



OCCUPATIONAL STRESS AND JOB SATISFACTION OF IT EMPLOYEES IN CHENNAI CITY

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ABSTRACT

Everybody wants stress-free life. In this research study Descriptive Research method is applied to find out the Occupational stress and job satisfaction of IT employees in Chennai City. Simple random sampling is used to collect the data. In total researcher contacted 140 employees to whom the questionnaires were distributed, out of which 120 were received complete in all respects. Hence, sample size is 120. Suitable statistical tools are applied. Further, descriptive statistic, correlation and regression are computed. It is found that monotonous assignments, family problems, inadequate authority to match responsibilities, too much multi-task, poor relationship with their superiors and less salary in comparison to their peer are influenced the job satisfaction of IT employees in Chennai.

Key words: *Occupational stress, Job satisfaction, IT employees and Chennai*

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1. INTRODUCTION

Stress may be exacerbated by pressures from both work and home. Employees can be protected by their employers from work-related stress, but they can rarely be protected from stress brought on by external sources. For both the business and its employees, workplace stress could be a severe problem. Strong management and organisation are the best means of preventing

stress at work. This study is useful in determining the level of stress that the employees are under. Strategies for managing stress and trying to improve the relationship between the supervisor and their subordinates.

Job satisfaction is described as a positive emotional state resulting from a work appraisal, an effective response to that employment, and a person's attitude about it.



The result of a person's perception and evaluation of their work being influenced by their own unique needs, values, and expectations that they value highly is job satisfaction (Sempene et al 2002).

2. STATEMENT OF THE PROBLEM

Today, it is more crucial than ever for information technology workers to manage their stress, as doing so enables them to pinpoint and lessen the majority of stress-causing factors. Akbar Jan and others (2016) The employees' physical and mental well-being is in jeopardy because of the intense work environment that prevails in IT organisations. Therefore, a concise model should be created in order to identify the key elements that increase employee job happiness, boost productivity, and transform them into better corporate citizens. Everyone endures stress, regardless of whether they are engaged in family, work, study, organisations, business, or any other type of social or economic activity. Thus, stress has become a common occurrence in modern society and has drawn a lot of attention in recent years. Job stress is of special concern. Everyone's life now revolves on stress, but everyone wants to live stress-free. Stress is a topic that is difficult to avoid. Stress is a natural component of daily life. Every person experience stress, whether consciously or unconsciously. Stress,

4. ANALYSIS AND INTERPRETATION

until thought to be foreign to Indian culture, is now recognised as a serious health risk. The goal of the current study was to examine the job satisfaction and occupational stress of IT workers in Chennai City.

3. RESEARCH METHODOLOGY

The methodical investigation of the specific issue is referred to as research. It is a strategy for a research endeavor that outlines in great detail how material will be gathered, examined, and presented.

Research type

This research paper falls under descriptive research in nature.

Sampling

To gather the data, simple random sampling is employed. The data is gathered via primary data. Reliability analysis is used to determine the tool's reliability for this population based on the results of the pilot research.

Sample size

A scientific formula is used to determine the necessary sample size. In this study, samples of 120 respondents are taken into consideration.

Statistical tools

Suitable statistical tools are applied to analysed the data. The researcher has computed analysed of descriptivestatistic, correlation and regression.

Table-1: Occupational stress

Occupational stress	Mean	S.D
My assignments are of monotonous nature	4.36	0.83
My family problems exert pressure on me	3.78	1.05
I have inadequate authority to match responsibilities	4.16	0.79
I multi-task too much	4.02	0.86
I have poor relationship with my superiors	3.93	0.91
I suffer harassment in the work spots	3.35	0.98
I get less salary in comparison to my peer in private area	3.35	1.11

Source: primary data computed

Table-1 explains the Occupational stress. The observed mean values, assignments are of monotonous nature(4.36), family problems exert pressure on them(3.78), they have inadequate authority to

match responsibilities (4.16), they too much (4.02), they have poor relationship with my superiors(3.93), they suffer harassment in the work spots (3.35) and they get less salary in comparison to my peer in private area (3.35).



It is found that less salary, poor relationship, family problems, multi-task and monotonous assignments are high stressful factors of IT employee in Chennai city.

Table-2: Job Satisfaction

Job Satisfaction	Mean	S.D
Financial rewards	3.65	0.87
Nature of work assigned	2.97	0.93
Opportunities for Promotion/Career advancement with clarity of rules and regulations	3.48	1.00
Interpersonal relationship	4.14	0.78
Superior-subordinate relationship	3.88	1.12
Conducive working environment	3.76	1.17
Challenges in the job	4.09	0.81
Opportunities to use my skills and abilities	3.82	1.18
The way the work competence is recognized	3.85	1.09
Amount of freedom to decide how to do my work assigned	4.17	0.86
Sponsorship by the company for various trainings and conferences	3.71	1.12
Employees acquaintance with the changing procedures and regulations of the company through refresher/orientation courses	4.27	0.83
Due recognition given to the development of employees	3.76	1.07
Encouragement for the employees" higher studies	3.81	1.08
The adjustability and suitability of work timings	4.19	0.69
Industrial Relations	4.13	0.81
The sufficiency of fund allocation for training	4.17	0.65
Welfare Measures	3.79	1.12
Suitable incentives and social security benefits	4.18	0.71
Participation in decision-making	3.74	1.04

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Source: primary data computed

Table-2 explains the Job Satisfaction of IT employees in Chennai. The mean and std. deviation are used to find out the job satisfaction of IT employees in Chennai city. The observed mean value is financial rewards (3.65), nature of work assigned (2.97), opportunities for promotion/career advancement with clarity of rules and regulations (3.48), interpersonal relationship (4.14), superior-subordinate relationship (3.88), conducive working environment (3.76), challenges in the job (4.09), opportunities to use my skills and abilities (3.82), the way the work competence is recognized (3.85), amount of freedom to decide how to do my work assigned (4.17), sponsorship by the

company for various trainings and conferences (3.71), employees acquaintance with the changing procedures and regulations of the company through refresher/orientation courses (4.27), due recognition given to the development of employees (3.76), encouragement for the employees higher studies (3.81), the adjustability and suitability of work timings (4.19), industrial relations (4.13), sufficiency of fund allocation for training (4.17), welfare measures (3.79), suitable incentives and social security benefits (4.18) and participation in decision-making (3.74). It is found that most of the employees are moderate satisfaction about the job.

Table-3: Occupational stress and Job satisfaction of IT employees in Chennai City

Statements	Job satisfaction	
	r-values	P-values
My assignments are of monotonous nature	0.549**	0.001
My family problems exert pressure on me	0.417**	0.001



I have inadequate authority to match responsibilities	0.615**	0.001
I multi-task too much	0.292**	0.001
I have poor relationship with my superiors	0.484**	0.001
I suffer harassment in the work spots	0.605**	0.001
I get less salary in comparison to my peer in private area	0.412**	0.001

Source: primary data computed; * significant at one percent.

Ho: There is no relationship between Occupational stress and Job satisfaction of IT employees in Chennai City

Table-3 explains the correlation between the Occupational stress and Job satisfaction of IT employees in Chennai City. In order to examine the above stated hypothesis, Pearson correlation analysis is executed. From the correlation value, it is observed that assignments are of monotonous nature (0.549), family problems exert pressure (0.417), inadequate authority to match responsibilities (0.615), multi-task too much (0.292), poor relationship with my superiors (0.484), harassment in the work

spots (0.605) and less salary in comparison to my peer in private area (0.412) are correlation with job satisfaction. All the p-values are significant. Thus, the stated hypothesis is rejected. The results revealed that assignments monotonous, family problems, inadequate authority to match responsibilities, multi-task too much, poor relationship with their superiors and less salary in comparison to their peer are the occupational stress factors are correlation with Job satisfaction. Hence there is relationship between Occupational stress and Job satisfaction of IT employees in Chennai City.

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Table-4: Factors Influencing the Occupational stress and Job satisfaction of IT employees in Chennai City

R	R Square	Adjusted R Square	F	Sig.
0.854 ^a	0.730	0.723	107.522	0.001

Statements	Unstandardized Coefficients		Standardized Coefficients	t-Value	Sig Value
	B	S.E	Beta		
(Constant)	-0.543	0.167	-	-3.254	0.001*
My assignments are of monotonous nature	0.244	0.025	0.361	9.757	0.001*
My family problems exert pressure on me	0.171	0.051	0.176	3.355	0.001*
I have inadequate authority to match responsibilities	0.190	0.051	0.261	3.751	0.001*
I multi-task too much	0.109	0.029	0.115	3.793	0.001*
I have poor relationship with my superiors	0.279	0.034	0.321	8.298	0.001*
I suffer harassment in the work spots	0.043	0.054	0.054	0.790	0.430*
I get less salary in comparison to my peer in private area	0.133	0.047	0.191	2.809	0.005**

Source: primary data computed; * significant at one percent; ** significant at one percent



Table-4 reveals the factors influencing the Occupational stress and Job satisfaction of IT employees in Chennai City

Ho:Occupational stress does not influence the Job satisfaction of IT employees in Chennai City

Additionally, a regression test is used to determine how an independent variable affects job satisfaction. The independent variables are demonstrated to be influenced at 0.730 levels by the adjusted r-square value. It has been determined that 73.0 percent of job satisfaction is influenced by occupational stress variables. The significant value is 0.001. Thus, the stated hypothesis is rejected. Hence, Occupational stress influences the Job satisfaction of IT employees in Chennai City.

The unstandardized co-efficient beta values show that the strength of relationship between dependent and independent variables. It is expressed by the equation.

Job satisfaction = -0.543 (poor relationship with their superiors) + 0.244 (monotonous nature assignments) + 0.190 (inadequate authority to match responsibilities) + 0.171 (family problems) + 0.133 (less salary) + 0.109 (multi-task) + 0.043 (harassment in the work)

It is found that poor relationship with their superiors, monotonous nature assignments, inadequate authority to match responsibilities, family problems, less salary, multi-task and harassment in the work are influenced the job satisfaction.

5. FINDINGS OF THE STUDY

- It is found that most of the employees are moderate satisfaction about the job.
- The results that assignments are of monotonous nature, family problems exert pressure, inadequate authority to match responsibilities, multi-task too much, poor relationship with my superiors and less salary in comparison to my peer in private area are Job satisfaction.
- It is found that poor relationship with their superiors, monotonous nature assignments, inadequate authority to match responsibilities, family problems, less salary, multi-task and harassment in

the work are influenced the job satisfaction.

6. SUGGESTION OF THE STUDY

- ✓ To remove role ambiguity, adequate role clarification should be supplied as needed.
- ✓ Offer counselling for personnel and work-related issues as well as assistance from a group of welfare, health, and counselling staff.
- ✓ An appealing system of rewards and recognition for excellent work may lessen workplace stress.

7. CONCLUSION

IT workers are frequently required to work more than 8 hours every day, which is quite stressful and exhausting for them. They could be required to work not just during the weekdays but also on the weekends. In addition to all of these issues, the majority of IT workers struggle to maintain a healthy work-life balance. They are unable to spend time with their families because they are required to work shifts that are longer than eight hours or work nights. In addition to these, there are numerous more issues, such as unequal pay, poor communication, lack of appreciation, favouritism, excessive labour, micromanagement, an inept team leader, and limited opportunities for professional progression. The team leader's mindset is a key factor in all of these issues. When an issue emerges, the team leader's assistance will enable the employee to make adjustments or find a solution. However, if the team leader is unsupportive and difficult, the workers will lose hope and feel despondent. As a result, maintaining an employee's productivity depends greatly on how they see their team leader. Employee productivity will be high and their level of depression will be low if they have a positive impression of the team leader, but they will have low productivity and very high levels of depression if they have a negative perception.

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