A Study on Workplace Stress of Employees Working In Information Technology Sector with Special Referance To Ernakulam District

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Introduction: Deep cleaning has become an increasingly important tool in the fight for infection control especially in this age of increasing antibiotic resistance and the risk to patients of aggressive and highly contagious pathogens. As many pathogens can survive for weeks on a surface, introducing a new patient to an infected area is not acceptable. It is essential to admit patients into a clean environment. The study was undertaken at a private hospital in Vadodara to assess the following of Surface Disinfection Practices for three weeks.

Methodology: The study was undertaken at a private Hospital in Vadodara. The different department were observed through a structured close ended checklist. The observation was carried out for three weeks. The departments chosen were: OPD, IPD, OT, CCU, Radiology, Emergency Department, CSSD and Laboratory. The data was entered in MS Excel and the data analysis was carried out in SPSS version 23. The Statistical tools used were frequency distribution and One Way ANOVA for assessing the difference in risk different departments and during three weeks.

RESULTS: The result of one way ANOVA to compare the difference between the risk scores across the three weeks shows sum of square 1.583, degree of freedom 2, F test Value 0.858 and p value is 0.438 which is insignificant indicating no difference in risk scores across the week. The Results to assess the difference in risk scores according to different departments shows that the sum of square 10.958, degree of freedom 7, frequency 2.505 and p value is 0.061 which is insignificant indicating no difference in risk scores between different departments.

Conclusion: The study revealed that current physical facilities available for infection control are good and meets the ISO standard level. If the measures followed are continuously updated and of infection control programmes. The awareness about infection control should also be developed among visitors. The awareness about the infection has to be created that will help in decrease of infections and control of the same.

I. Introduction

Stress is a body reaction to any demand or any changes in its internal and external environment. Whenever there is change in external environment such as temperature, pollution, humidity and working conditions, it leads to stress. In these days of competitions when one wishes to surpass what has been achieved by others leading to an imbalance between demands and resources, it causes psycho-social stress. It is part and parcel of everyday life. Stress refers to the pressure or tension faced by people in certain situations. Stress has become a major concern now-a-days because of its serious implications which affect both the physical mental conditions. As human beings are put up in hectic conditions at times stress is an unavoidable consequence. Stress can be due to various reasons viz, hectic work schedules pressure at work place and other physical and mental health problems. And when stress is left untreated for a long time it can develop into anxiety and depression.

SIGNIFICANCE OF THE STUDY

In this modern era, IT field throws an enormous chance of job opportunities and many people are attracted to this sector. And IT sector is the most useful scientific developments in the modern world. Many professional are working in this field. This field needs more concentration, sharpness and intelligence. The work load may be more in this field compare to other fields, because more mental energy is needed to work in this sector. It is an undeniable fact that, the stress is one of the major challenges of IT field. Stress reduces the productivity and increases pressure to the management. It destroys the innovations, genuiness and vigor of human mind and leads them to frustration and despair. The stress they face during the working hours may cause problems in their family and work compared to men, women are vulnerable to emotions and feeling. The lengthy working hours, stereotyped work and fatigue they face may lead to negative consequences. The

employees have to use mind relentlessly. The long working hours, nature of job, level of income, family circumstances and such other variables create problems for people in IT. Hence, the researcher attempts to look into the manifestation of problems faced by the respondents working in the IT sector with special reference to Ernakulam district .

OBJECTIVES OF THE STUDY
The study covers the following objectives.
1.   To study the socio- demographic   factors of the respondents.
2.   To analyse the factors influencing the work place stress.
3.   To examine the level of occupational stress of workers in IT sector with respect to their gender.
4.   To contribute valuable suggestions and recommendations to improve the   conditions   of   the respondents working in the IT, based on the study.

HYPOTHESIS
The following hypothesis are framed and tested to prove the objectives of the study.
H1:   There   is   no   significant   difference   between   work   overload   and   other   factors influencing stress.
H2: There is significant difference between male and female employees in their level of stress.

II. Methodology
Normative survey method is adopted for the study. It is more realistic than experimental study because it investigate studies in their normal settings.
Area of study: The population selected for this particular study was employees working in four IT companies located in Info park, Kakkanad, the industrial belt of Ernakulam city.
Sample size
Sample population of this research includes 40 employees of IT sector, that is, 10 each from 4 companies. Out of which 25 employees are male and 15 are female. The research followed a systematic random sampling method. The population belongs to both male and female, in the age group of 20-40.

Data collection
        Both primary and secondary data are used for the study. For the purpose of the study, primary data was collected through structured questionnaire from the respondents directly. The first part of the questionnaire collected socio-demographic information about the respondents and the second part was directed towards finding out different aspects full filling the objectives of the study.

Tools of data collection
        A multi dimensional analysis of job stress and coping patterns of employees is the primary focus of this research. The methodology adopted for this research are given below. The variables selected for the study are,
1. Multiple Supervision
2. Work over load
3. Lack of supervisory support
4. Feeling of inequality
5. Lack of adequate resources
6. Mismatch of job requirement and capability
7. Mismatch of job requirement and reward.

Statistical technique used
        Mean, percentage analysis, WAS (Weighted Average Scoring) were used to analyze the level of stress and Z test and F test were used for testing the hypothesis.

III. Results
TABLE NO. 1 Socio- demographic characters of the respondents

	Variables	Segment	Frequency	Percentage
I	Age	Below 30	39	97
		30-40	1	3
		40-50	0	0
		Above50	0	0
	Total		40	100
	Variables	**Segment**	**Frequency**	**Percentage**

		Consultant	21	53
II	Designation	Designer	14	35
		Engineer	3	7
		Others	2	5
	Total		40	100
	Variables	**Segment**	**Frequency**	**Percentage**
III	Marital status	Single	36	90
		Married	4	10
	Total		40	100
	Variables	**Segment**	**Frequency**	**Percentage**
IV	Educational Qualification	Graduate	3	8
		Post graduate	35	87
		Other professional degree	2	5
	Total		40	100
	Variables	**Segment**	**Frequency**	**Percentage**
V	Monthly income	10000- 20000	8	20
		20000-30000	16	40
		30000-40000	16	40
	Total		40	100

Source: Complied from field survey.

Age: Table no. 4.1 depicts the socio demographic character of the respondents and it shows that the majority of the respondents, 98 percent are belongs to the age group of below 30 years and 3 percent of the respondents are between the age group of 30-40 years. None of the respondents are above 40 years.

Designation: The designation of the respondent is that, 53 percent of the total respondents are working as consultant and 35 percent respondents are working as designers and 3 percent of respondents are as system engineers and just 2 percent have other designation.

Marital status: The marital status of the respondents shows, the majority of the respondents, that is 90 percent of the total respondents are single and just 10 percent of the respondents are married.

Educational Qualification: The educational qualification of the respondents reveals that the majority of the respondents, 87 percent, have post graduate degree and 8 percent of the respondents have graduation and the remaining 5 percent of the respondents have doctorate or other professional degree.

Monthly Income: From the total monthly income of the respondents, 20 percent have an income between 10000-20000. 40 percent of the respondent have the income between 20000 to 30000 and the other 40 percent of the respondents have an income between 30000 to 40000.

TABLE NO.2 THE FACTORS INFLUENCING THE WORK PLACE STRESS

Sl.No.	Variables	Rank						
		1	2	3	4	5	6	7
1	Multiple supervision	2	10	8	5	3	2	10
2	Work overload	31	6	3	0	0	0	0
3	Lack of supervisory support	2	10	6	7	11	3	1
4	Feeling of inequality	4	5	9	8	7	4	3
5	Lack of adequate resources	2	4	7	4	8	9	6
6	Mismatch of job requirement and capability	0	1	5	9	10	8	7
7	Mismatch of job requirement and reward	0	4	2	6	4	12	12

Source: Complied from field survey

To estimate and compare the scores on factors among the respondents, weighted average scores is performed using seven ranks, assessing the score 7 for rank 1 the scroe 6 for rank 2 the score 5 for rank 3 the score 4 for

rank 4 the score 3 for rank 5 the score 2 for rank 6 and score 1 for rank 7 and the results are presented in the following table.

Table No.3 WEIGHTED AVERAGE SCORES

Sl.No.	Variables	Total	Mean	SD	Rank
1	Multiple supervision	157	22.43	3.97	4
2	Work overload	268	38.29	6.7	1
3	Lack of supervisory support	172	24.57	4.3	2
4	Feeling of inequality	167	23.86	4.18	3
5	Lack of adequate resources	137	19.57	3.43	5
6	Mismatch of job requirement and capability	120	17.14	3.0	6
7	Mismatch of job requirement and reward	106	15.14	2.65	7

Source: Calculated from table No.4.2

The above table indicates that among the selected occupational stress variables, work overload has the highest rank, because, the calculated weighted average scores indicates the variable work overload has the highest value.

A comparative study between work overload and other variables of occupational stress is also presented.

H0: There is no significant difference between work overload and other factors.

TABLE NO.4.WORK OVERLOAD AND MULTIPLE SUPERVISION

Table Value	Calculated Z-value	Degree of freedom	remark
1.96	2.064	38	There is significant difference between two variables

Source: Table 4.2, 4.3.   Level of significance0.05

Since the calculated value of Z is numerically greater than the table value (1.96), we reject the null hypothesis. So there is significant difference between two variables, work overload and multiple supervision.

TABLE NO.5 WORK OVERLOAD AND LACK OF SUPERVISORY SUPPORT

Table Value	Calculated Z-value	Degree of freedom	remark
1.96	2.447	38	There is significant difference between two variables

Source: Table 4.2, 4.3.   Level of significance0.05

The calculated value of Z (2.447) is more than table value (1.96). So the null hypothesis is rejected and there is significant deference between two variables work over load and lack of supervisory support.

TABLE NO.6 WORK OVERLOAD AND FEELING OF INEQUALITY

Table Value	Calculate Z-value	Degree of freedom	remark
1.96	2.571	38	There is significant difference between two variables

Source: Table 4.2, 4.3.   Level of significance0.05

The calculated Z value 2.571 is greater than the table value 1.96. So the null hypothesis rejected. Therefore the occupational stress variables, work over load and feeling of inequality have significant difference.

TABLE NO.7 WORK OVERLOAD AND LACK OF ADEQUATE RESOURCES

Table Value	Calculated Z-value	Degree of freedom	Remark
1.96	2.306	38	There is significant difference between two variables

Source: Table 4.2, 4.3.   Level of significance0.05

The table value 1.96 is less than the calculated Z value 2.306. So the null hypothesis rejected. Thus, there is significant difference between the variables work over load and lack of adequate resources.

TABLE NO.8 WORK OVERLOAD AND MISMATCH OF JOB REQUIREMENT AND CAPABILITY

Table Value	Calculated Z-value	Degree of freedom	Remark
1.96	2.228	38	There is significant difference between two variables

Source: Table 2, 3.   Level of significance0.0

The result of Z test is that the calculated value 2.28 is greater than the table value 1.96 at 5 percent level of significance. So the null hypothesis is rejected and we conclude that there is significant difference between two stress variables work overload and mismatch of job requirement and capability.

TABLE NO.9 WORK OVERLOAD AND MISMATCH OF JOB REQUIREMENT AND REWARD

Table Value	Calculated Z-value	Degree of freedom	Remark
1.96	2.201	38	There is significant difference between two variables

Source: Table 2, 3.   Level of significan

The table value 1.96 is less than the calculated Z value 2.201. So the null hypothesis is rejected. Thus, there is significant difference between the variables work over load with mismatch of job requirement and reward.

The above tables, table no.4 to 9, indicates that the among the selected occupational stress variables, work over load is the main reason for the work place stress. It is proved by using Z-test for each variable. In every case the null hypothesis is rejected because the calculated values are greater than the critical value 1.96. It can be concluded that there is significant difference between work over load and other occupational stress variables.

TABLE NO.10

Sl.No	Variables	Male		Female	
		Total	Mean	Total	Mean
1	Multiple Supervision	60	8.57	97	13.86
2	Work overload	103	14.71	165	23.57
3	Lack of supervisory support	68	9.71	104	14.86
4	Feeling of inequality	54	7.71	167	23.85
5	Lack of adequate resources	47	6.71	90	12.86
6	Mismatch of Job requirement and capability	54	7.71	66	9.43
7	Mismatch of job requirement and reward	33	4.71	73	10.43

Source: Compiled from field survey

TABLE NO.11 CALCULATION OF F-TEST

Variables	Male		Female		F-test value	Table vale
	Total	Mean	Total	Mean		
Total stress	416	27.73	708	28.32	2.81	3.43

Source: Table No. 4.5.1

It is evident from table 4.5.2 that the female employees have high mean scores (28.32) compared to male employees(27.73) in relation to occupational stress. The calculated F-value 2.81 is lesser than the table value 3.43. Hence the researcher reject the hypothesis. So there is no significant difference between male and female employees in their level of stress.

TABLE NO.12 OPINION OF RESPONDENTS REGARDING PARTICIPATORY APPROACH

Variables	Segment	Frequency	Percentage
Management encourages participatory approach	Yes	10	25
	No	30	75
Total		40	100

Source: Compiled from field survey.

From the table 4.6, it can be seen that 75 percent of the respondents are of the opinion that there is no participatory approaches in the organization by the management and other 25 percent of the respondents are of the opinion that the management encourages them.

TABLE NO.13 STRESS MANAGEMENT PROGRAMS IN THE ORGANIZATION

Variables	Segment	Frequency	Percentage
There is stress management programs in the organization	Yes	8	20
	No	32	80
Total		40	100

Source: Compiled from field survey.

The table no 13 reveals that the majority of the respondents in the organization, 80 percent are of the opinion that the management does not provide any stress management training program in their organization. But 20 percent opined that stress management training programs exist in their organization.

TABLE NO 14 OPINION OF RESPONDENTS REGARDING PRACTICE AVAILABLE IN THE ORGANIZATION

Variables	Segment	Frequency	Percentage
Employees satisfaction	Yes	1	13
	No	7	87
Total		8	100

Source: Compiled from field survey

Table 14 points out that a majority of respondents, 87 percent, are not satisfied with the practices available in the organization for stress management. The 13 percent of the respondents are satisfied with the practices available in the organization.

TABLE NO. 15 THE STRESS MANAGEMENT PRACTICE ATTENDED BY THE EMPLOYEES

Variables	Frequency	Percentage
Weekly	2	25
Fortnightly	2	25
Monthly	3	37
Daily	1	13
Total	8	100

Source: Compiled from field survey.

The 37 percent of the respondents are attending the stress management program monthly. 25 percent of the respondents are attending weekly and other 25 percent are fortnightly. The 13 percent of the respondents are attending the stress management program daily.

TABLE NO.16 STRESS REDUCING MECHANISMS

Variables	Frequency	Percentage
Yoga meditation	22	55
Grievance cell	10	25
Counseling program	6	15
Other programs	2	5
Total	40	100

Source: Compiled from field survey

The 55 percent of the respondents suggested that Yoga meditation is the best stress reducing mechanisms and the other 25 percent respondent's opinion is that, they prefer grievance cell as the suitable stress reducing mechanisms. Other 15 percent of the respondents suggested counseling programs and 5 percent of the respondents suggest other programs like aerobics, entertainment programs etc are suitable for reducing the stress in the workplace.

THE FINDINGS BASED ON THE ANALYSIS OF THE STUDY ARE:
1. The majority of the respondents ,employees working in the IT sector, are below 30 years old (97 percent)
2. Youngsters are more attracted towards the IT field.
3. Two of the reasons for this can be the high salary and the status they enjoy.
4. The stress in IT sector mostly affected the system consultants than designers and engineers
5. The marital status of most of the employees were found as single.
6. This conveys the fact that after they had been settled in family life, they are reluctant to continue in this job.
7. The majority of the employees are post graduates(87 percent)
8. The employees in the IT field are getting very attractive salary.
9. The income level of the 80 percent of the employees are above 20000 per month
10. Both male and female employees are almost equally facing the stress in the IT sector . How ever the survey points out that female are slightly more stressful than the male employees
11. Among different selected occupational stress variables "Work overload" has highest rank, which has a repetitive impact.
12. Lack of supervisery support is seemed to be the next reason for occupational stress.
13. The job requirement and reward, lastly affect occupational stress of employees in IT sector.
14. The majority of the employees (75 percent) have the opinion that, there is no participatory approaches in the organization by the management.
15. 80 percent of the respondents opinion is that there is no stress management program in the organization.
16. The 90 percent of the employees are not satisfied with the stress reducing practices available in the organization.
17. 55 percent of the respondents have the opinion that Yoga- meditation is the most suitable remedial measures for reducing work place stress.

IV. Conclusion

Any employee will give the maximum effort and contribution when kept happy and with out any stress. Hence it is the responsibility of the employer to keep the employees with out any stress to increase productivity. More over the employees should also take necessary steps to reduce their stress and increase productivity. Stress only lead to depression and constant depression may prove to be fatal. Hence it is necessary that stress be managed properly and effectively. Thus, this issue is relevant in this context, since the employee is the asset of the organization to a large extent.

Suggestions
(1). Twelve- hour shifts shall be changed to eight hours to facilitate the employees.
(2). Understand and solve their problems through proper counseling and guidance through awareness programs and arrange more counseling sessions.
(3). Give importance to recreational activities by conducting outing and mind .
refreshing sessions
(4). Management should consider the women job holders and avoid night shift duties
(5). Encourage more employees to attend relaxation technique like Yoga meditation and Aerobics.
(6). Formulate individuals stress alleviation in the HRD program.
(7). Provide counseling on work related and personal problems and support from a team of welfare health and counseling staff
(8). Extent the counseling practices at employee family level including. departments and relatives.

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