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A Survey on Stress at Work Place and Its Contributing Factors among the Employees of Information Technology, India

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ABSTRACT: Stress arises when individuals perceive that they cannot adequately cope with the Demands being made on them or with threats to their well-being. While some workplace stress is normal, excessive stress can interfere with your productivity and impact your physical and emotional health. And your ability to deal with it can mean the difference between success or failure. In IT Sector, A survey is carried out among 100 IT Employees to know the reasons for their stress. As a part of survey, interviews are conducted and most of the employees said money and work place are the reasons for their stress. Some of the stress management techniques are discussed and suggestions and are made to avoid the stress in work place.

I. 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. There is both positive and negative stress, depending on each individual's unique perception of the tension between the two forces.

Stress occurs in a wide range of work circumstances but is often made worse when employees feel they have little support from supervisors and colleagues and where they have little control over work or how they can cope with its demands and pressures. Stress results from a mismatch between the demands and pressures on the person, on the one hand, and their knowledge and abilities, on the other. It challenges their ability to cope with work. This includes not only situations where the pressures of work exceed the worker's ability to cope but also where the worker's knowledge and abilities are not sufficiently utilised and that is a problem for them.

A healthy job is likely to be one where the pressures on employees are appropriate in relation to their abilities and resources, to the amount of control they have over their work, and to the support they receive from people who matter to them. As health is not merely the absence of disease or infirmity but a positive state of complete physical, mental and social well-being (WHO, 1986), a healthy working environment is one in which there is not only an absence of harmful conditions but an abundance of health promoting ones.

These may include continuous assessment of risks to health, the provision of appropriate information and training on health issues and the availability of health promoting organizational support practices and structures. A healthy work environment is one in which staff have made health and health promotion a priority and part of their working lives

II. CAUSES FOR WORK STRESS

The HSE has developed a self-report survey instrument to help employers measure the key hazards within their organizations and compare their performance with national standards. The HSE Indicator Tool (Cousins et al,2004) comprises 35 items within the seven hazard categories:

Demands includes workload, pace of work and working hours;

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Control measures levels of autonomy over working methods, as well as pacing and timing;

Peer support encompasses the degree of help and respect received from colleagues;

Managerial support reflects supportive behaviours from line managers and the organisation itself, such as availability of feedback and encouragement;

Relationships assesses levels of conflict within the workplace including bullying behaviour and harassment;

Role examines levels of role clarity and the extent to which employees believe that their work fits into the overall aims of the organisation;

Change reflects how well organisational changes are managed and communicated.

It is important to understand each of the factors and how they are related to each other, as this can influence the amount of stress an individual experiences:

- A person can reduce the impact of high demands if they have high control over their work.
- The impact of high demands and low control can be reduced by having high levels of support, either from colleagues or from you as a manager.
- Relationships can be one of the biggest sources of stress, especially where there are problems like [bullying and harassment](#).
- Problems with role are probably the easier problems to solve.
- Change does not have to be at an organisational level to have an impact on individuals or teams, for example, changes in team members, line managers or the type of work or technology used by the team can be just as stressful.

Img.1 :Bellow picture shows some of the causes for Stress in Work Environment.



III. THE EFFECT OF WORK STRESS

When affected by work stress people may:

- become increasingly distressed and irritable
- become unable to relax or concentrate
- have difficulty thinking logically and making decisions
- enjoy their work less and feel less committed to it
- feel tired, depressed, anxious
- have difficulty sleeping
- experience serious physical problems, such as: - heart disease, - disorders of the digestive system, - increases in blood pressure, headaches, - muscle-skeletal disorders (such as low back pain and upper limb disorders)

IV. RESULTS AND ANALYSIS

In IT Sector, A survey is carried out among 100 IT Employees to know the reasons for their stress. As a part of survey, interviews are conducted and most of the employees said money and work place are the reasons for their stress.

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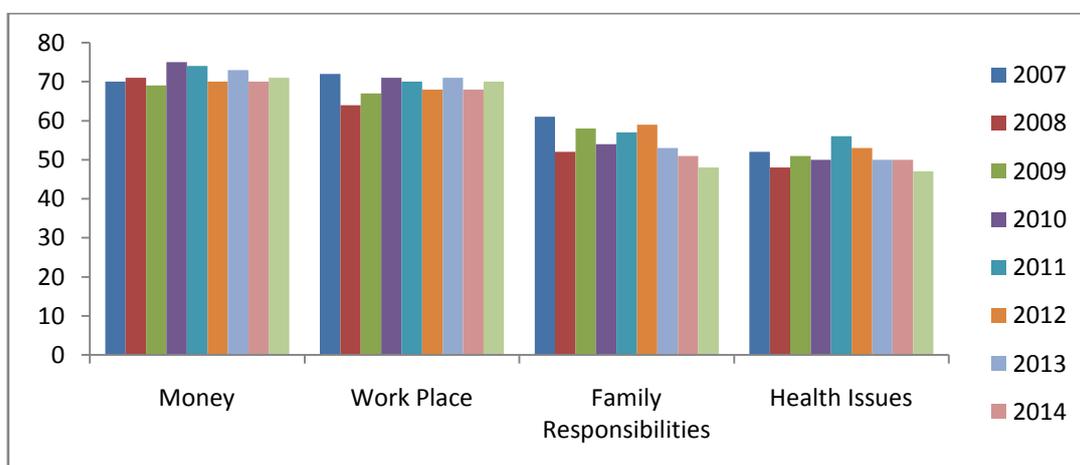
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Tabel.1: Showing the percentage of employees feeling stress for various reasons from 2007 to 2015

Reason for Stress/ Year	2007	2008	2009	2010	2011	2012	2013	2014	2015
Money	70	71	69	75	74	70	73	70	71
Work Place	72	64	67	71	70	68	71	68	70
Family Responsibilities	61	52	58	54	57	59	53	51	48
Health Issues	52	48	51	50	56	53	50	50	47

In the above table, It is observed that among 100 employees, in 2007 because of Money problem 70% and because of health problems 52% are felt stress, in 2007 because of Money problem 70% and because of health problems 52% are felt stress, in 2008 because of Money problem 71% and because of health problems 48% are felt stress, in 2009 because of Money problem 69% and because of health problems 51% are felt stress, in 2010 because of Money problem 75% and because of health problems 50% are felt stress, in 2011 because of Money problem 74% and because of health problems 56% are felt stress, in 2012 because of Money problem 70% and because of health problems 53% are felt stress, in 2013 because of Money problem 73% and because of health problems 50% are felt stress, in 2014 because of Money problem 70% and because of health problems 50% are felt stress, in 2015 because of Money problem 71% and because of health problems 47% are felt stress. Bellow Graph.2 will also shows the same in terms of figures .

Graph.2: Showing the percentage of employees feeling stress for various reasons from 2007 to 2015



Tabel.2 :Showing the various Stress management Techniques used(in percentage) by Different Age groups in IT Industry

Stress Management Technique used / Age Group	21-30 Years (in %)	31-40 Years (in %)	41- Above (in %)
Watching TV	41%	32%	26%
Surfing Internet	38%	39%	34%
Yoga	25%	42%	51%
Sleeping	32%	36%	41%
Eating	43%	21%	18%
Smoking	9%	12%	10%
Drinking Alcohol	12%	14%	17%

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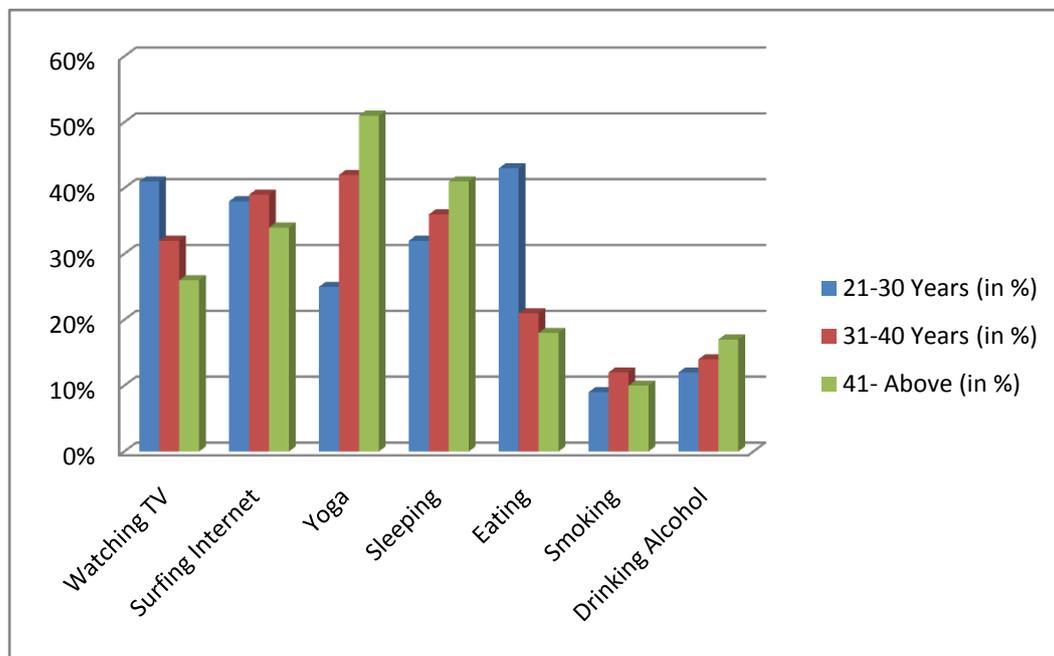
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Above table shows the various Stress management Techniques used(in percentage) by Different Age groups in IT Industry. From the table.2 it is observed that, 41% and 9% of employees from age group 21-30 are reducing their stress by watching TV and Smoking respectively, 42% and 12% of employees from age group 31-40 are reducing their stress by doing Yoga and Smoking respectively, 51% and 10% of employees from age group 41-above are reducing their stress by doing Yoga and Smoking respectively.

Bellow **Graph.2:** Showing the various Stress management Techniques used(in percentage) by Different Age groups in IT Industry.

Graph.2: Showing the various Stress management Techniques used(in percentage) by Different Age groups in IT Industry



V. SUGGESTIONS

The American Psychological Association suggests a range of ways that a company's culture can be changed to help reduce stress:

- Ensure that workloads are in line with workers' capabilities and resources.
- Design jobs to provide meaning, stimulation and opportunities for workers to use their skills.
- Clearly define workers' roles and responsibilities.
- Give workers opportunities to participate in decisions and actions affecting their jobs
- Improve communications to help reduce uncertainty about career development and future employment prospects.
- Provide opportunities for social interaction among workers.

Establishing work schedules that are compatible with demands and responsibilities outside the job and offering supportive services can help reduce stress. Here are some key strategies:

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Flex time. Allowing workers to start or end the workday earlier or later can reduce work/life stress, especially for working parents. Flex time can also reduce the stress of commuting in rush hour traffic.

Job sharing. This allows at least two people trained to perform each job, enabling each employee to have time off without losing productivity.⁴⁸

Work from home. Working from home results in higher morale and job satisfaction and lower employee stress and turnover, according to an analysis of two-decades of studies involving nearly 13 thousand employees, conducted by researchers at Pennsylvania State University. The prime reason is that working at home provides employees more control over how they do their work, according to lead author Ravi S. Gajendran. Working at home also helps workers better manage work/family demands.⁴⁹

Longer lunch hours. Extending the lunch hour may help discourage snacking and fast food. One survey found that nearly three quarters of employees say that they eat unhealthy snacks—chips, candy, etc.—at work once a week; 27 percent said they did so three or more times a week.⁵⁰ Adequate time may also encourage time for calming or other stress-reduction activities such as walking.

Eldercare support. Many companies have begun to contract with geriatric care specialists to help with issues such as finding doctors to address age-related diagnosis, and arranging transportation to medical appointments.

VI. CONCLUSION

Stress issue has become contemporary, being an occupational hazard in fast pacing IT profession, needs to be addressed without delay .In summary, there are many reasons for stress in work place and they are identified, many stress management techniques are discussed and in response some suggestions are made. Exposure to workplace stressors predicts serious adverse effects on mental and physical health, even after accounting for other established contributors. At organizational level, well designed coping strategies have become the attention of IT companies and Stress can make an individual productive and constructive when it is identified and well managed.

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