



# CAUSES OF WORK STRESS OF EMPLOYEES IN INFORMATION TECHNOLOGY SECTOR

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## ABSTRACT

The work essence in Information Technology has undergone a lot of changes in the recent years due to more innovations in market and due to the growth in technology. The employees in these sector faces lot of stress in their workplace and they are easily exposed to many health issues. Now a day's work stress is considered to be the important phenomenon. It can easily affect the employee's health and also the health of the organization. It also has an impact on the behavior of employees. Work stress happens mostly when an employee does not have the capability to proceed his work or when the employee lacks knowledge. The employees are easily stressed, as they face a lot of problems in their workplace like role recognition, workloads, and incentives. Sometimes when employees feel more stressed it will have an impact on their productivity. This paper attempts to find out the causes of work stress and also the level of satisfaction of employees.

**Keywords:** Innovations, Technology, Health, Work stress

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## INTRODUCTION

Workplace is an main cause of stress. In workplace employees face both demand and pressure which leads to stress. Sometimes the workplace stress will also leads to health problem of the employees. The workplace stress can arise in any form like working for long hours, overload of work, pressure from the

authorities, difficult work, poor physical conditions and so on.

Every individual undergo stress in some point of their life time. Stress is of both positive and negative. In positive sense stress can be taken as a motivator which helps the individual to accomplish their goals. We find stress everywhere, whether in family, organization or in any other economic activities. Now a day's



Information technology industry plays an important role in India and it is one of the fastest growing industries which generates more employees both men and women in the global environment. Stress which is found in initial stage can be easily managed. The organizations also provide various stress management techniques for the employees which helps them to maintain a stress free life.

**OBJECTIVES OF THE STUDY**

- To analyse the causes of work stress of employees in working environment
- To identify the level of satisfaction of employees in their workplace.

**HYPOTHESIS**

H1: There is a significant relationship between gender of the respondents and their level of satisfaction in the workplace.

**REVIEW OF LITERATURE**

**Gladies J. J. & Kennedy V. (2011)** has analysed the correlation of both organizational climate and work stress of women employees in information technology sector in India. Information technology sector must be able to develop stress management which seems to be a crucial issue which in turn helps the employees to reduce or vanish the causes of stress and poor working environment.

**STATEMENT OF THE PROBLEM**

The employees in information technology are inclined to various health issues and problem due to continuous physical and mental stress of their work. Work related stress

is a growing problem in today’s world. It affects the employees health, their well-being and also the productivity. Work stress arises mostly due to the employee’s capacity and capability to perform task. This study helps to analyse the causes of work stress of employees in working environment and to identify the level of satisfaction in the workplace.

**RESEARCH METHODOLOGY**

**Primary data:** The primary data has been collected from employees working in information technology sector through survey method A sample 110 respondents are selected for this study. The content of the questionnaire has been developed with the help of reviews and experts in the relevant field. They were conducted and the data collected was used for the purpose of analysis and interpretation.

**Secondary data:** The secondary data has been referred from Books, journals and websites.

**Sampling method:** the sampling method used was Convenient Sampling Technique has b

**Sample size:** The sample size was 110 employees.

**ANALYSIS AND INTERPRETATION**

**CAUSES OF WORK STRESS OF EMPLOYEES**

There are many causes of work stress that affect the employee’s mental health which leads to stress. Stress has both the advantages and the disadvantages it all depends upon on how the employees manage them. Factor analysis is one of the statistical method used to reduce more variables into few variables and also helps to extract the common variables and classify them under one factor.

**TABLE.NO.1  
 CAUSES OF WORK STRESS OF EMPLOYEES IN WORKING ENVIRONMENT**

SI.NO	VARIABLES	1	2	3
1	Unorganized desk	.776		
2	Lack of organizational tool	.814		
3	Culture of organization	.828		
4	Inadequate holidays	.685		



5	Lack of break time	.744		
6	No proper lighting	.696		
7	Lack of hygiene		.870	
8	Lack of fresh air		.861	
9	Exposure to hazards			.806
10	Exposure to unpleasant condition			.877

Source: Primary data

KMO and Bartlett's Test			
Kaiser-Meyer-Olkin Measure of Sampling Adequacy.			.900
Bartlett's Test of Sphericity	Approx. Chi-Square		798.195
	df		45
	Sig.		.000

From the above table it is understood that KMO measure is greater than 0.5 i.e. (.900) and the chi-square value is 798.195 at 45 degrees of freedom which is significant at 5% level.

**TABLE.NO.2**  
**CAUSES OF WORK STRESS**

Sl. No	Reasons	No.of. Variables	Eigen Value	Percentage of Variance Explained	Cumulative percentage of Variance Explained
1.	Organizational structure	6	6.177	61.774	61.774
2.	Climate	2	1.153	11.528	73.303
3.	Workplace conditions	2	.661	6.609	79.912

The first factor is 'Organizational structure' which have 61.773 percentage of variance and its Eigen value is 6.177. These factors include Unorganized desk, Lack of organizational tool, Culture of organization, Inadequate holidays, Lack of break time and No proper lighting with factor loadings of .776, .814, .828, .685, .744 and .696 respectively. The second factor is 'Climate' which have 11.528 percentage of variance and its Eigen value is 1.153. These factors include Lack of hygiene and Lack of fresh air with factor loadings of .870

and .861 respectively. The third factor is 'Workplace conditions' which have 6.609 percentage of variance and its Eigen value is .661. These factors include Exposure to hazards and Exposure to unpleasant condition with factor loadings of .806 and .877 respectively. The most important factor is organizational structure.

**ASSOCIATION BETWEEN GENDER OF THE RESPONDENTS AND THEIR LEVEL OF SATISFACTION IN WORK**



Employee satisfaction is very important for every organization. Every employees should feel the contentment or happiness when they does their job. When the employees are satisfied they tend to do more work which makes them motivated and also they can give their best to make the organization successful.

H0: There is no significant difference between gender of the respondents and their level of satisfaction in the workplace

H1: There is a significant difference between gender of the respondents and their level of satisfaction in the workplace.

**TABLE.NO.3**  
**ANOVA FOR SIGNIFICANT DIFFERENCE AMONG GENDER OF RESPONDENTS AND THEIR LEVEL OF SATISFACTION IN WORK**

Variables		Sum of Squares	df	Mean Square	F	Sig.
Work culture	Between Groups	5.829	1	5.829	6.666	.011
	Within Groups	94.435	108	.874		
	Total	100.264	109			
Training and development	Between Groups	15.105	1	15.105	7.635	.007
	Within Groups	213.658	108	1.978		
	Total	228.764	109			
Work life balance	Between Groups	.290	1	.290	.226	.636
	Within Groups	138.982	108	1.287		
	Total	139.273	109			
Management	Between Groups	12.771	1	12.771	9.229	.003
	Within Groups	149.447	108	1.384		
	Total	162.218	109			
Policies	Between Groups	17.157	1	17.157	11.506	.001
	Within Groups	161.034	108	1.491		
	Total	178.191	109			
Career growth	Between Groups	6.239	1	6.239	5.436	.022
	Within Groups	123.952	108	1.148		
	Total	130.191	109			
Appreciation and recognition	Between Groups	21.716	1	21.716	15.579	.000
	Within Groups	150.548	108	1.394		
	Total	172.264	109			
Health and safety	Between Groups	3.524	1	3.524	3.599	.060
	Within Groups	105.749	108	.979		
	Total	109.273	109			
	Between Groups	.044	1	.044	.033	.857



Monetary rewards	Within Groups	143.775	108	1.331		
	Total	143.818	109			
Goals and objectives	Between Groups	5.385	1	5.385	4.798	.031
	Within Groups	121.206	108	1.122		
	Total	126.591	109			

**Source: primary data**

From the above table, we came to know the association between gender of the respondents and their level of satisfaction in work. Since the p value is less than 0.05 percent for the variables. They are work, Training and development, management, career growth, appreciation and rewards, policies, goals and objectives. Hence, the null hypothesis is rejected. Hence, it is concluded that there is a significant association between these seven variables in the gender of their respondents and their level of satisfaction in work.

#### **SUGGESTIONS**

- The employees can think about the changes that they can make in order to reduce their stress level and then they can proceed their work.
- If the employee has any concern they can speak it out to their employers or human resource manager.
- Always seek advice from the professional counseling or career counselor or psychologist.
- The organization often have to conduct a medical camp in their organization so that they can take care of the health of the employees.
- The organization can often conduct workshops to their employees on how to

balance both their professional and personal life.

#### **CONCLUSIONS**

The impact of information industry in the lives of employees continues to be sustained. The world is moving into new innovations which keep the employees updated. As technology upgrades there are more stress for the employees. This creates more pressure on employees to upgrade themselves to new advancement and to have a knowledge on it. The organization can give more importance to the health of the employees and also help the employees to have a good work life which help them to reduce the stress level and make them work effectively.

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