



A Study on the Impact of Stress among Employees with Special References to BPO Industries in Chennai

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ABSTRACT

This study is showed with the aim of exploring the Job stress level, which is specifically conducted to address the problems faced by working individuals in BPO companies from Chennai, Tamil Nadu, both in personal life and professional life is a lack of job stress level. The researcher has taken the new set of variables in different dimensions to study employees' Job stress level between the employees of BPO companies in Tamil Nadu. The main objective of the study is analyze the association of job stress of employees. The data were collected from 350 respondents using a well-structured questionnaire. The test is carried out using the SPSS tool, where the variables that to be tested are entered and the results are identified. Descriptive statistics were performed on the factors of Job stress level. The various tests done using SPSS are One-Way ANOVA, Chi-Square, Correlation, and Multiple Regression. The relationship among the demographic variables, independent factors, and outcome variables is calculated, and results are interpreted.

Keyword: Workload, Work environment, Work life balance, Health problem

I. INTRODUCTION

Business Process Outsourcing (BPO) has become a key component for organizations looking to improve efficiency, cut expenses, and simplify operations in the modern Information Technology (IT) landscape. BPO services cover a broad range of tasks, such as data management, technical support, and customer support, and they frequently required 24/7 operations to satisfy the expectations of international business. Unquestionably, the industry has transformed company operations, but it has also high urgent concerns about the effect that stress has on BPO workers' wellbeing. The BPO industry, operating at the intersection of technology and customer service, is renowned for its fast-paced and demanding work environments. Because of the nature of their work, employees frequently have to manage complex customer relationships, fulfil strict performance requirements, and quickly adjust to changing technology environments.

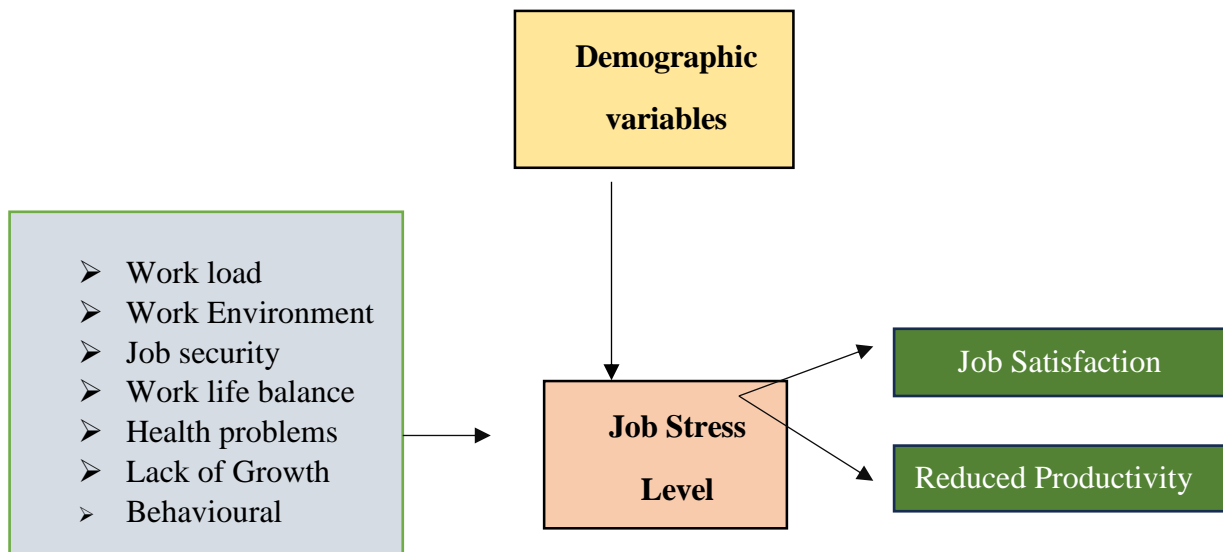
II. STUDY VARIABLE

The study variables include demographic variable such as Age, Gender, Income, Marital status, Years of experience, Position and Qualification and the independent factors such as Workload, Work Environment, Work Life Balance, Health Problems, Job security and Individual behavioural. To measure the Job stress level (validated by SPSS) was used which lead to the **outcome variable** viz., Job satisfaction and reduced productivity.

III. STATEMENT OF PROBLEM:

The study purposes to explore the scope to which stress impacts the workers in the business process outsourcing in Chennai. It seeks to recognize the various factors that affect stress levels resulting in its aftermath on the productivity of the workers. In this respect, the submission intends to inform the stakeholders and the entire sector on the various ways and initiatives that could ease stress aiming at improving the segment. This study also pursues to regulate the types of coping mechanisms BPO workers employ to counter stress effectively, drawing in as many conclusions as possible to identify trends or specific strategies that work. This study makes an attempt to conclude answer for this question.

IV. CONCEPTUAL FRAMEWORK



V. OBJECTIVES OF THE RESEARCH:

- To study the demographic profile of the respondents
- To study the association between demographic variables and job stress level
- To understand the difference between demographic variables and independent variable.
- To understand the effect of independent variables on job stress level.
- To study the intercorrelation among independent variable
- To study the association between job stress level and outcome variable
- To understand the effect of Job Stress Level on outcome variable
- To offer suitable suggestion for the study

VI. RESEARCH METHODOLOGY:

The study is founded on explanatory research the investigator has approved Stratified Sampling sampling to collect data from the respondents. The data were collected using a well- structured questionnaire which has the reliability value of 0.918 (91.8 %) by applying Cronbach's Alpha Test. The data has to be collected through physical forms and received 350 responses from the respondents working in BPO companies, Chennai. The investigator has used the statistical tools viz., descriptive statistics, Chi-Square test, One-way ANOVA and multiple regression analysis, Co-relation analysis.

VII. SCOPE AND LIMITATIONS OF THE RESEARCH:

This study is based on 350 sample from few of the selected BPO companies. There are (TCS, HCL, Wipro, Infosys, Sutherland Global) in Trichy. The result may vary as per the opinions of various respondents.

VIII. HYPOTHESIS STATEMENT:

1. There is no association between the Demographic variables of respondents and Job Stress Level
2. There is no significant difference between demographic profile of respondents and independent variable.
3. There is no significant effect of independent variable on Job stress level.
4. There is no significant and positive relation between the independent factors and Job stress level
5. There is no association between Job Stress Level on outcome variables.

6. There is no significant effect of Job Stress Level on outcome variable.

IX. LITERATURE REVIEW:

Kotteeswari, M. S. S. T., & Sharief, S. T. (2014) the researcher performance is inversely related to job stress. In other words, as stress increases, performance decreases. Stress factors such as finances, family relationships, and worries and fears about the future can also affect work performance.

Srinivasa, M. S., & Vijayashree, L. (2020) BPO companies face more challenges in terms of technical change, diversification of services and international operations. Stress is a main problematic that workers cannot avoid due to sophisticated advanced practices, techniques and technologies. The purpose of this learning is to examine the causes of stress experienced by BPO employees and the strategies they use to manage work-related stress.

Kathirvel, N. (2009) the researcher discussing knowledge workers might be viewed as the "raw material" of the BPO sector as they are essential to the sector. Although there are several issues affecting the workforce in the BPO sector, stress has come to light as the main issue, undermining employee performance and resulting in lost productivity. This study examines the stress-related problems that employees in different BPO organisations face and examines the contributing causes.

Latha, G., & Panchanatham, N. (2010) the investigators have done this study with the worldwide context, the business process outsourcing (BPO) companies is one of the fastest expanding. The industry is expanding remarkably in the Indian environment as well. It involves carrying out many tasks associated with interacting and providing service to customers. While some of them only work in the back office, others interact with clients directly. A BPO organization's call centre is its voice-based division. The BPO industry is fostering the development of the younger generation by giving them confidence-boosting opportunities in addition to jobs.

Sugumar, D., Kumaran, C. M., Raj, P. J., & Xavier, S. J. (2013) this industry has historically caused more stress to its employees and exposed them to various moral, ethical and physical health problems. Therefore, this study attempted to examine the problems associated with physical stressors and health. This report highlights the challenges faced by BPOs in India.

Krishna, S. M., & SudeshKumar, K. (2018) the researchers took the in-depth research on the psychological effects of ongoing customer contacts was done by Sharma and Singh (2018), who found that these encounters greatly increase stress and emotional tiredness in BPO environments. All of these results highlight how urgently organisational interventions are needed in the IT-BPO industry to reduce stresses and improve worker well-being. Krishna, S. M., & SudeshKumar, K. stress is the order of day a critical analysis of BPO Employees.

Latha, G., & Panchanatham, N. (2010) The industry is expanding remarkably even in the Indian setting. It involves carrying out many tasks associated with interacting and providing service to customers. While some of them only work in the back office, others interact directly with clients. A call centre is a voice-based division of a BPO company. The BPO industry is fostering the development of the younger generation by giving them confidence-boosting opportunities in addition to jobs.

De Ruyter, K. O., Wetzels, M., & Feinberg, R. (2001). This study explores the Call centres are both a crucial source of information about customers and a method for gaining access to them. The competing needs of the organisation, managers, and clients sometimes lead to role stress for call centre workers. The reasons and effects of role stress in contact centre environment are discussed in this article.

Saurabh Shrivastava and Prateek Bobhate (2010) in their study, health-related computing Conflict among professional planner's psychological problems and social problems are a major category Diseases can be found at any time among computers The study also made important findings contributes to these problems. Therefore, resolution this problem requires a multifaceted approach.

Padma, V., Anand, N. N., Gurukul, S. S., Javid, S. S. M., Prasad, A., & Arun, S. (2015), Survey on working conditions and health of IT employees' Psychosocial issues were also part of it. serious health problems observed among software professionals' ergonomics, health education, Psychosocial issues among software developers.

Sharma, R., & Sharma, K. (2014). stated that the causes of job stress are: In addition, the lack of resources and equipment creates a lot of work pressure Job stress is often manifested in high levels of employee dissatisfaction at work.

KR, S. R., & Kamalanabhan, T. J. (2010) this paper tries to bring out ways for Environmental Impact on ITES/BPO Employee Turnover. In recent years, the Indian ITES/BPO industry This is another test for human resource management for trainers, their biggest challenge is to keep people interested This article conducts a survey of employee turnover needs Commitment to employee turnover needs.

Sharma, D. K. (2011). This study analyses the causes and consequences of pressures on the BPO industry. To deal with stress, employees increase their caffeine intake, talk about their feelings with peers around. In adding to the above mental roller coaster, spirituality has been analyzed and found to show an important role in stress management. They find it very effective in managing stress.

Suri, J. C., Sen, M. K., Singh, P., Kumar, R., & Aggarwal, P. (2007) Circadian rhythm sleep disorders (CRSD) are not uncommon Mobile workers, in turn, make up the majority of the population working in the BPO industry. Sleep patterns, the prevalence of anxiety and depression and general effects of nature. The occupation and lifestyle among a segment of BPO workers who work under contract were examined.

Jmera, P., Satia, H. K., & Singh, M. (2016) Environmental impact ITES/BPO employee turnover. In recent years, the Indian ITES/BPO industry This is another challenge for HRM For trainers, their biggest challenge is to keep people engaged. This article looks at employee turnover needs Commitment to employee turnover needs.

Srivastava, R. (2014) The purpose of the study be situated to find out the relationship between professional self-efficacy and job stress of BPO employees. The results showed that there is a correlation between the variables. The t-values are significant because men and women differ significantly in most variables. Regression analysis showed that the criterion variable is influenced by predictor variables such as professional self-efficacy.

Narang, (2004) BPO is one of the greatest promising industries and is growing at a rapid pace. The organization works on international schedules, mainly through BPO Too much work that is supported by performance goals increases employee stress. An attempt to study and analyze the impact of stress on job satisfaction in BPOs in India.

Nangia, N. (2015) This study addresses the causes of stress among female employees in the BPO sector. Data was collected from her two companies conducting BPO activities. We also gathered information and deepened our understanding through personal interviews and observations. It is known that employees mainly suffer from stress due to excessive workload, which leads to work-life imbalance and poor health However, over time it has been observed that dissatisfaction arises.

Sain, R., & Pathy, M. (2013) This article examines the causes of stress faced by women workers in the BPO industry. The survey was collected from two companies providing BPO services. An organized questionnaire was prepared for the study and sent to 50 employees selected from different departments. For the purposes of this lesson. You will get an overview of the causes of stress. According to the survey, employees are repeatedly concerned about the weight of the country's BPO workforce.

X. DATA ANALYSIS AND DISCUSSION:

Table No.1

Demographic profile of the respondents

S. No	Demographic Factors					
1.	Age (Yrs.)	18-25	26-35	36-50	Above 51 years	
		204	84	40	22	350
	%	58.3	24	11.4	6.3	100
2.	Gender	Male	Female			
		179	171			350
	%	51.1	48.9			100
3.	Monthly Income (Rs.)	Below 20000	20001-40000	40001-60000	More than 60000	
		130	140	78	2	350
	%	37.1	40	22.2	0.57	100
4.	Years of Experience	Less than a year	1-5 years	6-10 years	Above 10 Years	
		63	195	19	73	350
	%	18	55.7	5.4	20.9	100
5.	Marital Status	Married	Unmarried			
		103	247			350
	%	29.4	70.6			100
6.	Qualification	Diploma	Graduate		Post-Graduate	
		4	169		177	350
	%	1.1	48.3		50.6	100

Sources: Primary data

The above table depicts that 58.3% of respondents were in the age group of 18-25 years. The table also shows that 51.1 % of respondents were male and the respite of respondents were female. 40% of respondents are drawing a monthly income Rs. 20,001- Rs. 40,000.

Table 1 also depicts that 50.6% of the respondents were qualified with a PG Degree. 55.7% of respondents were having 1-5 years of experience.

Table No.2

Chi-square Test between Demographic factors and Job stress level

S.No.	DEMOGRAPHIC FACTORS	χ^2 Value	(Sig)	RESULT
1	Age	58.347	0.004	Rejected
2	Gender	31.053	0.001	Rejected
3	Education	36.537	0.027	Accepted
4	Income	68.829	0.000	Rejected
5	Marital Status	17.619	0.091	Accepted
6	Years in the current position	61.360	0.002	Rejected

(Source: Primary Data)

(*= H_0 Accepted at 5% significance level)

Hypothesis (H_0): There is no association between demographic factors of respondents and the Job stress level.

From the above table displays the Chi-Square test between demographic and Job stress level. From the above table the researcher found that the null hypothesis is accepted ($p > 0.05$) and it is concluded that there is no significant association between the demographic factors viz., Education and Marital Status with the job stress level. The investigator also concluded that there is a signification association between age, Gender, years of work experience, income of the respondents with the Job stress level, since the null hypothesis is rejected ($p < 0.05$).

Table No.3

Independent factors and Position of the respondents – One way ANOVA

S.No	Factors	F	Significance	Result
1	Work load	4.802	0.003*	Rejected
2	Work environment	3.519	0.015*	Rejected
3	Job security	0.948	0.417	Accepted
4	Work life balance	2.140	0.095	Accepted
5	Health problems	1.854	0.137	Accepted
6	Lack of growth	5.302	0.001*	Rejected
7	Job stress level	3.574	0.014*	Rejected

(Source: Primary Data)

(*= H_0 accepted at 5% significance level)

Hypothesis (H_0): There is no significant difference between years of work experience of the respondents and independent factors of Job stress level

From the above table shows the one-way ANOVA of Years of work experience of respondents and independent factor. From the above table the researcher found that there is no significant difference between work experience of the respondents and independent factors of Job stress level such as Job stress level. since p value supports this inference ($p < 0.05$).

Table No:4

Unstandardized coefficients of regression model –Independent Factors on Job stress level

Model	Unstandardized Coefficients		Sig.
	B	Std. Error	
(Constant)	0.243	0.072	0.001
Work Load	-0.050	0.025	0.050*
Work Environment	0.056	0.025	0.025*
Job Security	-0.119	0.022	0.000*
Work Life Balance	-0.022	0.024	0.372
Health Problems	0.038	0.025	0.131
Lack of Growth	0.069	0.034	0.044*
Behaviural Individual	0.943	0.028	0.000*
R = 0.951 R Square = 90.4%			

(Source: Primary data)

(*=H0 accepted at 5% significance level)

Hypothesis (H0): There is no significant effect of Independent Factors on Job stress level.

The above table shows Regression model in the independent factor on Job stress level. The above table shows the regression analysis indicates that job security, lack of growth opportunities, and behavioral factors significantly influence job satisfaction. Workload and work environment also play a role, albeit to a lesser extent. However, work-life balance, health problems, and individual behaviors do not show significant effects. Overall, these factors explain approximately 95.1% of the variability in job satisfaction. The value of R represents the simple correlation and is 0.951. R² value indicated that 90.4 % (0.904) of variance in dependent variable.

Regression Model: $Y = a + b_1 + b_2 + b_3 \dots b_n$

Job Stress Level = 0.243 - 0.050 (Work-load) + 0.056 (Work Environment) - 0.119 (Job Security) + 0.069 (Lack of Growth) +0.943 (Behavioural Individual)

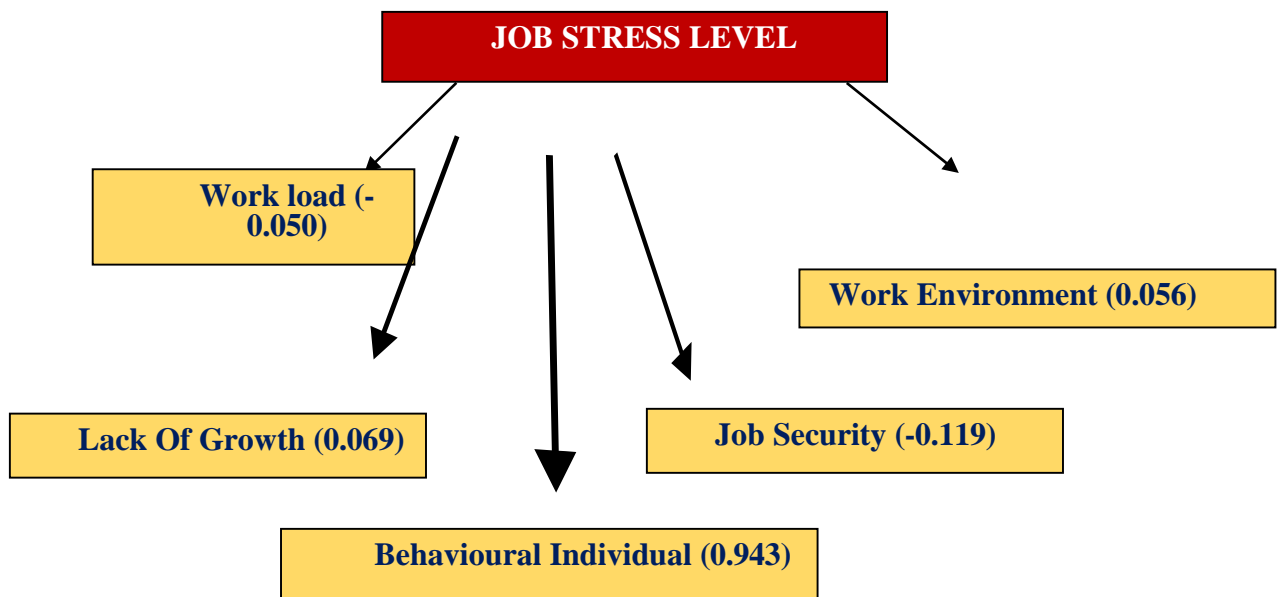


Figure: 1

Regression Model –Independent Factors and Job Stress Level**Table: 5****Chi square test between Job stress level and Outcome variables**

S.No.	Outcome Variables	χ^2 Value	Significance Value	Decision
1.	Job Satisfaction	1.620	0.000	Reject
2.	Reduced Productivity	1.060	0.000	Reject

(Source: Primary data)

(*=H0 rejected at 5% significance level)

Hypothesis (H0): There is no association between Job stress level and output variables.

The above table shows the Chi-square test between Job stress level and outcome variables. From the above table, it is found that the null hypothesis is rejected ($p < 0.05$) and it is concluded that there is a significant association between the output variables viz., Job satisfaction and Reduced Productivity with the Job stress level.

Table No: 6

S.No.	PREDICTORS	UNSTANDARDIZED COEFFICIENTS		Sig.
		B	Std. Error	
	(Constant)	0.760	0.067	0.000*
1	Job satisfaction	0.764	0.018	0.000*
2	Reduced Productivity	0.835	0.020	0.000*
R = 0.912 R Square = 0.832				

Unstandardized coefficients of Regression model – Effect of Job stress level and outcomes (Job satisfaction and Reduced productivity)**(Source: Primary Data)**

(*= Significant at 5% level)

Hypothesis (H0): There is no significant effect of Job stress level on the outcome factors.

The above table shows that the R value which represents the simple correlation and is 0.912 which indicated a high degree of correlation between the outcome factors and Job stress level. The R^2 value indicated that 83.2% (0.832) of variance in dependent variables "Job satisfaction and Reduced productivity" is explained by the independent variable viz., Job stress level

From the table, it can be inferred that there is ($p < 0.05$) statistically significant effect of Job stress level on the outcome factors viz. Job satisfaction and Reduced productivity.

XI. MAJOR FINDINGS:

Researchers found that depicts that 58.3% of respondents were in the age group of 18-25 years. The table also shows that 51.1 % of respondents were male and the rest of respondents were female. 40% of respondents are drawing a monthly income Rs. 20,001- Rs. 40,000 and also depicts that 50.6% of the respondents were qualified with a PG Degree. 55.7% of respondents were having 1-5 years of experience.

Researchers found that chi-Square test between demographic and Job stress level. From the above table the researcher found that the null hypothesis is accepted ($p > 0.05$) and it is concluded that there is no significant association between the demographic factors viz., Education and Marital Status with the Job stress level. The researcher also concluded that there is a significant association between age, Gender, years of work experience, income of the respondents with the Job stress level, since the null hypothesis is rejected ($p < 0.05$).

From the analysis the one-way ANOVA of Years of work experience of respondents and independent factor. From the above table the researcher found that there is no significant difference between work experience of the respondents and independent factors of Job stress level such as Job stress level. since p value supports this inference ($p < 0.05$).

The result of regression model in the independent factor on Job stress level. The above table shows the regression analysis indicates that job security, lack of growth opportunities, and behavioral factors significantly influence job satisfaction. Workload and work environment also play a role, albeit to a lesser extent. However, work-life balance, health problems, and individual behaviors do not show significant effects. Overall, these factors explain approximately 95.1% of the variability in job satisfaction. The value of R signifies the simple correlation and is 0.951. R^2 value showed that 90.4 % (0.904) of variance in dependent variable.

The significant of the chi-square test between Job stress level and outcome variables. From the above table, it is found that the null hypothesis is rejected ($p < 0.05$) and it is concluded that there is a significant association between the output variables viz., Job satisfaction and Reduced Productivity with the Job stress level.

The significant of the R value which represents the simple correlation and is 0.912 which indicated a high degree of correlation between the outcome factors and Job stress level. The R^2 value indicated that 83.2% (0.832) of variance in dependent variables "Job satisfaction and Reduced productivity" is clarified by the independent variable viz., Job stress level. It can be conditional that there is ($p < 0.05$) statistically significant effect of Job stress level on the outcome factors viz. Job satisfaction and Reduced productivity.

XII. RECOMMENDATIONS:

Based on the regression analysis results, it is investigated how the engagement of employees in BPO businesses is affected by independent factors such as job, work load, work environment, health issues, job security, work-life balance, lack of progress, and individual behavioural traits. Therefore, the researcher recommends that the company adopt a specific approach that intensifies the aforementioned elements and raises the employee's degree of job stress. According to the researchers' study, those two factors that is lower productivity and job satisfaction also have a significant impact on the study's findings.

XIII. CONCLUSION:

The primary objective of this study was to assess the influence of Job stress level of BPO employees in Chennai. The factors actors such as long working hours, demanding targets, and performance pressure contribute to elevated stress levels among BPO workers. This stress not only influences their job satisfaction but also leads to negative outcomes like increased absenteeism and potential health issues such as anxiety and depression. To implement effective stress management strategies. This includes providing support systems, promoting work-life balance, and offering stress-relief programs or counselling services. By prioritizing the well-being of their employee.

XIV. REFERENCES:

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