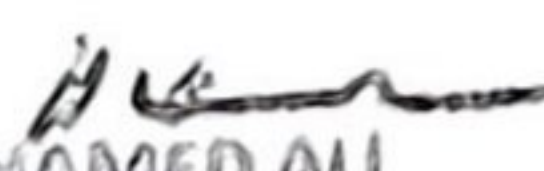



PG AND RESEARCH DEPARTMENT OF COMMERCE


National Conference on Human Resource Management - An Inventive Approach

### Certificate

This is to certify that ~~Dr/Mr/Ms~~ ✓ A-SAFIA, ASSISTANT PROFESSOR, DEPARTMENT OF  
COMMERCE, MUSLIM ARTS COLLEGE, THIRUVITHANCODE ...  
has actively participated in the One Day National Conference on "Human Resource Management - An Inventive Approach"  
organised by the PG and Research Department of Commerce, Muslim Arts College, Thiruvithancode held on 12<sup>th</sup> February  
2019. He/She has presented a paper titled A STUDY ON WORK STRESS AMONG EMPLOYEES IN  
IT SECTOR WITH SPECIAL REFERENCE TO TECHNO PARK.

  
Hon. Dr. M. MOHAMED ALI  
Secretary and Correspondent

  
Dr. G. EDWIN SHEELA  
Principal

  
Dr. M.P. ASHA KUMARI  
Head and Convenor

# HUMAN RESOURCE MANAGEMENT PRACTICES - AN INVENTIVE APPROACH

Dr. M. P. Asha Kumari  
Dr. H. Sabeena Farveen



Copyright © 2019 by B-DIGEST Publications

All rights reserved.

Reproduction or translation of any part of this book by any means without prior permission from the publisher is unlawful. Requests for permission or further information should be addressed to the publisher.

Rs. : 400/-

ISBN : 978-93-84734-70-1

Published by  
B-DIGEST Publications  
18/7, Devasahayam Street,  
Nagercoil, Kanyakumari District,  
Tamilnadu - 629 001. [www.bdigest.in](http://www.bdigest.in)  
e-mail : [bdigestpublications@gmail.com](mailto:bdigestpublications@gmail.com)

Printed by  
Wimaxx  
38, Bethesda Complex,  
W.C.C. Road, Nagercoil - 629 001.

## CONTENTS

No.	Name of the Paper	Page No
1	<i>A study on job satisfaction of employees at Kerala State Financial Enterprises Limited Santhi.V.R</i>	1
2	<i>A study on Stress Management among female Doctors Soumya. S and Dr.M.P. Asha Kumari</i>	10
3	<i>Stress management practices adopted by small scale Manufacturing units A. Ajish, A. Peer Mohamed and A. Arif Mohamed</i>	18
4	<i>A study on work stress among employees in IT Sector with special reference to Techno Park Archana UK and Dr. A. Safia ✓</i>	25
5	<i>A study on Artificial Intelligence in Indian Banking Sector Dr. K.Vijayakumar and Rajesh .P G</i>	33
6	<i>An Investigation on Effectiveness of Performance Appraisal System D.Satish and Dr.M.P. Asha Kumari ✓</i>	43
7	<i>Performance Appraisal of Employees Dr. Y.Hemalatha</i>	52
8	<i>Challenges faced by HR Managers in the Contemporary Business Atmosphere Dr.D.Muthu Krishnan, Y.Ebisha Ancy, R.Adlin Reshma and M.Fathima Rafeena ✓</i>	59
9	<i>A Study on the Work Life Balance of Working Women with special reference to College Lecturers Tracy George Bertle and Dr. M.P. Asha Kumari</i>	65
10	<i>Recruitment, Reward And Retention Aanand. S.M</i>	72

# A STUDY ON WORK STRESS AMONG EMPLOYEES IN IT SECTOR WITH SPECIAL REFERENCE TO TECHNOPARK

*Archana UK\* and Dr. A. Safia\*\**

*\*M.Phil Scholar, P.G & Research Department of Commerce,  
Muslim Arts College, Thiruvitancode*

*\*\*Assistant Professor of Commerce, P.G & Research Department of Commerce,  
Muslim Arts College, Thiruvitancode*

## **Abstract**

*Stress is a fact in our daily life. When a person needs help, it means the person feels physically and emotionally disabled. Most people believe that their capacity and capabilities are so little to encounter high level of stress. Stress is a fact of every human life and mostly experienced by IT professionals. The individuals working in the IT fields face more stress because they have to update their knowledge continuously. Stress affects the performance of employees. So it is necessary that the management has to identify the factors that cause stress and also undertake remedial measures to overcome the negative effect of stress on their employees. The objectives of the study were to find the common cause of stress and to suggest stress management strategies for coping with stress for collecting data, questionnaire method was adopted. This study concluded that many reason for stress is workload. They agreed that they reduce stress by actively participate in games.*

**Key words:** *IT sector, stress, cause of stress.*

## **INTRODUCTION**

Stress is an internal state of mind which can be caused by environmental and social situation. So it is necessary for the organization to identify stress level of employees in order to rectify it for the betterment of both employer and employee.

This study aims at studying the work stress among employees in IT sector. The tress purpose behind the study is to find out the factors influencing stress and the level of stress faced by the employee. It also aims to find out the measures to control stress and make suggestions to manage work stress.

## REVIEW OF LITERATURE

Pestonjee (1992) defines stress as occurring when demands on an individual exceed his adjustment resources. He is of the view that while stress is generally believed to have a deleterious effect of health and performance, recent research has revealed that a minimum level of stress is essential for effective functioning. It is the individuals' reaction to stress which makes all the difference and may prove to be harmful. According to him the interest in the issue has been rising and calls the present century as the age of "anxiety and stress."

Uma Devi. T (2011) on her study on stress management and coping strategies with references to IT companies state that stress has become contemporary being an occupation hazard in fast pacing IT profession, needs to be addressed without delay. Hence the importance of the study of stress at various levels, among IT employee is growing. stress can make an individual productive and constructive when it is identified and well managed. In times of great stress or adversity it is always best to keep busy to plow anger and energy into something positive.

Cobb (1975) has the opinion that, "The responsibility loads crates severe stress among workers and managers".

Van fleet (1988), stress is caused when a person is subjected to unusual situations, demands, extreme expectations or pressures that are difficult to handle.

## STATEMENT OF THE PROBLEM

Organizational stress among the employees are due to their workload, working conditions, shiftwork, relationship with managers

and employees, society and family members. From this point of view the employees in IT sectors facing work stress in the organization. It affects the performance level of employees. Hence present study is undertaken in the study area.

### OBJECTIVE OF THE STUDY

- ◆ To analyze the level of occupational stress among the IT professionals
- ◆ To identify the various cause of stress
- ◆ To identify the strategies to manage stress

### RESEARCH METHODOLOGY

#### Research design

The approach adopted in this research is descriptive research. This approach enabled to explore new areas of investigation.

#### Sources of data

The data were collected from both primary and secondary sources. Questionnaire method is used for collecting primary data. The data were also collected from journals, books and website.

#### Sample size

The total sample size for the study was hundred, conveniently selected from the employees working in Technopark.

### STATISTICAL TOOLS FOR ANALYSIS

- ◆ Weighted average method
- ◆ Percentage analysis

### LIMITATIONS OF THE STUDY

- ◆ The time factor is limited
- ◆ The size of the sample is comparatively less
- ◆ Validity and reliability of data obtained depends on the responses from respondent.

## DIFFERENT TYPES OF STRESS

### Eustress

Eustress means beneficial stress either psychological or physical. It is positive cognitive response to stress that is healthy or gives one a feeling of fulfillment or other positive feeling, e.g.:- receiving a promotion

### Distress

Distress occurs when something becomes difficult for an individual to cope with. Distress can result in anxiety or depression. There are two types of distress. Acute stress arrives and disappears quickly. Chronic stress is a prolonged stress that exists for weeks, months or even years. E.g.:- Transfer or relocating jobs.

### Hyper stress

This is another form of negative stress that occurs when the individual is unable to cope with the workload. E.g.:- Highly stressful jobs

### Hypo stress

Hypo stress occurs when a person has nothing to do with time and feels constantly bored and unmotivated.. E.g.:- Repetitive jobs

## SYMPTOMS

### Physical symptoms

- ◆ Low energy
- ◆ Headache
- ◆ Chest pain and rapid heartbeat
- ◆ Insomnia
- ◆ Frequent colds and infection
- ◆ Nervousness

### Behavioural symptoms

- ◆ Changes in appetite
- ◆ Increased use of alcohol, drugs, cigarettes
- ◆ Exhibiting more nervous behaviors, such as nail-biting and pacing

### Emotional symptoms

- ◆ Becoming frustrated, easily agitated
- ◆ Avoiding others

### Cognitive symptoms

- ◆ Constant worrying
- ◆ Racing thoughts
- ◆ Inability to focus
- ◆ Poor judgment

### Consequences

- ◆ Mental health problems such as depression, anxiety etc.
- ◆ Cardiovascular diseases, high blood pressure, heart attack
- ◆ Obesity and other eating disorders
- ◆ Skin and Hair problems such as acne, psoriasis and permanent hair loss

## ANALYSIS AND INTERPRETATION OF DATA

Table 1 Table shows existing stress level among employees

Level of stress	No of respondents	Percentage of respondents
High level	16	16
Medium level	56	56
Low level	28	28
<b>Total</b>	<b>100</b>	<b>100</b>

**Inference**

The above table shows that 56 percent of respondents have medium level of stress and 16 percent of respondents have high level of stress.

**Table 2 Weighted average method is used to measure the existing level of stress among employees**

Options	Weight	Frequency	WF
Rarely	1	16	16
Sometimes	2	56	112
Most of the time	3	28	84
Total	6	$\Sigma f$ 100	$\Sigma wf=212$

**Formula**

$$W = \frac{\sum wf}{\sum f} = \frac{212}{100} = 2.12$$

**Inference**

From the weighted average method it is found that level of stress among the employees is in medium level.

**Table 3 Causes of stress**

Causes	Percentage of respondent
Work load	45
Time Management	12
Lack of support	10
Job difficulty	5
Feeling of negativity	14
Stress due to technological problem	3
Financial problem	6
Total	100

**Inference**

45 Percentage of the respondents feels stress due to work load and only 3 percentage of respondents stress due to technological problem.

Table 4 Strategies to reduce stress

Factors	Percentage respondents
Yoga	10
Meditation	8
Counselling	3
Motivation	14
Indoor games	40
Chatting with friends	12
Others	13
Total	100

### Inference

The above table shows that 40 percent of respondents reduced their stress to play indoor games and least 3 percent of respondents reduced stress in counseling.

### FINDINGS

- ◆ 56 percentages of respondents feel stress at medium level.
- ◆ Majority of the respondents sometimes feels stress while doing their work.
- ◆ It is found from the study that 45 percentages of the respondents feels that work load is the main cause of stress.
- ◆ It is revealed from the study that most of the respondent prefers indoor games to reduce stress.

### SUGGESTIONS

- ◆ Try to avoid continuous working hours
- ◆ Provide proper training and motivate employees to develop their skills
- ◆ Organize a stress relief program in order to reduce stress.
- ◆ Counseling session can be held for employees showing the symptom of stress.

## CONCLUSION

Everyone is having stress in different forms, the cause of stress varies according to the work s. if the stress is more, it affects employees both physically as well as psychologically. Hence management must take several initiatives in helping their employees to overcome it the study has revealed that the main cause of stress due to workload. 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 medium stress level in the organization.

## REFERENCES

1. Uma Devi T. A study on stress management and coping strategies with reference to IT companies, *Journal of information technology and economic development* 2011;2(4):3048.
2. Ahmed, Ramzan. Effects of job stress on employees performance- A study on banking sector of Pakistan. *IO Journal of business and management* 2013; 11(6):61-68.
3. Aswathappa. K, *Human Resource Management Text, and Cases*, Tata McGraw Hill Education Pvt Ltd, New Delhi, 2008.
4. Beech H Rburns and Pandey (1963), "Behavioral Approach by the Management of Stress", *A Practical Guide to techniques* Scheffield Grest-ratain.
5. Booth, Allene and Lezarus B (1965), "Identifying Stress Bank Employees". *Briton Journal for banking Behavior* Vol.20, pgs.149-152
6. Dr. Avinash Kumar Srinivasan R, "Stress Management", *Review of stress Management and aging in the organization* Jan-2008.
7. Robert Woolfolk and Paul Lehrer, *Principles and Practices of Stress Management*, New york: Guilford, 1983, p.1
8. Seaward, Brian Luke, *Managing Stress- Principles and Strategies for Health and Wellbeing*, Boston : Jones and Bartlett Publishers, 2002