

A STUDY ABOUT JOB STRESS AND JOB SATISFACTION FACED BY IT EMPLOYEES IN THEIR WORKPLACE (with special reference to Coimbatore City)

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Abstract :

The term "stress" refers to a state of mental or physical tension. It is raised from an event which makes you feel frustrated. In other words, it occurs when a person is unable to cope with pressure that exceeds his ability and this pressure may take several forms and cause physiological responses. As an outcome it affects the satisfactory level of Individuals. If an organization satisfies their employees surely no doubt that their employees will provide their best but it is to be noted that the employer cannot satisfy his employee all the time. A study has been conducted among 126 IT Professionals in order to identify the Stress and Satisfaction that are attained by the employees in their workplace. Statistical tool Chi - Square has been used to find whether there is any relationship between personal factors like age, gender, marital status, educational qualification, name of the company, year of experience and issues faced by employees and job satisfaction of employees. The main aim of this article is to find work experience of the IT Professionals.

Keywords : *Job Stress, Job Satisfaction, Workplace*

Introduction

Stress is one of the deadliest factors. Work nature in organization is ever changing rapidly to keep up with global development. So the organization starts to compile up more woks on the employees to keep up with thing changing culture. This high demand is beyond employee's capacities and capabilities. This gives rise to work related stress. Bad organizational culture is the primary cause of work-related stress. Stress management has developed into its own field of research. It is the duty of both the employer and the employee to handle tension at work. The employer should attempt to develop a stress-free workplace atmosphere that is inspiring, motivating and enjoyable for employees. Offering flexible working hours is one of the most popular solutions used by employers to reduce employee stress.

Satisfaction means an act of satisfying or fulfillment or gratification. The word "work satisfaction" refers to an employee's feelings about his or her job. In general, we can assume that a worker is pleased with his or her job if he or she enjoys doing it. It usually occurs when the incentive for work results and one's job expectations are in sync. It's a reaction to a work that's based on emotion. As a



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result, it can't be shown. It can be deduced. How well results match or surpass expectations determines job satisfaction. Job satisfaction represents an employee's attitude towards specific dimensions of job, pay, work, promotion, supervision and co-workers. Richard Branson – founder of the vergin group once said “Clients do not come first. Employees come first. If you take care of employees, they will take care of the clients” As per his words customers do not come first, if an organization satisfies their employees surely no doubt that their employees will provide their best. In this presentation let us study about job stress and job satisfaction faced by it employees.

Statement of Problem

Though it is one of the most promising sector in Recruitment, employees working in this sector doesn't stick to their job for too long and hence the company faces employment issue. This raises the question, what causes the IT employees to leave their job after a particular time. The answer for this problem comes out that those employees get better opportunity and pay offer from other companies and also with their work load gets increased in the company. In this research, researcher want to analyze the job stress faced by an employee and level of satisfaction attained by the employee.

Objectives:

- ✓ To determine the job stress faced by the employee.
- ✓ To analyze the effect of job stress on the health of the employees.
- ✓ To find out the facilities provided by the company to make his employees satisfy with his company.
- ✓ To find out the level of Job Satisfaction attained by the employee.

Review of Literature:

- I. MS Darshan in 2013 conducted a study on the Topic of “ A Study on Professional Stress, Depression and Alcohol use among Indian Software professionals”, in Indian journal of Psychiatry (Volume 55, issue1, Page : 63 - 69) explained that A higher rate of professional stress, depression risk and harmful alcohol use among software engineers could inhibit IT development and dramatically increase the incidence of psychiatric disorders.
- II. Jakkula Rao and Chandiraiah on 2012 conducted a study on the Topic of “Occupational stress, mental health and coping among information technology professionals”, in Indian Journal of Occupational and Environmental Medicine (Volume : 16, Issue : 1, Page : 22 -26) explained that Job satisfaction and mental health are connected but are not same. The workers are facing more job stress and decreasing mental health. The executive feel better to work from home.
- III. Kesavachandran C on 2006 conducted a study on the Topic of “Working conditions and health among employees at Information technology – enabled services: A Review of Current Evidence” in Indian Journal of Medical Science (Volume : 60, Issue : 7, Page : 300 - 307) explained that there is a need to implement programmes that includes health, education and training to workers.
- IV. Saurabh R Shrivastava and Prateek Bohate in 2012 conducted a study on the topic of “Computer related health problems among software professionals in Mumbai: A cross- sectional study” in Indian Journal of Health & Allied Science (Volume : 1, Issue : 2,

Page : 74 - 78) explained that Ocular pain, musculoskeletal disorders, and psychosocial issues are among the most common health issues encountered by frequent computer users. This research has also highlighted factors that contribute to the prevalence of these issues. As a result, the issue necessitates multidisciplinary action and the concerned authorities must cooperate and implement appropriate measures as soon as possible.

Significance of Study:

One of the main reasons for the employees to quit the job is the stress faced by him in his work or in the company. Quitting the Job affect the Employees as well as the company both positively and negatively. If he continues to work in spite of his work stress, there is a chance that his health gets affected; this might be one of the deterrents to precede his work and to run his family. As a result this affects both the company and employees, on the side of the company the outcome is affected and on the side of the employee he has to meet with some financial crises. This study analyzes about the Job Stress and Job Satisfaction Faced by IT Employees in their Workplace.

Research Methodology:

Primary data is collected through well structured questionnaire and interview with IT Professionals. Secondary data was collected from Library records, Books, Newspaper, Journals and Magazines. Secondary Data gave a detailed view about the Problem Statement. A sample is 126 responses have been selected and analyzed.

- ✓ The method of Sampling used to collect data is Convenience Sampling.
- ✓ Convenience is a type of non probability sampling that involves the sample being drawn from the part of population that is closed to hand.
- ✓ The reason for choosing this sampling is Stress level of the Employees differs from each other according to their office environment. In order to get information from various employees and analyze their opinion about the Stress and Satisfaction experienced by them in their Office this method of Sampling is used.

Limitations and Tools applied:

A sum of 126 responses has been collected from 37 companies among them Few are in bulk numbers are rest of them are in single digit numbers.

Tools Used

- ✓ Percentage Tool
- ✓ Chi-Square test

Methods used

- ✓ Simple Average

Analysis:

Socio Economic Profile of IT Employees

S.No.	Socio Economic Profile	Highly Responded Area	No. of IT Employees	Percentage
i.	Age :	25 – 35	66	52.38%
ii.	Gender :	Male	76	60.32%
iii.	Marital Status	Married	79	62.70%
iv.	Educational Qualification :	B.E	48	53.17%
v.	Name of your Company	TCS	33	26.19%
vi.	Job Description	System Engineer	13	10.32%
vii.	Year of Experience :	5 and more	34	26.98%
viii.	How many Hours will you Work For a Day	8 - 10 Hours	74	58.73%
ix.	How often do you attend the meetings of the company ?	Daily	50	39.68%
x.	Duration of the Meeting	1 - 2 Hours	59	46.83%
xi.	On what basis you will have your Tasks?	Day Basis	53	42.06%
xii.	What is the level of your Job Stress?	3	42	33.33%

From the Socio Economic Profile of 126 respondents, 66 (52.38%) belongs to the age group of 25 – 35. 76 (60.32%) of them were male. Among them 79 (62.70) were Married. 48 (53.17%) has completed B.E. 33 (26.9%) belong to TCS. 13 (10.32%) of them were System Engineers. 34 (26.98%) of them have the Experience of More than 5 Years. 74 (58.73%) of them work for 8 - 10 hours daily. 50 (39.68%) of them attend the meetings in the company daily. 59 (46.83%) of them attend the meeting for 1 – 2 hours. 53 (42.06%) complete their Tasks On Day basis. 42 (33.33%) of them rated 3 to their Job Stress.

Chi Square Tests

Six factors namely Age, Gender, Marital status, Educational qualification, Name of the company, Year of Experience have been selected in order to test whether there are any relationship between each variables and issues faced by employees, each variables and Job satisfaction of employees. Chi-Square test have been made use to study relationship between the variables and Issues faced by the employees. Level of significance chosen is five.

Table - 1
Selected variable and Issues Faced by Employees

Variable	Chi- Square Value	D.f	Table value 5% Level
Age	14.455a	6	12.592
Gender	.184a	2	5.991
Marital status	1.984a	2	5.991
Educational qualification	8.845a	6	12.592
Name of the company	19.849a	8	15.507
Year of experience	6.862a	8	15.507

From the above table, it is discovered that out of Six variables chosen, two variables are identified as significant with the employees' degree of issues faced by employees out of the chosen variables i.e. Age and Name of the Company are identified to have significance level of difference with the employees' degree of issues faced by employees at five percent level difference.

Table - 2
Selected variable and Job Satisfaction of Employees

Variable	Chi- Square Value	D.f	Table value 5% Level
Age	3.571a	6	12.592
Gender	1.825a	2	5.991
Marital status	2.551a	2	5.991
Educational qualification	4.783a	6	12.592
Name of the company	2.339a	8	15.507
Year of experience	8.253a	8	15.507

It is discovered from the above table that out of six variables chosen none of the variables fall within the significance level. Hence there is no significant difference between the variables chosen and job satisfaction.

Findings:

- ✓ According to the report generated from 126 Responses Improper Communication, Irrelevant Time Meetings, Work Pressure, Target Period and Counts, Improper Work Life balance are the issues faced by employees during their work in their workplace.
- ✓ According to the report generated from 126 Responses Transport facilities [Cab belongs to office picks them in their door steps], Rooms to stay [Separate room are provided for those who work in late night], Entertainment during leisure time, Offer Higher studies for Career growth are the facilities provided by the company to their employees to make the employees to feel satisfied with his company.

- ✓ According to the article “a study on stress among the executives of tata consultancy services – bb&t floor, ambattur” written by Ms. K. Keerthi & Dr. A. Arulraj, the following were the Job Stress faced by Employees Sleeping Disorders, Digestive System Related Disorders, Depression, Severe Stomach Related Problems, Eyesight Problems, Ear Problems.

Suggestion:

To make the employees feel relieved the company may arrange:

- ✓ A Small Family trip once in a year at free of cost so that the employees and their family members can spend some time with his family happily. This provide the relaxation to the employees from the work pressure faced in their office.
- ✓ A Programme like Play dough which means a sum of amount is given to the manager to spend on the fun group outside the office which is followed as a stress management technique in Google.
- ✓ To Celebrate local festival in the office campus so that the employees can take a short break from their work and can enjoy with their Colleagues which keeps office Environment in a celebration mood.
- ✓ Recognition should be provided to the Employees which means the employees should get adequate salary hike for their performance and promotion for employees should be granted on the basis of their Hard work and sincerity.

Conclusion:

The study is based on responses given by IT professionals and the discussions were made based on this. It has to be noted that my respondents are from most promising IT companies and mainly they are well experienced workers too. As a result of their

response we can conclude that there is a significant relationship between Age , Name of the Company and Issues faced by employees. But there is no significant relationship between Demographic profile and Job satisfaction of Employees. Thus it mainly depend on their personal satisfaction. But as a result of responses received from respondents we can say that most of them are satisfied with their company’s actions towards them.

In order to make the employee feel better about the office Environment the companies may take an initiative and solve the issues faced by their employees. They may also consider the valid suggestions of their employees and undergo changes according to it.

As mentioned before if the companies take care of their employees, they will take care of the clients. So the employees must be given their adequate resources, reasonable Recognition, and Stress free environment to keep their employees stick up with the same organization.

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