A STUDY ON STRESS MANAGEMENT IN IT INDUSTRY

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ABSTRACT

This century has belonged to the Information Technology Sector. How organisations are able to leverage IT to get advantage in a highly competitive market will be the key to success. Leading the way would be the organisations that are in the IT industry. The IT boom has brought with it, its own set of challenges to organisations. How to put in place systems and process that are in tune with the IT revolution, how to strategize and compete in the IT era? etc. But a major challenge that the IT industry per se has been facing is in the field of Human Resource Management. The nature of work in today's competitive world is changing at whirlwind speed. Now more than ever before, job stress poses a threat to health of employees and in turn to the health of organization although occupational stress and stress management have assumed enormous importance in any organization. The work life and the problems that are encountered in daily work life has been blended with our lifestyles for the past several years. Work place stress management programs and implementation of measures to reduce psychological pressure and individual’s sense of control are possible ways to counteract the negative effects of a stressful situation.

INTRODUCTION TO THE STUDY

What is Stress?

Stress is a complex phenomenon. It has been defined in many ways, but simply put; it is the wear and tear of everyday life.
In every day's life people are subjected to a wide range of pressures. Similarly there are also a wide range of resources and strategies for coping with pressure. Sometimes people cope well and will not feel that the pressure is having any adverse effect upon them. At other times they will have difficulty in dealing with the situation and that is when we may use the term "stress".

Short term stress:
The diagram below shows the relationship between stress and the quality of performance when one is in situations that impose short term stress:

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Where stress is low, one may find that his/her performance is low because of boredom, lack concentration and motivation. Where stress is too high, the performance can suffer from all the symptoms of excessive short-term stress. In the middle, at a moderate level of stress, there is a zone of best performance. If one can keep oneself within this zone, then that person will be sufficiently aroused to perform well while not being over-stressed and unhappy.

This graph, and this zone of optimum performance, is different shapes for different people. Some people may operate most effectively at a level of stress that would leave other people either bored or in pieces. It is possible that someone who functions superbly at a low level might experience difficulties at a high level. Alternatively someone who performs only moderately at low level might perform exceptionally under extreme pressure.

The best way of finding your optimum level of stress is to keep a stress diary for a number of weeks.

Long term stress:
The problems of long term, sustained stress are more associated with fatigue, morale and health than with short term adrenaline management.

The graph below shows the way in which performance can suffer when someone is under excessive long-term stress:
The graph shows stages that a person may go through in response to sustained levels of excessive stress:

- During the first phase a person will face challenges with plenty of energy. One’s response will probably be positive and effective.
- After a period of time one may begin to feel seriously tired. The person may start to feel anxious, frustrated and upset. The quality of one’s work may begin to suffer.
- As high stress continues one may begin to feel a sense of failure and may be ill more frequently. A person may also begin to feel exploited by his/her organization. At this stage the person may start to distance himself/herself from the employer, perhaps starting to look for a new job.
- If high levels of stress continue without relief one may ultimately experience depression, burnout, nervous breakdown, or some other form of serious stress related illness.

Different people may move between these stages with different speeds under different stress conditions.

At a simple level it may appear that a measure of 'toughness' is how well a person keeps on going under extreme stress. This is simplistic. It is certainly possible to be self-indulgent and use stress as an excuse for not pushing yourself hard enough. It is, however, also far too easy to let yourself be pushed to a level where your work, and physical and mental health start to suffer. The strongest and most flexible position is to actively manage your levels of stress and fatigue so that you are able to produce high quality work over a long period, reliably.

High performance in your job may require continued hard work in the face of high levels of sustained stress. If this is the case, it is essential that you learn to pay attention to your feelings. This ensures that you know when to relax, slacker off for a short period, get more sleep, or implement stress management strategies. If you do not take feelings of tiredness, upset or discontent seriously, then you may face failure, burnout or breakdown.
There are good strategies for avoiding or surviving these that are beyond the scope of certain books.

**Ways to identify your stress:**
- Inability to Concentrate
- Inability to Sleep
- Inability to Relax
- Physical Manifestations

**Making a stress management plan:**
Stress management starts with identifying the sources of stress in your life. This isn’t as easy as it sounds. Your true sources of stress aren’t always obvious, and it’s all too easy to overlook your own stress-inducing thoughts, feelings, and behaviors. Sure, you may know that you’re constantly worried about work deadlines.

**OBJECTIVES OF THE STUDY**

- The objective of this project is to understand the concept of job stress and its impact on employees.
- To identify the factors influencing the job stress of employees in the working environment and correlation between stressors.
- To identify if there is any significance difference between stress variable with reference to gender category.
- To identify measures to reduce stress, in order to increase the skills of the employees.

**RESEARCH METHODOLOGY**

Research is defined as human activity based on intellectual application in the investigation of matter. The primary aim for applied research is discovering, interpreting, and the development of methods and systems for the advancement of human knowledge. Research refers to search for knowledge. It is a scientific and systematic search for pertinent information on a specific topic.

**Type of Research:**

Descriptive research is been adopted for the study, which includes surveys and fact finding enquiries of different kinds. Descriptive research is also known as statistical research.

**Sources of Data**

**Primary data** - The primary data are those, which are collected afresh for the first time, and thus happen to be original in character.

**Sampling**

Sampling is that part of statistical practice concerned with the selection of individual observations intended to yield some knowledge about a population of concern, especially for the purposes of statistical inference.
Sampling size

The total sample size for the study was 150, conveniently selected from the employee who is working in various departments of Semansys Technologies.

Sampling method

Convenience sampling method is used for the study. Convenience sampling, sometimes called grab or opportunity sampling; this is the method of choosing items arbitrarily and in an unstructured manner from the frame. Though almost impossible to treat rigorously, it is the method most commonly employed in many practical situations.

Mode of data collection

The questionnaire was used as the data collection instrument. A questionnaire is a research instrument consisting of a series of questions and other prompts for the purpose of gathering information from respondents. The data is collected through interview schedule. (i.e.) interviewing the people and their responses are collected in a predefined structured questionnaire. Questionnaires have advantages over some other types of surveys in that they are cheap; do not require as much effort.

Tools and Techniques Used For Analysis

Percentages are used to compare the relative terms and the distribution of two or more series of data. Also a mere descriptive form of the percentage analysis is shown in the form of graphs and charts. SPSS tool is used to find the correlation between various stressors and Homogeneous T test is used to find the gender variability and frequency table is been used.

FINDINGS
1. Major factors contributing to stress:
   - WORKLOAD
   - VULNERABILITY
   - LOW PHYSICAL CONDITION
2. There is significant correlation between WORKLOAD and EMOTIONAL EXHAUSTION.
3. There is no significant difference in stress variable with reference to gender.

SUGGESTIONS & RECOMMENDATIONS

- The company can go for some relaxation activity program for the employees in order to reduce the tension of the employees.
- The company can also focus on training the employees how to make decision in pathetic situation.
- The company should provide program for improving a person attitude and development process.
- Counseling session can be held for the employees showing the symptom of stress.
- Organization should offer wellness program.
Deep relaxation should be provided for the employees for 10 to 20 minutes. Physical exercise increases heart capacity, provide a mental diversion for work pressure and let off stream. Leisure time can be provided to the employees and may feel relaxed and work. Organization can focus on creating awareness program on the negative impact on the consuming alcoholic and cigarette. Organization can often go with the brain storming games that keep employee active participants in each and every matter which help in increase in concentration. Organization can have a focus on providing yoga to the employees.

CONCLUSION
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.

REFERENCES

WEB SITES VISITED