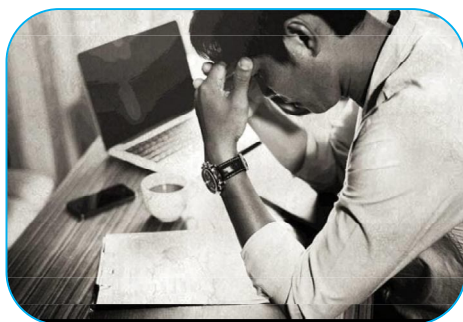




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OCCUPATIONAL STRESS IN IT INDUSTRIES

A.Raja Raja Guru¹ and Dr. N. Abdul Jaleel²

1Ph.D. Research Scholar , Department of Business Administration , Khadir Mohideen College, Adirampattinam.

2 Guide & Supervisor , Associate Professor of Business Administration , Khadir Mohideen College, Adirampattinam. Thanjavur District, Tamil Nadu.

ABSTRACT:

Occupational stress is a major hazard for many workers. Increased workloads, downsizing, overtime, hostile work environments, and shift work are just a few of the many causes of stressful working conditions. Occupational stress is one of the major health hazards of the modern workplace. It accounts for much of the physical illness, substance abuse, and family problems experienced by millions of workers. occupational stress can affect health of the employee when the stressors of the workplace exceed the employee's ability to

have some control over their situation or to cope in other ways. Also, occupational stress and stressful working conditions have been linked to low productivity, absenteeism, and increased rates of accidents on and off the job.

KEYWORDS: Occupational stress, Emotional strain, demand, workplace, mental strain.

1. INTRODUCTION

In organizational setting, now stress is becoming a major contributor to health and performance problems of individuals, and unwanted occurrences and costs for organizations. Consequences of occupational stress can be grouped into those on individual and those on organizational level. On the individual level, there are three main subgroups of strains: Organizational symptoms, often cause discontent and poor morale among the workforce, performance or productivity losses, low quality products and services, poorer relationship with

clients, suppliers, partners and regulatory authorities, losing customers, bad publicity, damage to the corporate image and reputation, missed opportunities, disruption to production, high accident and mistake rates, high labour turnover, loss of valuable staff, increased sick-leave, permanent vacancies, premature retirement, diminished cooperation, poor internal communications, more internal conflicts, and dysfunctional workplace climate. Organizational costs, on the other hand cause, costs of reduced performance or productivity, high replacement costs in connection with labour turnover (increase in recruitment, training and retraining costs), increased sick pay, increased health-care costs

and disability payments, higher grievance and litigation or compensation costs, and costs of equipment damage.

1.1 PROFILE OF THE RESPONDENTS

Generally the level of occupational stress experienced by the respondents varies according to their individual demographic variables such as, sex, age, educational qualifications, experience and income of the respondents. Therefore the profile of the respondents is given in the tables and on the basis of which the analysis has been made in the study.

1.2 SEX WISE DISTRIBUTION OF THE RESPONDENTS

The sex wise distribution of the respondents in the selected IT companies is shown in table 1.2.

TABLE 1.1
SEX WISE DISTRIBUTION OF THE RESPONDENTS

Sex	Higher level Professional	Middle level Professionals	Lower level Professionals	Total
Male	64 (53.33)	89 (54.27)	61 (61.00)	214 (55.73)
Female	56 (46.67)	75 (45.73)	39 (39.00)	170 (44.27)
Total	120 (100.00)	164 (100.00)	100 (100.00)	384 (100.00)

Source : Primary data

Table 1.1 shows that out of 384 sample respondents, nearly 56 per cent are male and 44 per cent are female. Among the higher level professionals, nearly 53 per cent and 47 per cent are male and female respondents. Out of 164 middle level professionals 54 per cent are male and 46 per cent are female. Out of 100 lower level professionals 61 per cent are male and 39 per cent are female respondents. It is understood from the table that majority of the workforce is male, at the same time, a considerable portion of women workforce are working in the IT industries in the study area.

1.3 AGE WISE CLASSIFICATION OF THE RESPONDENTS

The age wise classification of the sample respondents is given in table 1.2.

Table 1.2
AGE WISE CLASSIFICATION OF THE RESPONDENTS

Age (Year)	Higher level Professional	Middle level Professionals	Lower level Professionals	Total
Less than 30	22 (18.33)	39 (23.78)	38 (38.00)	99 (25.78)
30 - 40	53 (44.17)	98 (59.76)	43 (43.00)	194 (50.52)
Above 40	45 (37.50)	27 (16.46)	19 (19.00)	91 (23.70)
Total	120 (100.00)	164 (100.00)	100 (100.00)	384 (100.00)

Source : Primary data

Table 1.2 exhibits that out of 384 respondents, majority of the respondents are in the age group of 30-40 years. The respondents in the age group of less than 30 years and above 40 years constitute about one fourth each among the total respondents. Table further reveals that the maximum number of the respondents in the higher, middle and lower level professionals are in the age group of 30 -40 years. It is inferred from the table that the IT industry in the study area consists of young workforce.

1.4 LENGTH OF SERVICE

The experience of the sample respondents in the study units is given in table 4.3.

TABLE 1.3
LENGTH OF SERVICE

Work Experience (Year)	Higher level Professionals	Middle level Professionals	Lower level Professionals	Total
Less than 5	21 (17.50)	42 (25.61)	46 (46.00)	109 (28.39)
5 - 10	47 (39.17)	68 (41.46)	32 (32.00)	147 (38.28)
Above 10 years	52 (43.33)	54 (32.93)	22 (22.00)	128 (33.33)
Total	120 (100.00)	164 (100.00)	100 (100.00)	384 (100.00)

Source: Primary data

Table 1.3 describes that out of 384 respondents, as much as 38 per cent of the respondents are having 5-10 years of experience. Above 33 per cent of the respondents have more than 10 years of experience and 28 per cent of the respondents are having less than 10 years of experience. Among the higher level professionals, nearly 43 per cent of the respondents are having more than 10 years of experience and 39 per cent of the respondents are having 5-10 years of experience. About 18 per cent of the respondents are less than 5 years of experience. In case of middle level professionals, 41 per cent, 33 per cent and 25 per cent are having 5 - 10 years, more than 10 years and less than 5 years respectively. Among the lower level professionals, 46 per cent, 32 per cent and 22 per cent of the respondents are having less than 5 years, 5- 10 years and above 10 years of experience. It indicates that the IT industry in the study area has significant portion of experienced workforces, which is a vital factor for the growth of the industry.

1.5 EDUCATIONAL QUALIFICATIONS

The educational qualifications of the respondents is given in table 1.4.

TABLE 1.4
EDUCATIONAL QUALIFICATION

Monthly Income (Rs.)	Higher level Professionals	Middle level Professionals	Lower level Professionals	Total
Under Graduate	84 (70.00)	117 (71.34)	89 (89.00)	290 (75.52)
Post Graduate	36 (30.00)	47 (28.66)	11 (11.00)	94 (24.48)
Total	120 (100.00)	164 (100.00)	100 (100.00)	384 (100.00)

Source: Primary data

Table 1.4 indicates the educational qualifications of the respondents. About 76 per cent of the respondents are under graduates and almost one-fourth of the respondents are post graduates. Table further reveals that the majority of the higher level, middle level and lower level professionals are under graduate.

1.6 FINDINGS

The major findings of the study are;

All the respondents have experienced high level of occupational stress with regard to role overload except lower level professionals. It is inferred from the table that the middle level and higher level professionals have to perform multiple roles, which creates high level occupational stress to them.

The middle and higher level professionals have experienced high level of occupational stress; whereas lower level professionals have been affected by moderate level of occupational stress with regard to role ambiguity.

The higher and middle level professionals have experienced high level of stress, the lower level professional have experienced low level of stress with regards to role conflict.

It is observed that the middle level and higher level professionals have experienced high level of stress and lower level professionals have been affected by moderate level of occupational stress in relation to group pressure.

The higher and middle level professionals have been affected by high level of occupational stress in relation to responsibility for persons; whereas middle and lower level professionals have experienced low level of occupational stress in respect of responsibility for persons. Therefore, it is presumed that the higher and middle level professionals have assumed multiple responsibilities as compared to lower level professionals.

The lower level and middle level professionals have high level of occupational stress whereas higher level professionals have been affected by moderate level of occupational stress in respect of under participation. Therefore it is presumed that the higher and middle level professionals are having good position as compared to and lower level professionals in the IT industry.

The lower level professionals have been affected by high level of occupational stress but higher level and middle level professionals have experienced moderate level of stress in relation to powerlessness.

The study exhibits that lower level professionals have been affected by high level of occupational stress, the higher level and middle level professionals have been affected by moderate stress with regard poor peer relations. It is inferred that the lower level professionals have poor peer relations in the IT industry in the study area.

The middle level professionals and lower level professionals have exposed high level of occupational stress when compared to higher level professionals in respect of intrinsic impoverishment.

The lower level professionals have been affected by high level of occupational stress, middle level professionals have experienced moderate level of stress and higher level professionals have low level of stress with regard to low status.

Irrespective of the category, all the respondents have exposed high level of occupational stress with regards to working condition. This is due to long working hours with computer, heavy work load, time bound work schedule and night shift work in the IT industry.

1.7 CONCLUSION

To sum up, the middle level and higher level professionals have experienced high level of occupational stress with regards to role overload, role ambiguity, role conflict, group pressure, responsibility for persons.

The lower level professional have experienced high level of occupational stress in respect of powerlessness, peer relations, intrinsic impoverishment and low status. All the respondents have exposed high level of occupational stress with regards to working conditions and low profitability.

It is observed from the study that middle level and higher level professionals have been exposed to high level of overall occupational stress, whereas lower level professionals have experienced moderate level of overall reveals that the higher and middle level professionals have low job satisfaction; whereas lower level professionals have moderate job satisfaction.

Throughout the study, it is observed that the middle level professionals have been exposed to high level of stress than higher and lower level IT professionals. The need of the hour is to heed to this burning issue which would both directly and indirectly affect the productivity. So it is the duty of both the Government and the industrialists to identify such factors which cause stress.

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