Mean	Std. Deviation	P
Grand Total Score	Employed		240	277.87	37.639	0.046
	Un employed		38	264.32	16.548	

Source: Compiled from field survey



The above table indicates that there existed significant difference employees classified on the basis of spouse employment status.) The ( $p < 0.05$ ) p value is less than 0.05 level of significance. So hypothesis is accepted that there is significant difference between employees classified on the basis of employment status of the spouse. It can also be analyzed that spouse employed have more stress compared to spouse unemployed employees.

### 8. To find out the significance of employment status of spouse on the variable job satisfaction

**Table 8**

The 't' Test for testing the significance of the difference among two groups of employees based on marital status (single, married) on the variable job satisfaction

	spouse employment status	N	Mean	Std. Deviation	P
<b>JSS Total</b>	<b>Employed</b>	240	146.375	22.56096	0.078
	<b>Un employed</b>	38	153.2632	20.39433	

Source: Compiled from field survey

The above table indicates that there existed no significant difference on employees classified on the basis of marital status (single or married) the ( $p < 0.05$ ) p value is less than 0.05 level of significance. So hypothesis is accepted at 0.05 level of significance which means that there is no significant difference between employees classified on the basis of employment of spouse. It can also be analyzed that spouse unemployed have more job satisfaction compared to spouse employed.

### 9. Relationship between the Level of Stress and Job Satisfaction

To find out the correlation between occupational stress and job satisfaction.

**Table 9**

Data and results of Correlation between total score of stress and job satisfaction

		JSS Total	Stress Total
JSS Total	Pearson Correlation	1	.021
	N	600	600

There exists a positive correlation between the stress score and job satisfaction score. The correlation is .021 that is low positive. There is no high positive relationship between job satisfaction and occupational stress. So the null hypothesis is accepted. It can be assumed that when job satisfaction increases occupational stress does not decrease. But there is possibility of a negative correlation also because it is very near to be negative (.021). It can also be assumed that job satisfaction is not a stress reduction tool.

### Findings

1. According to marital status 299(49.8%) are married and 301(50.2%) are single. Only 7 are in the category of married but single.
2. Based on the educational status 236(39.3%) have technical qualification (B.Tech. and BSc Computer Science) 162(27%) have PG and above (MCA, M.Tech, MSc computer science) 196(32.70%) have Degree (BSc, BCA) and 1% have plus two qualification. More employees have technical qualification.
3. Out of the total sample 155(26%) have less than 10000 income and 445(74%) falls in more than 10000 income group. Majority of the employees belong to 10000 more income group per month.
4. Married and single have not almost equal level of stress. Comparatively single have high and medium level of stress. Married employees have less stress.
5. Single employees have more stress compared to married employees.
6. Both married and single have almost same in the case of job satisfaction and there existed significant difference among the 4 groups based on their educational status in the variable occupational stress.
7. Majority of the employees are single.
8. Spouse employed have more stress compared to spouse unemployed employees.
9. In the case of total score of stress and job satisfaction, the mean scores of below 10000 have less occupational stress and job satisfaction compared to the income group of 10000 and above.
10. There exists a positive correlation between the stress score and job satisfaction score. The correlation is .021 that is low positive assumed that when the job satisfaction increases stress also increases, even if job satisfaction increases stress will not decrease.

### Conclusion

This study has focused on the discovery of association between causes of occupational stress and overall job satisfaction, among the managerial and professional officers in IT companies in Ernakulam District, The causes examined are varied into 22 variables from quantitative workload to work pressure at home. This study

employed a quantitative research design, whereby the data were collected through questionnaires. It is found that all the causes of occupational stress are correlated with overall job satisfaction. Job satisfaction seems to be under the influence of many external factors, it remains something internal that has to do with the way how the employee feels. That is job satisfaction presents a set of factors that cause a feeling of satisfaction. Organizations, both from private and public sectors are experiencing the shortage in workforce. The competition in attracting and retaining employees among organizations is growing. From recruitment to performance appraisal to compensation and benefits, the public and private sector are committing itself to innovate practices that seek to attract and retain employees.

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