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A Study on Stress Management Among Employees of Information Technology Sector with Reference to Coimbatore City

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ABSTRACT

This study concentrates on the Information Technology sectors where people work in day and night shift in rotation basis. It affects the health of both male and female employees working in those kinds of organizations. It is considered that stress level increased after IT came in to existence, fixing target within a specified limits and people started running towards attaining the goal in a specified period of time led them in stress. However, the study tries to bring out the stress management among employee in Information Technology sector in the Coimbatore city.

1.1 INTRODUCTION

Stress refers to the strain from the conflict between our external environment and us, leading to emotional and physical pressure. In our fast-paced world, it is impossible to live without stress, whether you are a student or a working adult. Modern day stresses can take the form of monetary needs, or emotional frictions. Competition at work and an increased workload can also cause greater levels of stress. How do you identify if you are suffering from excessive stress? Psychological symptoms commonly experienced include insomnia (restlessness), headaches and an inability to focus. Physical symptoms take the form of heart palpitations, breathlessness, excessive sweating and stomach-aches. In the workplace, information technology is believed to cause a number of concerns. The major cause of stress is the rapid change in technology. Each time the employee can either learn about the new updates or feel like they are falling behind. This leads to pressure on people. They feel that their ability to do the job may be impacted by the change. This could lead to feeling that their job security is at risk. The secret to manage stress is twofold. The first is acceptance that change happens and is rapid in the industry. The second is a training program that is sanctioned by the company. Managing stress among employees is not an easiest way of making comfort with the individuals. It varies from person to person to cope with stress and adopt with the changes moving in and around the society. Stress is a common word it suits for everyone but the tactics that how to manage the stress in the working environment by the employees.

1.2 STATEMENT OF PROBLEM

All face different challenges and obstacles, and sometimes the pressure is hard to handle. When one feels overwhelmed, under the sun, or unsure how to meet the demands placed on him, he experiences stress. In small doses, stress can be a good thing. It can give the push one needs, motivating him to do the best and to stay focused and alert. Stress is what keeps one on his toes during a presentation at work or drives him to study for his midterm when he would rather be watching television. However, when the going gets too tough and life's demands exceed his ability to cope, stress becomes a threat to both his physical and emotional well-being.

1.3 OBJECTIVES OF THE STUDY

- ➢ To identify the causes of stress among employees
- ➢ To study the effect of stress on the health of employees
- ➢ To study the relationship between stress and performance

1.4 RESEARCH METHODOLOGY

The present study is based on Primary data. Primary sources of data collection have been adopted for the study through well-structured comprehensive questionnaire. The Area of study is confined to Coimbatore City. Nature of Population are from peoples on both urban and rural areas. Banking customers

are the samples. The Sample size of the study will be 100 respondents. Data collected through Questionnaire was prepared in master table. In order to Analysis and Interpret the Data, Percentage Analysis, Weighted Average method, Rank Analysis are used in this study.

1.5 SCOPE OF THE STUDY

This study is aimed at bringing to light the stress experienced by the public sector bank employees and their impact on work, social and family life. This study also focused to identify the factors causing stress among employees and the coping strategies to manage stress. The style of managing the stress helps not only the employees in the selected banks but also serves as an indicator for the administrators and management of banks to which these respondents belong. Also, this study shall be of great help to the psychologists, psychiatrists, academicians and researchers who are interested in the field of study of Institutional behaviour.

1.6 LIMITATIONS OF THE STUDY

- ➢ Due to time constraints, only specific sample size has been collected.
- ➢ Customers may have faced some problems/conflicts so they may have given negative feedback.
- ➢ Customers may be not interested to express their views to the questionnaire.

2.1 REVIEW OF LITERATURE

P.V. Suresh Babu and S. BalaKrishna (2017), found that there is significantrelationship between demographic factors (age, education, income, experience and working hours) with occupational stress.

V.Srinivasan and R. Kausalya (2017) suggested time management technique to avoid/reduce stress among 300 IT professionals having a minimum of five years of experience in Chennai.

Naveen Ramesh et al., (2016) identified that the prevalence of stress in IT professionals in Bangalore city was neither too high nor too low at present, but statedthat if the magnitude of the present trend continues in the future then stress interventions become compulsory. To reduce the impact of stress the organisations have to adopt and follow various stress management techniques.

S.Viniba (2016)found out that work pressure, role overload and lack of physical environment are the major causes of stress among software professionals offour cities of Tamilnadu (Trichy, Chennai, Coimbatore and Madurai).
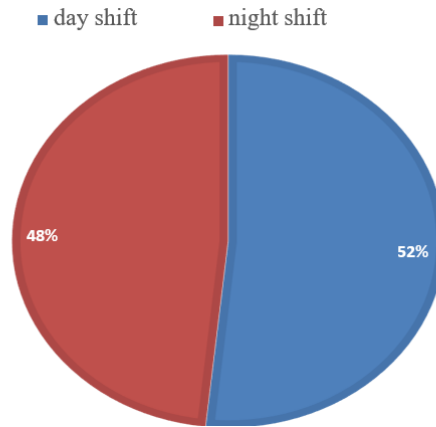
ANALYSIS

4.1 PERCENTAGE ANALYSIS

| Particular	Frequency	Percentage
Designation of the respondents		
Project manager	39	25%
Project leader/team leader	53	35%
Senior system analyst	42	27%
Programmer trainees/others	20	13%
No. of Hours worked of the respondents		
8 hours	40	26%
8-10 hours	58	38%
10-12 hours	29	18%
12-14 hours	19	12%
Above 14 hours	8	5%
Shift of work of the respondents		
Day shift	97	52%
Night shift	57	48%
Experience in work of the respondents		
Fresher	35	23%
2-4 years	45	32%
4-6 years	42	28%
6-8 years	26	17%
Above 8 years	-	-

Source: Primary data

INTREPETATION

The above table shows that 35% of the Respondents are Project leader/team leader and 38% of the Respondents are working 8-10 hours and 52% of the Respondents are working in day shift and 32% of the Respondents are 2-4 years experienced persons.

Chart Showing shift of work of the respondents

Chart Showing experience in work of the respondents
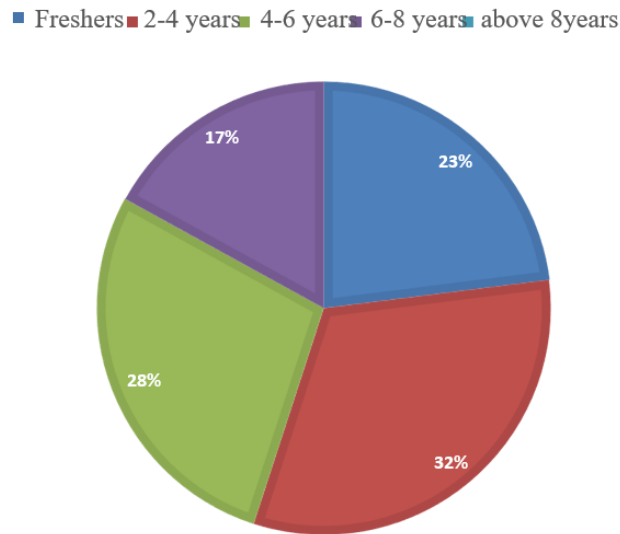
4.2 RANK ANALYSIS

Table showing Factor influence stress level of the respondents

Particulars	R1	R2	R3	R4	R5	Total	Rank
Last minute approval/ cancellation of decision by the employer lead to stress	80	35	22	4	3	**247**	**1**
Information is not directly communicated to me on how my performance is evaluated.	21	81	30	8	6	**335**	**2**
Gender difference creates stress	31	34	57	20	3	**365**	**3**
If I make mistake in my job there could be serious consequences for the company	30	43	44	18	10	**370**	**4**

Interpretation:

The above table depicts that rank 1 is given to Last minute approval/ cancellation of decision by the employer lead to stress and rank 4 is given to If I make mistake in my job there could be serious consequences for the company on the factors influencing respondents on stress level.

4.3 WEIGHTED AVERAGE SCORE METHOD

Table showing work load / flexibility

Work load / flexibility	SA	A	N	D	SD	Total	Weight average scores	Rank
I will bring office work to the home.	64	36	41	5	5	**602**	**4.01**	**1**
The working hours are so long, that it seems the work will be never over	30	69	35	12	4	**559**	**3.72**	**2**
My job does not allow sufficient time for rest and recreation.	27	46	57	13	7	**523**	**3.48**	**3**
I am responsible for too many different activities.	32	52	31	21	13	**516**	**3.44**	**4**

Interpretation:

The above table Shows that highest rank is given to bring office work to the home and lowest rank is given to responsible for too many different activities

5.1 FINDING

- More Than (66%) of the respondents are male.

- More Than (52%) of the respondents are joint family

- More Than (55%) of the respondents are there 4-5 member of the family

- More Than (60%) of the respondents are unmarried

- More Than (52%) of the respondents are work in day shift

- More Than (57%) of the respondents are not affected by psychological hardiness.

- More Than (63%)of the respondents are satisfied with the working hour.

5.2 SUGGESTIONS

- The company should activate programs to increase the skills of the employees.

- The organization can reduce the workload by give shifts.

- Company should train their employees in decision making in crucial situations.

- Supportive feedback should be given to the employees.

- Deep relaxation activity should be arranged for the employees for 15 to 20 minutes Because they work for 8-10 hours.

- Working location can be flexible.

5.3 CONCLUSION

A stressed person cannot make work life balance properly. The human life and stress go side by side. Nobody is free from stress. Everyone is experiencing this aspect some way other. Everyone in the organization higher level middle level and lower level will have stress but the nature may be different. It is not that only people with higher place will have only stress. The entire stress management to some extent depends upon our own attitude towards our life. If the person's approach is positive then the result will also be positive. In case of IT sector it is observed that the burnout problems are more. There is a need for creating positive and optimistic work environment for the development and growth of the employees and ultimately this will help to reduce the stress level .

The study on work stress has revealed that the respondents feel that they are satisfied with the environment where they are working and they are happy with the effective team work among the employees. The employees are happy with the working hours given to them by the company to do the job. The

company can concentrate on providing some stress relief program which helps them to reduce the stress level. The employees are satisfied with the company environment and they are working with the medium stress level in the organization.

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