



CAUSE AND EFFECT OF WORKPLACE STRESS ON IT PROFESSIONALS OF VARIOUS ORGANIZATIONS IN CHENNAI

A PROJECT REPORT
Submitted by

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In partial fulfilment of the requirements
for the award of the degree

Of

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KCT Business School
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Kumaraguru College of Technology
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CERTIFICATE



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BONAFIDE CERTIFICATE

Certified that this project titled 'CAUSE AND EFFECT OF WORKPLACE STRESS ON IT PROFESSIONALS FOR FINERVA SOLUTIONS' is the bonafied work of Miss. J. SREENITHI (Reg no : 0820400050), who carried out this research under my supervision. Certified further, that to the best of knowledge the work reported herein does not form part of any other project report or dissertation on the basis of which a degree or award was conferred on an earlier occasion on this or any other candidate.

R. Hema Nalini
Project Guide

Director

Evaluated and Viva-voce held on 11.07.09

Examiner I

Examiner II



To whomsoever it may concern

This is to certify that **Ms.J.Sreenithi** undergoing her M.B.A at KCT BUSINESS SCHOOL, has undergone a project titled "**Cause and Effect of Workplace Stress on IT Professionals of Various Organizations in Chennai**" at our organization during the period **June 2009 to July 2009**.

She was reporting to **Mr. Pradeep Yuvaraj**, Director-Sales and Marketing during this period.

Her performance has been found to be excellent and we are highly satisfied with the reports presented by her.

Wishing her all the best in the future!

For Finerva Financial Solutions Private Limited

(J. Karthikeyan)
Director- Research and Consulting

DECLARATION


DECLARATION

I hereby declare that this project report entitled as "CAUSE AND EFFECT OF WORKPLACE STRESS ON IT PROFESSIONALS OF VARIOUS ORGANIZATIONS IN CHENNAI" has undertaken for academic purpose submitted to Anna university in partial fulfilment of requirement for the award of the degree of Master of Business Administration. The project report is the record of the original work done by me under the guidance of Mrs.R.Hemanalini during the academic year 2008-2010.

I also declare hereby, that the information given in this report is correct to the best of my knowledge and belief.

Place: Coimbatore

Date: 09.09.2009


.....
(J.SREENITHI)

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EXECUTIVE SUMMARY

The study on workplace stress among the IT professionals of various organizations in Chennai which undertaken as the project study by Finerva Solutions, Coimbatore aimed at finding out the impact of stress among the employees. The study was undertaken to find out the prevalence of stress among the employees and also to reveal the workplace conditions which lead to stress. Descriptive research is used in this research. The primary data is collected from 100 professionals of various IT companies in Chennai. The sampling technique that was adopted for the study is Simple Random Sampling. The collected data was analysed using percentage analysis, Chi-square and Factor Analysis. In general it is proven that increased levels of job stress as assessed by the perception of having little control but lots of demands have been demonstrated to be associated with increased rates of head aches/ migraine, depression, overtired and other disorders. In this study it is found that nearly half of the respondents are affected by stress.

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CHAPTER 1

STATEMENT OF THE PROBLEM:

The researcher attempts to find the impact of stress among the IT professionals of various organizations in Chennai which is very essential for the company Finerva Solutions, Coimbatore to formulate plans to motivate employees with their training solution.

OBJECTIVES:

- > Primary Objective:
 - To evaluate the organizational role stress of professionals in the area of Information Technology (IT) undertaken as the project study by Finerva Solutions.
- > Secondary Objective:
 - To identify the factors causing stress among employees.
 - To study how far the workplace stress affects the performance of IT professionals.
 - To analyse the measures followed by the respondents to overcome stress.

1.4 SCOPE OF THE STUDY

The scope of the study is limited and it covers work stress among the IT professionals in Chennai of various organizations. The study mainly finds the stress among the employees and the methods followed by them to reduce the stress in the job.

1.5 LIMITATIONS

- > The conclusion derived does not have universal applicability as this study was undertaken only within Chennai IT companies.
- > Sample size is limited

CHAPTER 1

1. INTRODUCTION

BACKGROUND OF THE STUDY:

Stress can be defined as "the adverse reaction people have to excessive pressure or other types of demand placed on them."

Pressure is part and parcel of all work and helps to keep workers and managers motivated. It is excessive or uncontrolled pressure which can lead to stress which undermines performance, is costly to employers and above all can make people ill. Stress is therefore response to pressure.

The effects of stress can lead to physical symptoms of ill health, such as headaches/ migraine, depression, heart disease as well as longer term psychological damage. Job stress can be defined as the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources or needs of the worker. Workplace stress can lead to poor health and even injury.

In case of Information Technology, the professionals are working for long hours including night shifts they are rushing to meet unrealistic deadlines such as target to be completed on specific time period. Many corporate executives are having difficulty finding the right work/ life balance. Stress cause loss of productivity, loss of efficiency, increased employee absenteeism. Dissatisfaction with the job can also lead to stress in the workplace.

ORGANIZATION PROFILE

FINERVA FINANCIAL SOLUTIONS PRIVATE LIMITED

Finerva is a Financial Education and Consulting Company providing Professional, Transparent and based financial education and financial planning solutions to salaried professionals and their organizations.

Finerva was formed by 3 young entrepreneurs in Jan 2006 with the aim of helping young Indians learn skills required to manage their salaries and monies better. Mr.Pradeep Yuvaraj, Director-ation and Learning; Mr.Karthikeyan Jawahar, Director- Research and Consulting and Anbhazhagan, each with a varied background of professional experience. The main driving force is their personal experiences as salaried individuals and the realization that most of them are taught to earn money but rarely taught how to manage it better. Their core expertise is in providing Personal Finance Related Solutions to salaried professionals by means of a systematic financial planning process which are backed up by providing them with education and a clear understanding of Personal Finance Management.

The idea behind starting Finerva took shape during the years of our promoters at various companies as salaried professionals. During this time (close to 40 years combined) the team manager realized that almost every salaried individual needs some assistance related to helping him/her his money. Yet the financial support he/she receives should be thoroughly Professional and based on each individuals past, present and future rather than a as and when approach.

The second issue was that "everyone in the Indian society is taught how to earn money/salary but they are not exposed to a professional training on how to manage that money once it comes to our hands"

Two core offerings of Finerva are:

For Corporate and Organizations

- Improve Productivity
- Reduce Attrition
- Training tool for employee morale

Smartest employers today are broadening their perspectives about financial education. They are moving beyond simply providing workers salaries but also helping them manage the salary better. A growing number of employers across the globe are offering comprehensive financial education. This emphasizes helping all employees make good decisions about their personal finance which includes investments, retirement plans, tax planning and personal budgeting.

For those who need it, smart employers also are helping workers with money problems learn to overcome the obstacles so that employees can overcome financial stress and also stay more loyal by realizing that extra money is not the solution to any problem.

Workplace Financial Education Solutions is a simple yet powerful tool to help improve the productivity of the employees with the added benefit of ensuring a reduction in attrition. The biggest worries of the employees could be common

- Personal relationship issues
- Financial Stress related to managing their earnings.

Finerva's educational solutions are designed to help reduce **Financial Stress** from the employee's mind so they can focus better on work thus improving productivity. Also when employees realize that "more money is not the solution to their problems" their eagerness to change jobs will reduce thus reducing your attrition rate.

For Individuals

Professional Personal Finance Management

Unbiased support to create wealth

Finerva's educational solutions are also targeted towards salaried professionals and issues related to personal finance management. It is the only company in India which trains professionals on personal finance.

Passionate young team, they are driven by 3 mantras:

- Simplify personal finance
- Make meaning and
- Create value

Finerva's expertise lies in creating and delivering educational solutions related to personal finance management. These solutions are designed to "help individuals develop skills to make informed financial choices and manage their personal finance independently"

For Education Group – Simplifying Personal Finance and Delivering It.

Our team delivers financial education through **presentations, workshops and training sessions**. Designed, Developed and Delivered by our in-house team these high energy sessions are "experiential" and simplified enough to help the audience easily grasp the concepts and act upon them throughout their lives.

The Wellness Consulting Group – Financial Planning End-to-End

The Wellness team helps individuals with their Financial Planning. The solutions and services are based on individual dreams and goals rather than a generalized offering. This group strongly believes

workshops and training sessions conducted at the workplace. They are designed to help professionals understand the various aspects of Financial Management related to the money they earn.

Workplace Financial Education Solutions

Workshops and training sessions conducted at the workplace. They are designed to help professionals understand the various aspects of Financial Management related to the money they earn. These sessions are designed and delivered by Finerva's in-house team with a strong emphasis on jargon free simple to understand methods to help Professionals from any background easily grasp and practice ideas.

Methodology

Step 1: Need analysis: Through manual and online Q&A forms

Step 2: Design of content based on needs and proficiency of attendees.

Step 3: Delivery in the form of Workshops | Class room session | E-learning. The sessions are instructor led and enable experiential learning through **Audio Video** content, specially designed and customized practice **workbooks and Interactive tools**

Step 4: Follow-up activities like e-mails, newsletters and online tools.

Standard Modules

The standardized modules of Workplace Financial Education have been designed based on two parameters – Experience and Salary level.

DI BASE - **Basic** <2 years of experience or income below 1.5 lakh PA

DI CENTRO - **Intermediate** 2-5 Yrs exp / income 1.5 – 5 Lakhs PA

LYKEIO - **Senior** 5-10 Years experience or Income between 5-10 Lakhs PA

EMPEIROS - **Veteran** >10 years or income above Rs 10 lakhs PA

Apart from the above module Finerva's trainers have the skills and resources to design and deliver customized sessions to suit specific needs of Corporate.

Providing clients with the education and practical support required to help them manage their personal finance independently. Being a neutral company (Finerva is not tied to any financial product or institution) gives us the confidence to provide their clients with unbiased and accurate solutions.

Finerva Salary Management Solutions [FSMS]

Finerva's Salary Management Solution (FSMS) is a professional Financial Planning solution specially designed to solve the unique needs of Salaried Professionals. FSMS gives a neatly packaged bundle of solutions which can not only help an individual to manage his/her salary better but also create wealth for their future.

REVIEW OF LITERATURE

on O. Longenecker; Connie J. Schaffer; Joseph A. Scanzero¹ "Working long hours, rushing to meet unrealistic deadlines, struggling to keep up with ever-advancing technology and ever-changing demands - these are just some of the conditions that make a career in IT stressful. Fortunately for professionals, work-related stress can be effectively managed and thereby mitigated. Identifying the causes of stress on the job is a major step in its management and reduction."

hyati Maudgalya; Scott Wallace; Nancy Daraiseh²; "Burnout is a widely acknowledged stress syndrome. As the prevalence of burnout has been observed in several other professions, it is very possible that it could be prevalent in the Information Technology (IT) field. To show a relationship between working environment of an IT professional and burnout. To the best of the authors' knowledge, this is the first systematic review of studies dealing with burnout among IT professionals. There is a relationship between the three variables and burnout among IT professionals."

net J. Turnage; Charles D. Spielberger³ The intensity and frequency of occurrence of 30 job stressors as measured by the job stress survey (JSS) were examined in white-collar employees of a large manufacturing firm, consisting of 68 managers, 171 professional (mostly engineers), and 69 clerical personnel. The highest levels of stress intensity were attributed to 'lack of opportunity for advancement' and 'poor or inadequate supervision'. Individual stressors rated as occurring most often during the past six months were 'frequent interruptions', 'meeting deadlines', and 'dealing with crisis situations'. Factor analyses of the ratings of individual job stressors identified two job-stress factors, 'job pressure and lack of support, which were differentially related to age, gender, and occupational level, locus of control, and job tenure and satisfaction. All three occupational groups attributed greater intensity to stressors that reflected lack of organizational support than to job pressures. Managers

¹ Causes and Consequences of Stress in the IT Profession from *Information Systems Management* Volume 16, 1999

² Sam Salem Volume 7 2006

si. Rajeswari; R. N. Anantharaman⁶ "Software professionals perform boundary-spanning activities, and thus need strong interpersonal, technical, and organizational knowledge to be professionally competent. They have to perform in a demanding work environment characterized by tight deadlines, differing time zones, interdependency in teams, increased interaction with clients, and extended work hours. These characteristics lead to occupational stress and work exhaustion. Yet, the impact of stress is felt in different ways by different people, even if they perform the same functions. These differences in the perception of stress can be caused by varying confidence in their technical abilities. People possess varying technical capabilities, based on their acquisition of technical skills, comfort level in using the technology, and intrinsic motivation. These attributes represent the human-computer interaction (HCI) personality of software professionals. This article examines whether these HCI factors moderate the relationship between occupational stress and work exhaustion. Data were collected from software professionals located in Chennai and Bangalore in India. The data revealed that HCI factors had a main effect but no significant moderating effects on work exhaustion. The control over the technology variable emerged as the key variable among the HCI factors that affected software professionals' ability to cope with stress and work exhaustion."

dam S. Huang⁷ "Burnout is a unique type of stress syndrome. Although it has been shown to be potentially very costly in the helping professions, such as nursing, education, and social work, little work has been done to apply the concept to technical professionals such as information systems (IS) professionals. Given the nature of information systems development, we believe that burnout can be a potential problem for IS professionals. The study described herein examined the levels of burnout among a group of IS developers in the United States. The results indicated that the levels of burnout among IS professionals differ according to their job types and work contents."

⁶ *International Journal of Human-Computer Interaction*, Volume 19, Issue 1 September 2005

⁷ *Burnout Syndrome among Information System Professionals from Information Systems Management*

ted experiencing job pressures more often than professionals/engineers, but attributed less stress sensitivity to these pressures. 'Lack of opportunity for advancement' and 'inadequate salary' was the most salient stressors for the clerical workers. Implications of the findings for the design of stress management and organizational change programmes were discussed."

id Bunce; Michael West⁴ "To what degree do individuals adapt their work environments in response to occupational stress? The research reported below addresses this question through a qualitative questionnaire survey that assesses the extent to which innovation is used as a stress coping strategy amongst health care professionals (community and hospital nurses, administration workers and paramedics; $N = 333$). Overall, 32% of these workers reported a coping response subsequently identified as innovative, and significant between-occupational group differences in the frequency of usage were found. Overwork, procedural difficulties and dealing with others were the stressors eliciting the greatest number of innovative coping responses. The study indicated that such responses were perceived as an effective and important way of dealing with occupational stress. It is concluded that stress management programmes that encourage individuals to change workplace factors through innovation, would be a worthwhile addition to interventions that emphasize individual adaptation to stressful work environments."

Yuko Fujigaki; Kazuko Mori⁵ "In order to examine the effect of a stressor changing over time on information system professionals, a longitudinal study on work stress was conducted. Data on job events, urinary catecholamine, salivary cortisol, and subjective symptoms were collected for 10 male engineers who were observed every 2 weeks for 5 months and every week for the following 2 months. Results show that adrenaline reflects reactions to the acute job events whereas cortisol seems to capture the chronic state of work-stress reaction. This study allows us to specify the job events that affect stress, which can be useful for intervention."

⁴ *Work & Stress* Volume 8, Issue 4 October 1994

⁵ *Longitudinal Study of Work Stress Among Information System Professionals from International*

mas W. Colligan; Eileen M. Higgins⁸ "Workplace stress can be defined as the change in one's physical or mental state in response to workplaces that pose an appraised challenge or threat to that employee. Research has shown that there are a number of factors that contribute to workplace stress. These factors include a toxic work environment, negative workload, isolation, types of hours worked, conflict, role ambiguity, lack of autonomy, career development barriers, difficult relationships with administrators and/or co-workers, managerial bullying, harassment, and organizational climate. If the stressors continue, the employee is at significant risk of developing physiological and psychological disorders that can lead to increased absenteeism, organizational dysfunction, and decreased work productivity. Intervention strategies are discussed to help managers provide support and intervention to employees coping with workplace stress."

ry Cooper; Cary L. Cooper; Michiel Kompier⁹ "In a representative study made of European workers, twenty-eight per cent of employees reported that stress affects their health and their performance at work. Occupational stress is a serious problem for the performance of individuals, organisations and as a consequence, for national economies. *Preventing Stress, Improving Productivity* investigates the ways in which companies can combat stress by changing the working environment rather than only treating individual employees with stress symptoms. Costs and benefits of stress prevention are discussed, with an emphasis on approaches that involve both the work situation and the individual worker. The heart of the book consists of eleven European country chapters, each over-viewing the current status with respect to occupational stress and its prevention in that country and then presenting one detailed case study an example of good preventive practice. *Preventing Stress, Improving Productivity* identifies five factors that are critical for a stress reduction programme to succeed, both in terms of employee health and well-being and from a financial point of view. Successful strategies combine participation from workers and support from top management. Useful as a reference for psychologists, human resource managers, occupational physicians, ergonomists and

⁸ *Journal of Workplace Behavioural Health*, Volume 21, Issue 2 July 2006

ultants, this book will also be an invaluable aid to managers in the day-to-day running of organisations.

id Bunce; Kim Stephenson¹⁰ "Considerable research effort has been conducted into evaluating occupational stress management interventions (SMIs) that target individual workers. We consider several factors central to the interpretation of such research. Specifically, we survey 27 published SMI reports taking into account (1) the amount and detail of descriptive information provided in respect to sample characteristics and intervention procedures; (2) the level of statistical power evident in study designs; (3) whether studies are reductionist, in that they target specific workers experiencing elevated levels of strain, or preventive in that they are available to allcomers, regardless of initial strain levels; (4) whether statistically significant change where it occurs is meaningful in real-world (or clinical) terms, and reliable in measurement terms. We also outline recommendations for descriptive data and statistical considerations to be included in planning and interpreting SMI research. Our conclusion is that stress management researchers should attend to those factors to a far greater extent. At present the quality of reporting and research design is such that it is difficult to form an impression of what type of SMI is appropriate to whom, and in what circumstances.

ary L. Cooper; Sue Cartwright¹¹ "Within the field of stress-management intervention, there have been substantial disagreements on the 'right' approach. Some argue for counselling and stress-management training, while other argue for more substantive organisational change through stress audits. It is argued that both are important in meeting the needs of individuals and organisations.

¹⁰ Statistical considerations in the interpretation of research on occupational stress management interventions from *Work & Stress*, Volume 14, Issue 3 July 2000

¹¹ Stress-management interventions in the workplace: Stress counselling and stress audits from *British Journal of Occupational Psychology*, Volume 22, Issue 1 January 1994

CHAPTER 2

M. Ivancevich ; Michael T. Matteson¹² "The popular press has informed the public that organisations can be efficiently managed with a diverse array of techniques and programs. Unfortunately, many of these claims have not been scientifically tested or evaluated. In fact, organizational based stress management intervention programs which incorporated well designed evaluations have rarely even been attempted. This paper provides a stress management framework and then reviews the literature to determine what can be done to increase researcher interest and dedication to scientifically designing, implementing, and evaluating organizational level stress management intervention programs.

¹² *Journal of Occupational Psychology*, Volume 8, Issue 2 July 1987

CHAPTER 2 METHODOLOGY

Research Methodology

The study adheres to descriptive research design to gain valuable insight on the workplace stress of professionals.

Sample Size

The sample size taken is 100.

Sample Design

The sampling design that was adopted for the study is Simple Random Sampling

Data Collection method

> Primary data

The primary data is collected by structured questionnaire method

> Secondary data

The secondary data was collected from the websites, books and the project work done by research scholars.

5 Analytical Tools Used:

- > Percentage Analysis
- > Chi-Square
- > Factor Analysis

CHAPTER 3
ANALYSIS AND INTERPRETATION

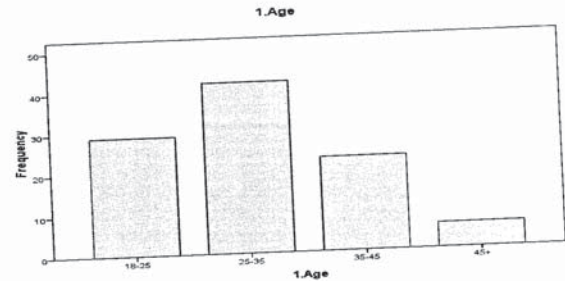
PERCENTAGE ANALYSIS

TABLE 3.1

Table 3.1 represents the Age of the respondents

Description	Frequency	Percent
18-25	29	29.0
25-35	42	42.0
35-45	23	23.0
45+	6	6.0
Total	100	100.0

Table 3.1 shows that 29% of the respondents are between the age group of 18- 25 years, 42% are between 25-35 years, 23% are between 35-45 years and 6% are above 45 years. 42% of them are between the age group of 25-35 years because a person who crossed the age 40 years or above cannot be able to work in night shifts in the IT sector due to health issues.



CHAPTER 3

TABLE 3.2

Table 3.2 represents the gender of the respondents

Description	Frequency	Percent
Male	58	58.0
Female	42	42.0
Total	100	100.0

Table 3.2 shows that 58% are Male respondents and 42% are Female respondents. Organisations are concentrating on the recruitment of the male candidates because they fit enough to work in night shifts than female employees.

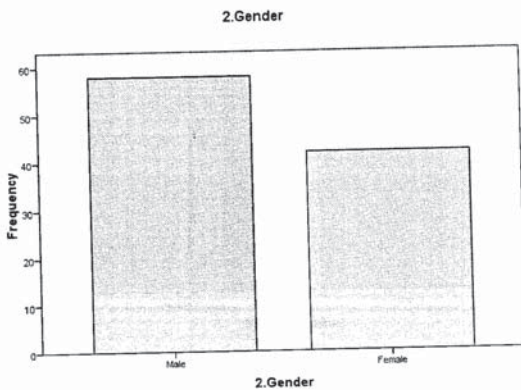
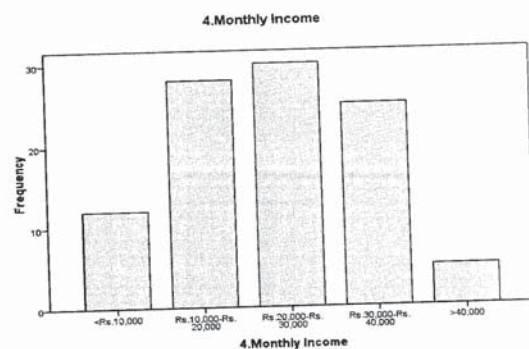


TABLE 3.4

Table 3.4 represents the monthly income of the respondents

Income in Rs.	Frequency	Percent
<Rs.10,000	12	12.0
Rs.10,000-Rs.20,000	28	28.0
Rs.20,000-Rs.30,000	30	30.0
Rs.30,000-Rs.40,000	25	25.0
>40,000	5	5.0
Total	100	100.0

Table 3.4 denotes that 12 % of the employees are getting salary below Rs.10, 000; 28% of the respondents monthly income is between Rs.10, 000 – Rs.20, 000; 30% are between the income level of Rs.20, 000 – Rs.30, 000 because it is based on their experience and job profile; 25% of the employees are between the income level of Rs.30, 000 – Rs.40, 000 and 5% of the employees are getting income above Rs. 40,000.



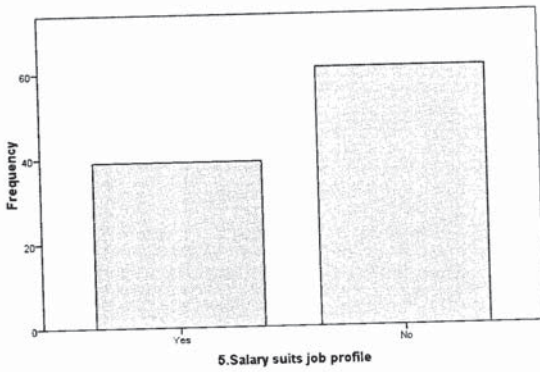
BLE 3.5:

Table 3.5 represents whether the salary of the employees suits their job profile or not.

Description	Frequency	Percent
Yes	39	39.0
No	61	61.0
Total	100	100.0

Table 3.5 shows that for 39% of the respondents salary suits their job profile and the remaining 61% of the respondents' salary does not suit their job profile, because they are not satisfied with their salary.

5. Salary suits job profile



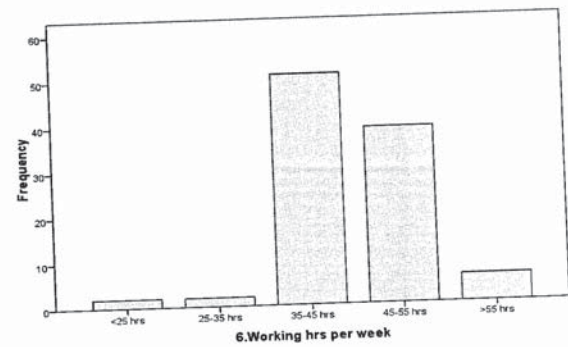
BLE 3.6

Table 3.6 represents the working hours of the employees per week.

Description	Frequency	Percent
<25 hrs	2	2.0
25-35 hrs	2	2.0
35-45 hrs	51	51.0
45-55 hrs	39	39.0
>55 hrs	6	6.0
Total	100	100.0

Table 3.6 shows that 2% of the employees are working below 25 hours and between 25-35 hrs per week; 51% of them are working between 35-45 hrs, because the normal working hour of the employees per day is 8 hrs from Monday-Friday (Most probably Saturday will not be a working day for employees in IT concerns); 39% of them are working between 45-55 hrs and 6% of them are working more than 55 hrs per week.

6. Working hrs per week



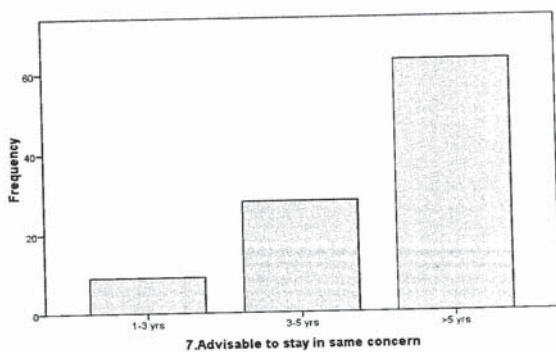
BLE 3.7

Table 3.7 represents the time period to stay in the same concern.

Description	Frequency	Percent
1-3 yrs	9	9.0
3-5 yrs	28	28.0
>5 yrs	63	63.0
Total	100	100.0

Table 3.7 shows 9% of the respondents told that it is advisable to stay in the same concern for a period of 1-3 years; 28% of them said it is advisable to stay for 3-5 years; 63% of the respondents said it is advisable to stay in the same concern for more than 5 years, because frequent change from one concern to another leads to lack of reward and recognition.

7. Advisable to stay in same concern



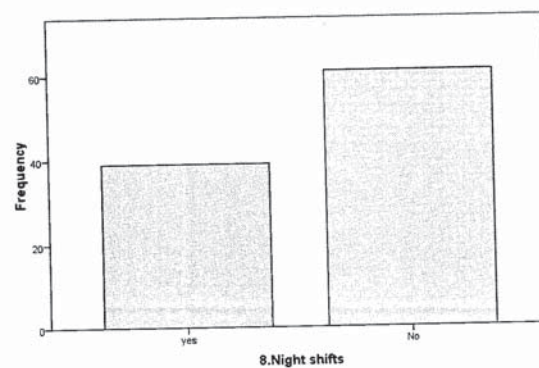
BLE 3.8

Table 3.8 shows that the employees who are all working in night shifts.

Description	Frequency	Percent
yes	39	39.0
No	61	61.0
Total	100	100.0

Table 3.8 shows that 39% of the respondents are working in night shifts; 61% of the respondents are not working in night shifts it is because the employees who are working in night shifts are from the BPO sector.

8. Night shifts



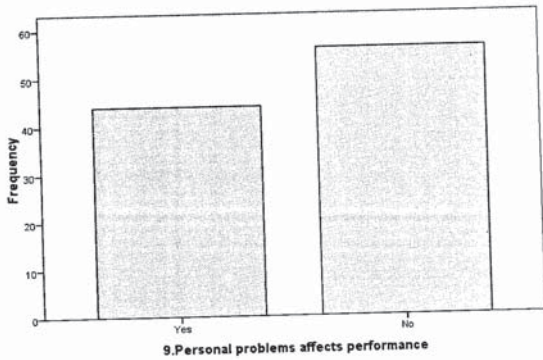
BLE 3.9

Table 3.9 represents whether the personal problems affects the performance of the IT professionals or not

Description	Frequency	Percent
Yes	44	44.0
No	56	56.0
Total	100	100.0

Table 3.9 denotes that 44% of the respondents agreed that personal problems will affect the performance at their workplace and 56 % of the respondents said that personal problems will not affect performance at the workplace; because these 56% they said that personal problem is different from work life.

9. Personal problems affects performance



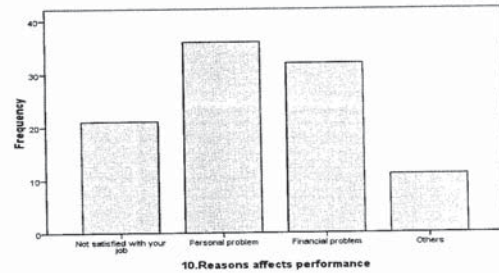
BLE 3.10

Table 3.10 represents the reasons which affect the performance of the IT professionals their workplace.

Description	Frequency	Percent
Not satisfied with your job	21	21.0
Personal problem	36	36.0
Financial problem	32	32.0
Others	11	11.0
Total	100	100.0

Table 3.10 shows that 21 % of the respondents are not satisfied with their job; 36% of them said that their personal problem affects the performance at their workplace because they cannot able to concentrate on their work properly. Majority of women employees have said that their personal problems affect workplace performance; 32 % of the respondents told that financial problems are reasons which affect their performance and 11% of them have said the other reasons which affect their performance.

10. Reasons affects performance



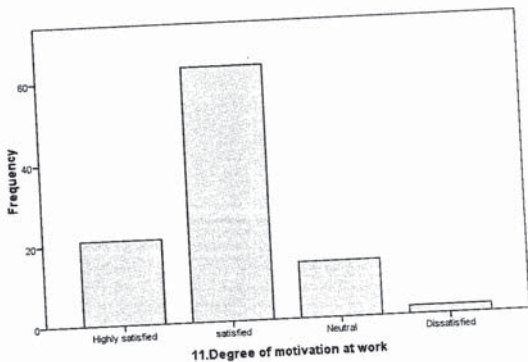
BLE 3.11

Table 3.11 represents the degree of motivation at workplace

Description	Frequency	Percent
Highly satisfied	21	21.0
satisfied	63	63.0
Neutral	14	14.0
Dissatisfied	2	2.0
Total	100	100.0

Table 11 shows that 21% of the respondents are highly satisfied with the degree of motivation at workplace; 63% are satisfied because they are fulfilled with the training/ motivation given by their employers; 14% are neutral and 2% of the respondents are dissatisfied with the degree of motivation at work.

11. Degree of motivation at work



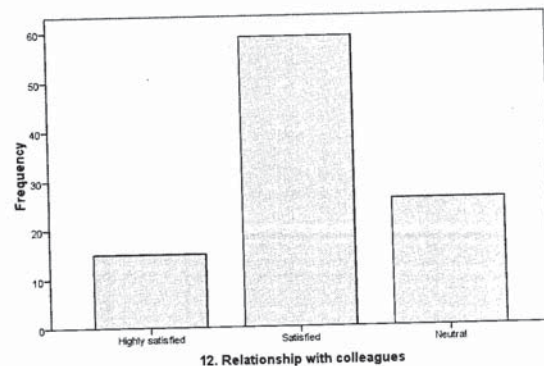
BLE 3.12

Table 3.12 represents that IT professional's relationship with their colleagues

Description	Frequency	Percent
Highly satisfied	15	15.0
Satisfied	59	59.0
Neutral	26	26.0
Total	100	100.0

Table 3.12 shows that 15% of the respondents are highly satisfied with the relationship with their colleagues; 59% are satisfied because the IT professionals have friendly relationship with their colleagues and 26% of the respondents are neutral with their relationship with others at workplace.

12. Relationship with colleagues



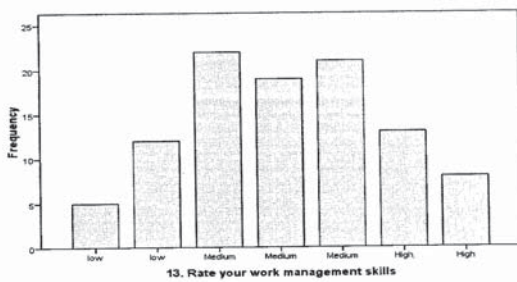
.BLE 3.13

Table 3.13 represents the self assessment of the work management skill of the IT professionals (1-4 low; 5-7 medium; 8-10 high)

Description	Frequency	Percent
3- low	5	5.0
4- low	12	12.0
5- Medium	22	22.0
6- Medium	19	19.0
7- Medium	21	21.0
8- High	13	13.0
9- High	8	8.0
Total	100	100.0

Table 3.13 shows that 17% of the respondents are low in their performance; 62% of them rated that they have medium level of management skill and 21 % of the respondents have high level of management skills because it is all based on their capability to manage the work environment.

13. Rate your work management skills



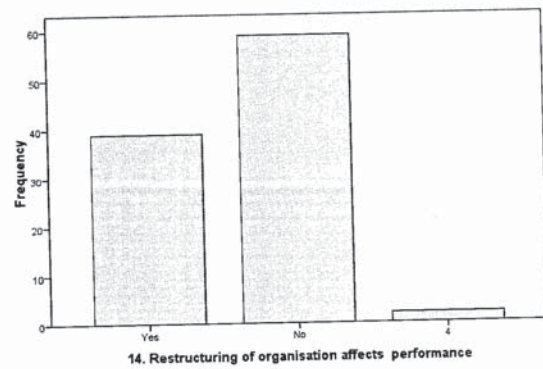
.BLE 3.14

Table 3.14 represents whether the restructuring of organization affects the performance of the IT professionals or not.

Description	Frequency	Percent
Yes	40	40.0
No	60	60.0
Total	100	100.0

Table 3.14 shows 40 % of the respondents are agreed that restructuring of organization affects their performance at workplace and 60% of them had said that it will not affect their performance because they are ready to adopt the organizational changes. It means those professionals are very flexible.

14. Restructuring of organisation affects performance



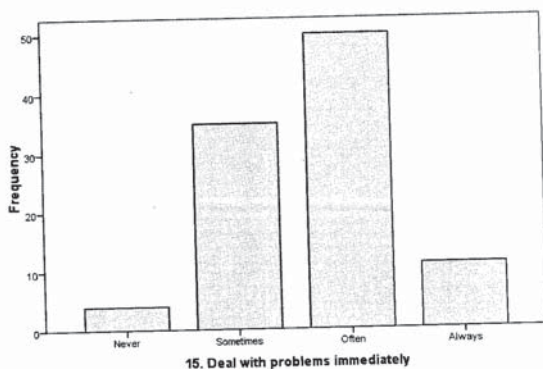
.BLE 3.15

Table 3.15 represents the immediate dealing with the problems by the IT professionals

Description	Frequency	Percent
Never	4	4.0
Sometimes	35	35.0
Often	50	50.0
Always	11	11.0
Total	100	100.0

Table 3.15 shows that 4 % of the respondents will never deal with the problems immediately; 35% of them has said that they can deal at times; 50% of them can often deal with the problems immediately because they has the capacity to manage the situations easily and 11% of the respondents can always deal with the problems immediately.

15. Deal with problems immediately



.BLE 3.16

Table 3.16 represents the flexibility/ freedom at job

Description	Frequency	Percent
Highly satisfied	8	8.0
Satisfied	48	48.0
Neutral	38	38.0
Dissatisfied	6	6.0
Total	100	100.0

Table 3.16 shows that 8% of the respondents are highly satisfied with the flexibility at their job; 48% of them are satisfied because the organizations have given some liberty for their employees. Hence they are satisfied; 38% of the respondents are neutral and 6% of the respondents are dissatisfied with the flexibility/ freedom at work.

16. Flexibility/freedom at job

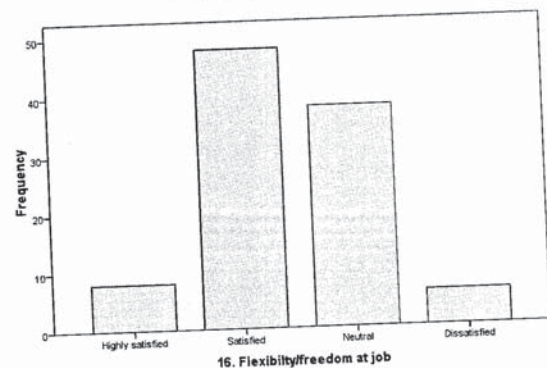


TABLE 3.17:

Table 3.17 represents that whether the respondents has ever changed their job before or not.

Description	Frequency	Percent
Yes	52	52.0
No	48	48.0
Total	100	100.0

Table 3.17 shows that 52% of the respondents have changed their job, because of insufficient package, dissatisfaction of their job profile, etc., and 48% of them remain the same concern.

17. Change of job

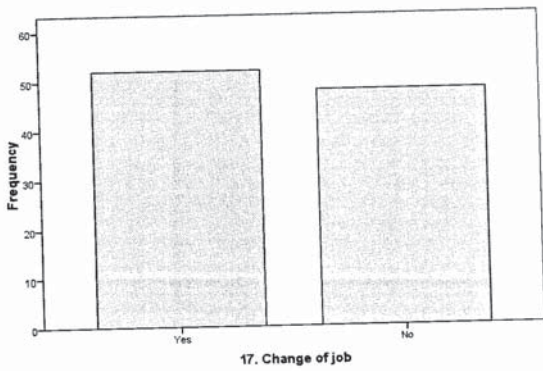


TABLE 3.18

Table 3.18 represents the work management skills of the employees are described by their family members

	Frequency	Percent
Excellent	21	21.0
Good	48	48.0
Okay	17	17.0
Must improve	14	14.0
Total	100	100.0

Table 18 shows that 21% of the respondents are excellent in their skills; 48% are good because; 17% are normal in their management skills and 14% of them should improve at their skills.

18. Work mgt skills describe by family members

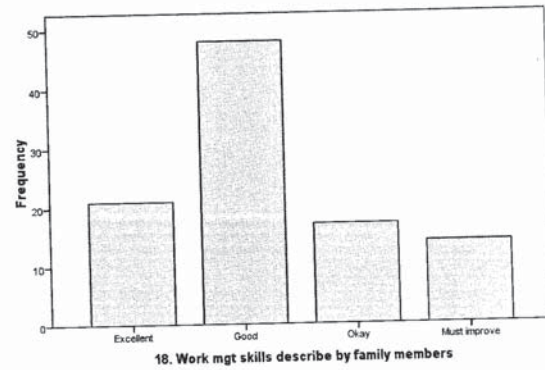


TABLE 3.19

Table 3.19 represents the absenteeism of employees due to work pressure

Description	Frequency	Percent
Never	59	59.0
Rarely	39	39.0
Frequently	2	2.0
Total	100	100.0

Table 3.19 shows that 59% of the respondents never use to absent due to work pressure because they cannot able to achieve their target given by the management on time; 39% of them are rarely taken an off and 2% of the respondents use to absent frequently due to work pressure

19. Absent from work due to work pressure

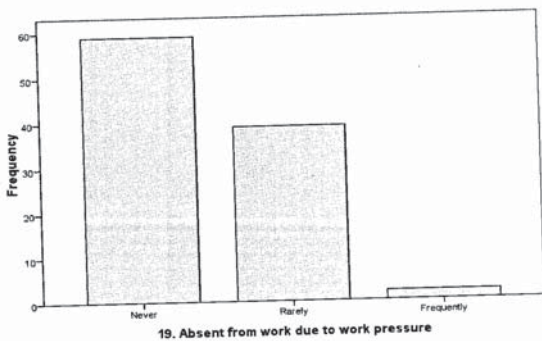


TABLE 3.20

Table 3.20 represents the employees are not given permission by their boss for emergency situations

Description	Frequency	Percent
yes	20	20.0
No	80	80.0
Total	100	100.0

Table 3.20 denotes that 20% of the employees are faced the issues like they are not permitted by the boss for their emergency situations because of their work burden and another 80% of the respondents does not face such a kind of situation.

20. Not given permission by boss for emergency situation

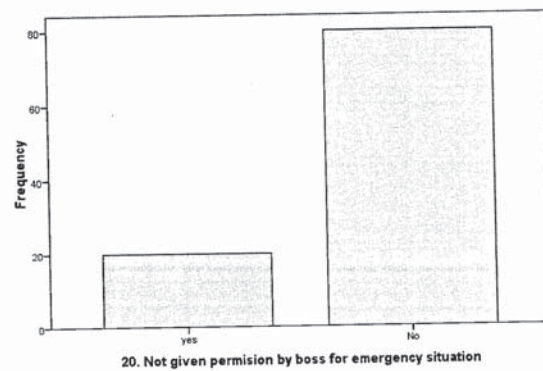


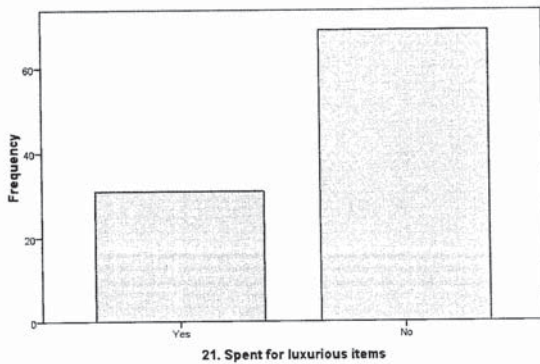
TABLE 3.21

Table 3.21 represents whether the employees can spend for luxurious items with their present salary or not

	Frequency	Percent
Yes	31	31.0
No	69	69.0
Total	100	100.0

Table 3.21 shows 31% of the employees can afford to buy luxurious items with their salary and 69% cannot spend for luxurious items because their package is not sufficient to purchase luxurious products

21. Spent for luxurious items



21. Spent for luxurious items

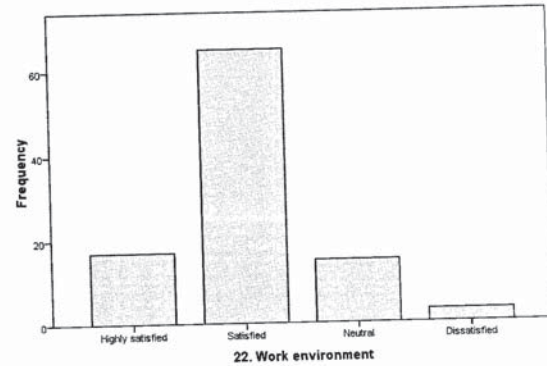
TABLE 3.22

Table 3.22 represents the work environment of the IT professionals

	Frequency	Percent
Highly satisfied	17	17.0
Satisfied	65	65.0
Neutral	15	15.0
Dissatisfied	3	3.0
Total	100	100.0

Table 3.22 shows that 17% of the employees are highly satisfied with their work environment; 65% of the respondents are satisfied because they are comfortable with their workplace; 15% are neutral and 3% of the employees are dissatisfied with their work environment.

22. Work environment



22. Work environment

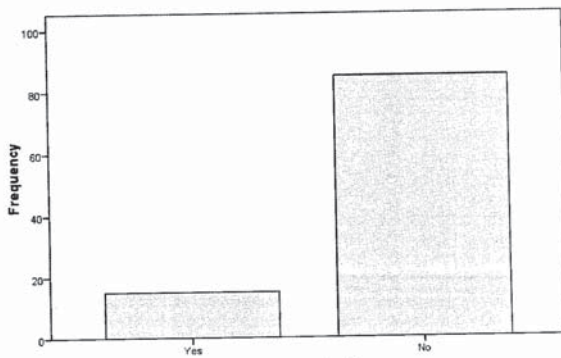
TABLE 3.23

Table 3.23 represents whether the employees feel like bashing someone up when they are really worried about their work

Description	Frequency	Percent
Yes	15	15.0
No	85	85.0
Total	100	100.0

Table 3.23 shows that 15% of the respondents feel like bashing someone up when they are really worried about their work and 85% of the respondents doesn't feel so, because they are not highly irritated.

23. Feel like bashing



23. Feel like bashing

TABLE 3.24

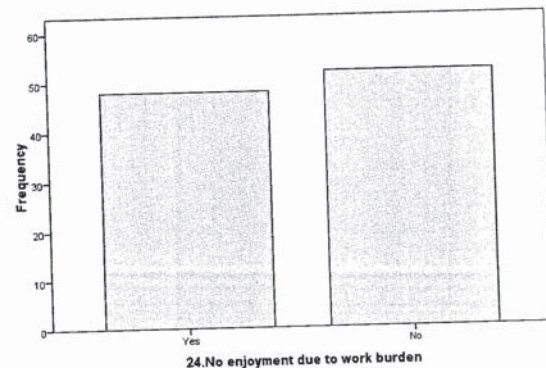
Table 3.24 represents whether the employees can spend time for entertainment

Description	Frequency	Percent
Yes	48	48.0
No	52	52.0
Total	100	100.0

INTERPRETATION:

Table 3.24 shows that 48% of the respondents have not enjoyed hilarious movie/ other entertainment because of work burden and 52% of the employees does not face such a kind of situation.

24.No enjoyment due to work burden



24.No enjoyment due to work burden

ABLE 3.25.1

able 3.25.1 represents how frequent the IT professionals are experiencing the /mptoms of stress such as head ache/ migraine.

Description	Frequency	Percent
Never	18	18.0
Sometimes	59	59.0
Often	23	23.0
Total	100	100.0

Table 3.25.1 shows that 18% of the employees never experienced head aches/ migraine; Sometimes 59% of the respondents are suffer from headaches because of stress and 23% of them often experiencing head ache/ migraine.

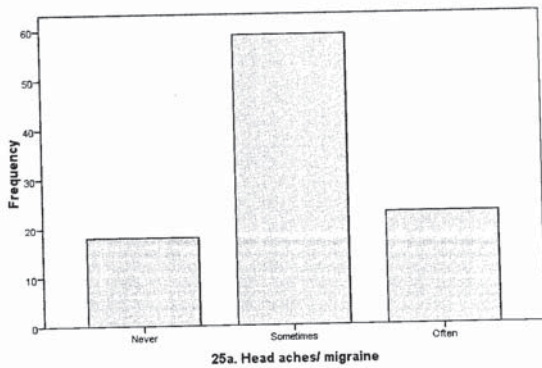
ABLE 3.25.2

able 3.25.2 represents how frequent the IT professionals are experiencing the /mptoms of stress such as aches and pains.

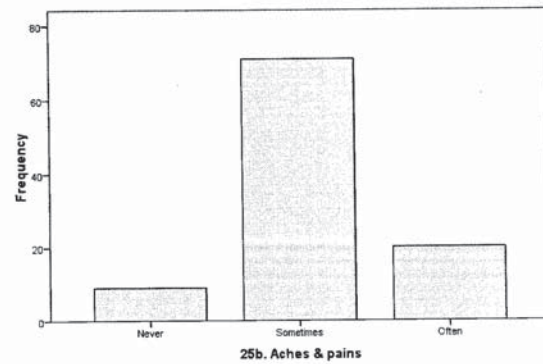
Description	Frequency	Percent
Never	9	9.0
Sometimes	71	71.0
Often	20	20.0
Total	100	100.0

Table 3.25.2 shows that 9% of the employees never experienced aches and pains; 71% of the respondents sometimes suffer from aches and pains due to work related stress; 20% of them often experiencing head aches and pains.

25a. Head aches/ migraine



25b. Aches & pains



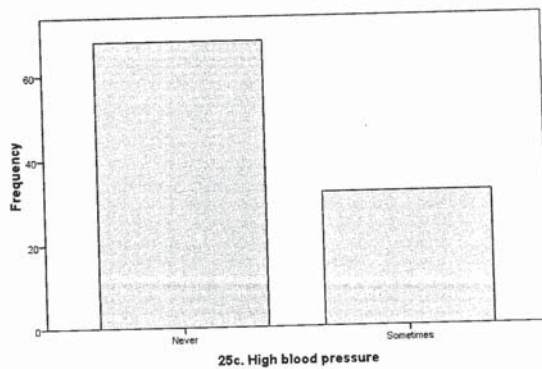
ABLE 3.25.3

able 3.25.3 represents how frequent the IT professionals are experiencing the /mptoms of stress such as high blood pressure.

Description	Frequency	Percent
Never	68	68.0
Sometimes	32	32.0
Total	100	100.0

Table 3.25.3 shows that 68% of the employees are not suffering from high blood pressure and 32% of the respondents are sometimes suffer from high blood pressure due to stress.

25c. High blood pressure



ABLE 3.25.4

able 3.25.4 represents how frequent the IT professionals are experiencing the /mptoms of stress such as poor sleep patterns.

Description	Frequency	Percent
Never	19	19.0
Sometimes	61	61.0
Often	20	20.0
Total	100	100.0

Table 3.25.4 shows that 19% of the employees never experienced poor sleep patterns; 61% of the respondents sometimes suffer from poor sleep patterns because of job stress such as shifts, overtime work ,etc., and 20% of them often experiencing this problem.

25d. Poor sleep patterns

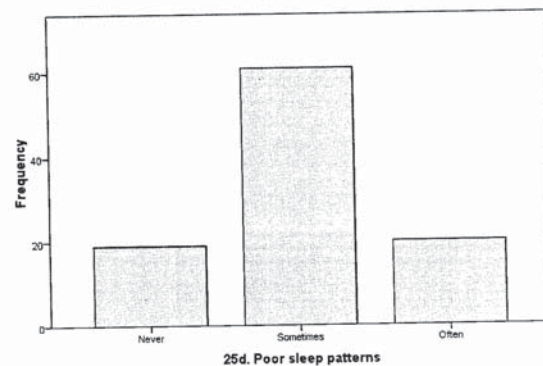


TABLE 3.25.5

Table 3.25.5 represents how frequent the IT professionals are experiencing the symptoms of stress such as skin rashes.

Description	Frequency	Percent
Never	71	71.0
Sometimes	29	29.0
Total	100	100.0

Table 3.25.5 shows that 71% of the employees never experienced skin rashes; 29% of the respondents sometimes suffer from skin rashes.

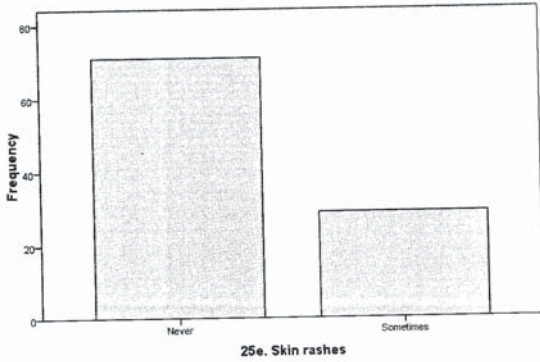
TABLE 3.25.6

Table 3.25.6 represents how frequent the IT professionals are experiencing the symptoms of stress such as indigestion.

Description	Frequency	Percent
Never	33	33.0
Sometimes	64	64.0
Often	3	3.0
Total	100	100.0

Table 3.25.6 shows that 33% of the employees never experienced indigestion; 64% of the respondents sometimes suffer from indigestion due to improper intake of food, poor sleep patterns, etc., and 3% of them often experiencing this issue.

25e. Skin rashes



25f. Indigestion

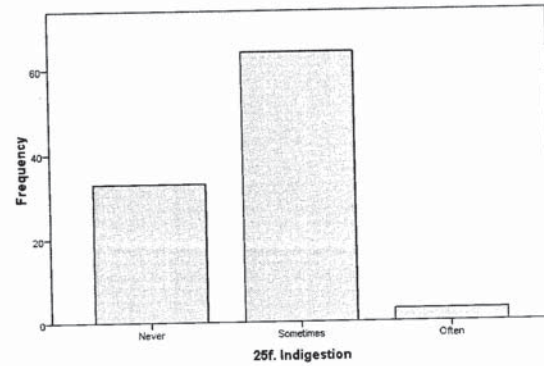


TABLE 3.25.7

Table 3.25.7 represents how frequent the IT professionals are experiencing the symptoms of stress such as stomach ulcer.

Description	Frequency	Percent
Never	58	58.0
Sometimes	42	42.0
Total	100	100.0

Table 3.25.7 shows that 58% of the employees never experienced stomach ulcers and 42% of the respondents sometimes suffer from stomach ulcer due to improper intake of food.

TABLE 3.25.8

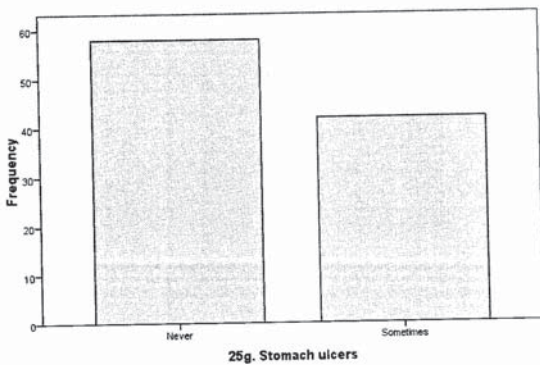
Table 3.25.8 represents how frequent the IT professionals are experiencing the symptoms of stress such as Asthma

Description	Frequency	Percent
Never	88	88.0
Sometimes	12	12.0
Total	100	100.0

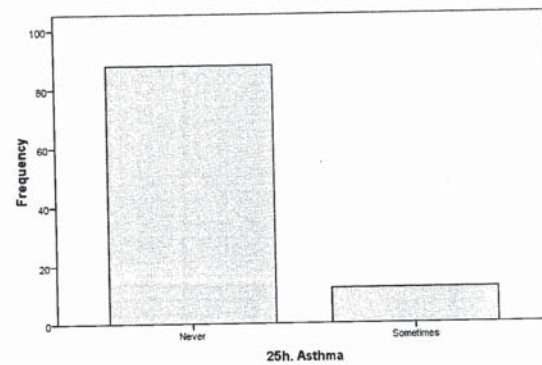
INTERPRETATION:

Table 3.25.8 shows that 88% of the employees never experienced asthma and 12% of the respondents sometimes from asthma due to stress.

25g. Stomach ulcers



25h. Asthma

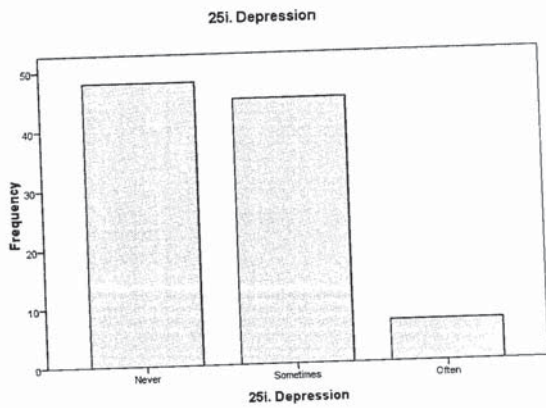


ABLE 3.25.9

able 3.25.9 represents how frequent the IT professionals are experiencing the mptoms of stress such as depression

Description	Frequency	Percent
Never	48	48.0
Sometimes	45	45.0
Often	7	7.0
Total	100	100.0

Table 3.25.9 shows that 48% of the employees never experienced depression; 45% of he respondents sometimes suffer from depression because of stress and 7% of them often experiencing this issue.

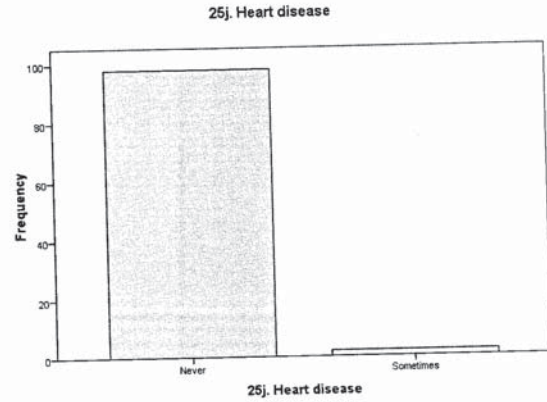


ABLE 3.25.10

able 3.25.10 represents how frequent the IT professionals are experiencing the mptoms of stress such as heart disease.

Description	Frequency	Percent
Never	98	98.0
Sometimes	2	2.0
Total	100	100.0

Table 3.25.10 shows that 98% of the employees never suffer from heart disease and nly 2% of the respondents sometimes suffer from heart disease due to stress related problems.

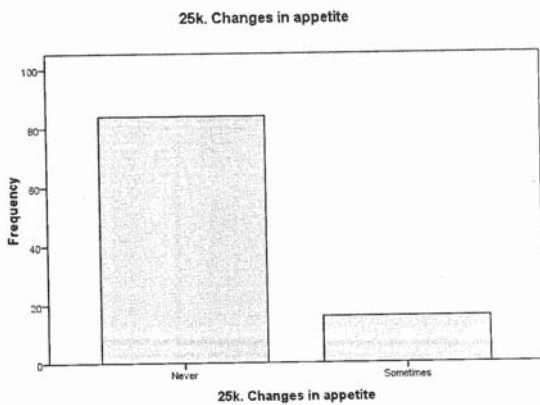


ABLE 3.25.11

able 3.25.11 represents how frequent the IT professionals are experiencing the mptoms of stress such as appetite.

Description	Frequency	Percent
Never	84	84.0
Sometimes	16	16.0
Total	100	100.0

Table 3.25.11 shows that 84% of the employees never experienced changes in appetite and only 16% of the respondents sometimes suffer from this problem due to stress.

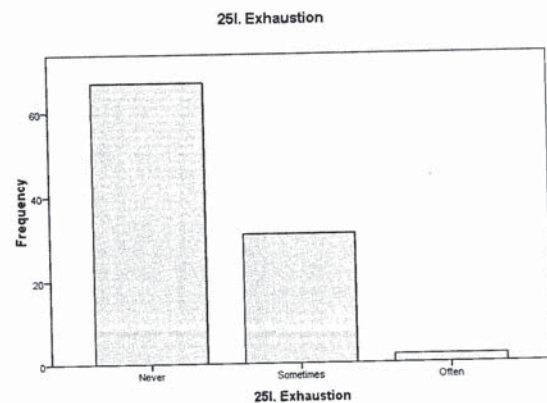


ABLE 3.25.12

able 3.25.12 represents how frequent the IT professionals are experiencing the mptoms of stress such as exhaustion.

Description	Frequency	Percent
Never	67	67.0
Sometimes	31	31.0
Often	2	2.0
Total	100	100.0

Table 3.25.12 shows that 67% of the employees never experienced exhaustion and nly 31% of the respondents sometimes facing this problem due to heavy work load.



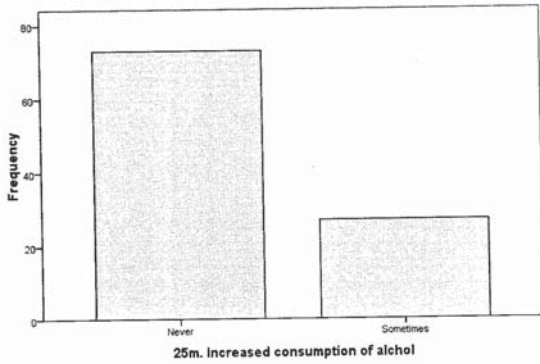
ABLE3. 25.13

able 25.13 represents how frequent the IT professionals are experiencing the symptoms of stress such as increased consumption of alcohol.

Description	Frequency	Percent
Never	73	73.0
Sometimes	27	27.0
Total	100	100.0

Table 3.25.13 shows that 73% of the employees never consume alcohol and 27% of the respondents sometimes use to take alcohol to their reduce stress level. Male respondents are consuming alcohol due to stress.

25m. Increased consumption of alcohol



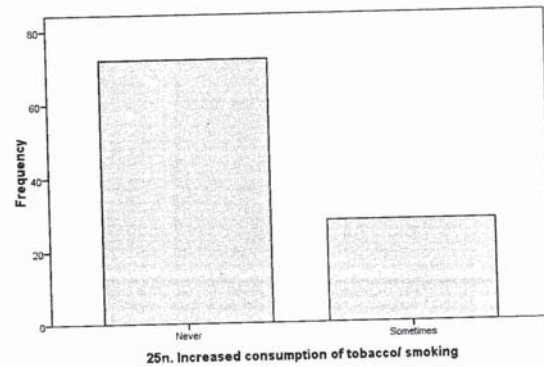
ABLE 3. 25.14

able 3.25.14 represents how frequent the IT professionals are experiencing the symptoms of stress such as increased in consumption of tobacco/ smoking

Description	Frequency	Percent
Never	72	72.0
Sometimes	28	28.0
Total	100	100.0

Table 3.25.14 shows that 72% of the employees never consume tobacco/ smoking and 28% of the respondents sometimes use to consume tobacco/ smoking due to stress. It is found that male respondents are consuming tobacco/ smoking.

25n. Increased consumption of tobacco/ smoking



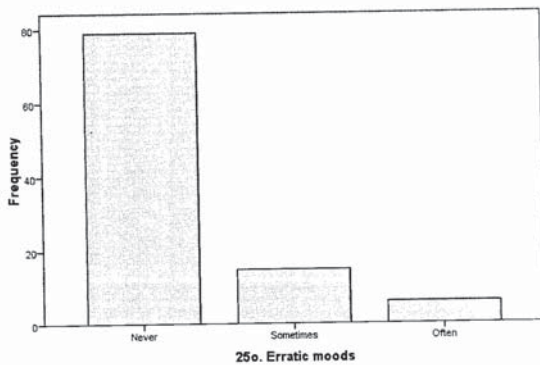
ABLE 3.25.15

able 3.25.15 represents how frequent the IT professionals are experiencing the symptoms of stress such erratic moods

Description	Frequency	Percent
Never	79	79.0
Sometimes	15	15.0
Often	6	6.0
Total	100	100.0

Table 3.25.15 shows that 79% of the employees never experienced erratic moods; 15% of the respondents sometimes suffer from erratic moods and 6% of them often experiencing this problem due to job pressure.

25o. Erratic moods



ABLE 3.25.16

able 3.25.16 represents how frequent the IT professionals are experiencing the symptoms of stress such inability to concentrate

Description	Frequency	Percent
Never	45	45.0
Sometimes	42	42.0
Often	13	13.0
Total	100	100.0

Table 3.25.16 shows that 45% of the employees never experienced inability to concentrate; 42% of the respondents are sometimes suffer from inability to concentrate and 13% of them often experiencing this problem because of stress.

25p. Inability to concentrate

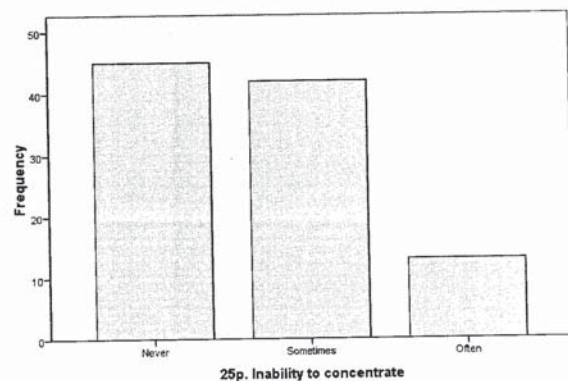


TABLE 3.25.17

Table 3.25.17 represents how frequent the IT professionals are experiencing the symptoms of stress such low self esteem/ confidence

Description	Frequency	Percent
Never	31	31.0
Sometimes	53	53.0
Often	16	16.0
Total	100	100.0

Table 3.25.17 shows that 31% of the employees never experienced low self esteem/ confidence; 53% of the respondents are sometimes suffer from low self esteem/ confidence and 16% of them often experiencing this problem due to increase in stress.

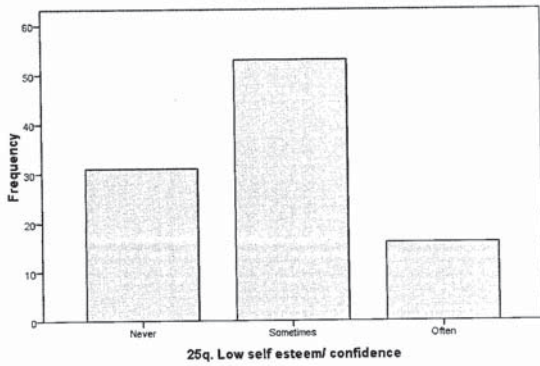
TABLE 3.26.1

Table 3.26.1 represents how frequent the IT professionals are feeling irritated while working

Description	Frequency	Percent
Never	33	33.0
Sometimes	55	55.0
Often	12	12.0
Total	100	100.0

Table 3.26.1 shows that 33% of the employees never feel irritated; 55% of the respondents are sometimes feeling irritated and 12% of them are often getting irritated while working due to high level of stress.

25q. Low self esteem/ confidence



26a. Irritated

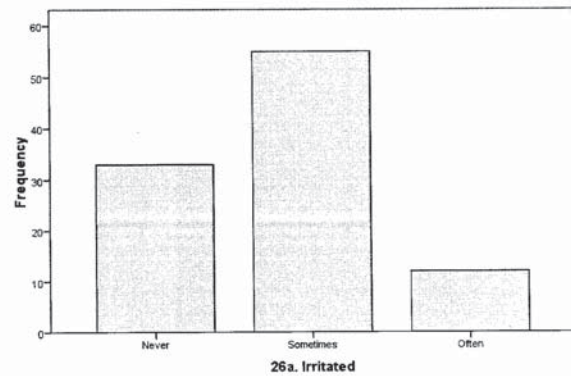


TABLE 3.26.2

Table 3.26.2 represents how frequent the IT professionals are getting angry while working

Description	Frequency	Percent
Never	20	20.0
Sometimes	58	58.0
Often	22	22.0
Total	100	100.0

Table 3.26.2 shows that 20% of the employees are get angry; 58% of the respondents are getting angry at times and 22% of them are often getting angry while working due to stress.

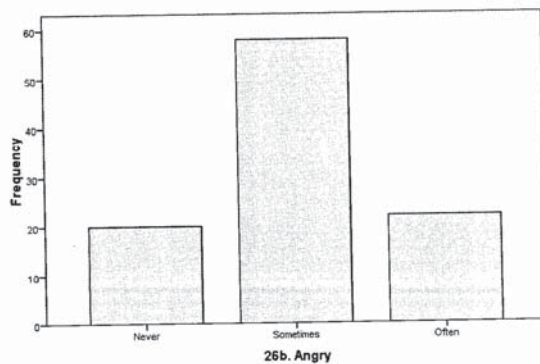
TABLE 3.26.3

Table 3.26.3 represents how frequent the IT professionals are getting frustrated while working.

Description	Frequency	Percent
Never	29	29.0
Sometimes	33	33.0
Often	38	38.0
Total	100	100.0

Table 3.26.3 shows that 29% of the employees are never feel frustrated; 33% of the respondents are sometimes getting frustrated and 38% of them are often getting frustrated while working due to high level of work stress

26b. Angry



26c. Frustrated

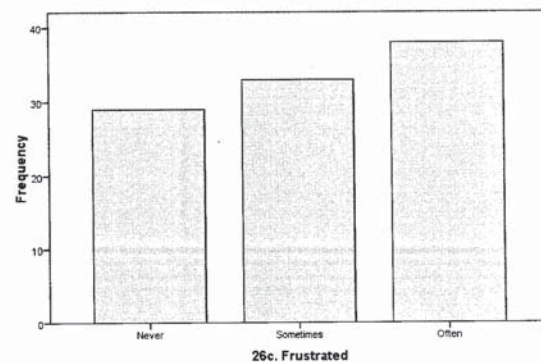


TABLE 3.26.4

Table 3.26.4 represents how frequent the IT professionals are feeling helpless while working

Description	Frequency	Percent
Never	19	19.0
Sometimes	56	56.0
Often	25	25.0
Total	100	100.0

Table 3.26.4 shows that 19% of the employees were never feel helpless; 56% of the respondents are sometimes feeling helpless and 25% of them are often feeling like helpless due to work related stress.

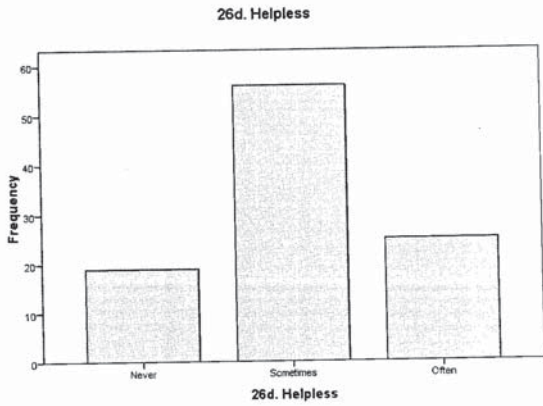


TABLE 3.26.5

Table 3.26.5 represents how frequent the IT professionals are feeling anxious while working

Description	Frequency	Percent
Never	26	26.0
Sometimes	69	69.0
Often	5	5.0
Total	100	100.0

Table 26.5 shows that 26% of the employees never feel anxious; 69% of the respondents are feeling at times and 5% of them are often feel anxious while working because of stress.

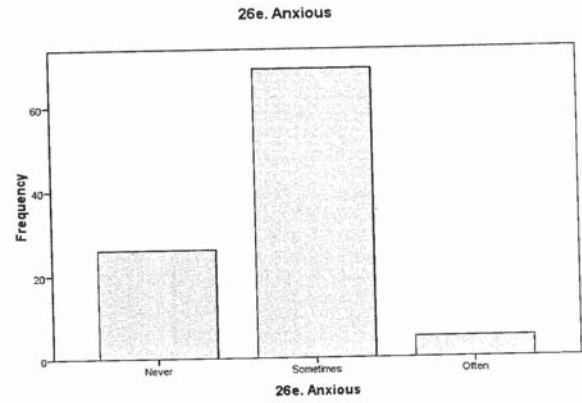


TABLE 3.26.6

Table 3.26.6 represents how frequent the IT professionals are feeling depressed while working

Description	Frequency	Percent
Never	27	27.0
Sometimes	61	61.0
Often	12	12.0
Total	100	100.0

Table 3.26.6 shows that 27% of the employees never feel depressed; 61% of the respondents are feeling at times and 12% of them are often feeling depressed while working due to job pressure.

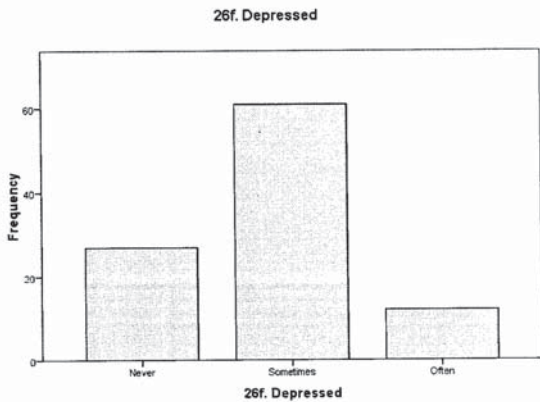
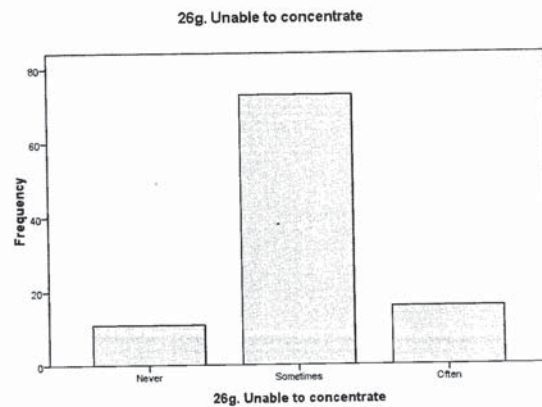


TABLE 3.26.7

Table 3.26.7 represents how frequent the IT professionals are unable to concentrate while working

Description	Frequency	Percent
Never	11	11.0
Sometimes	73	73.0
Often	16	16.0
Total	100	100.0

Table 3.26.7 shows that 11% of the employees never feel this problem; 73% of the respondents are sometimes unable to concentrate and 16% of them are often facing this issue while working due to work burden.

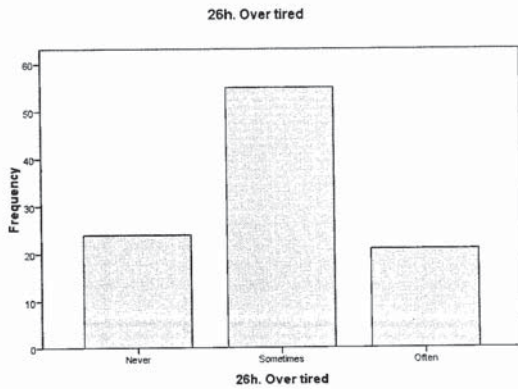


ABLE 3.26.8

able 3.26.8 represents how frequent the IT professionals are getting over tired while working

Description	Frequency	Percent
Never	24	24.0
Sometimes	55	55.0
Often	21	21.0
Total	100	100.0

able 3.26.8 shows that 24% of the employees never getting tired; 55% of the respondents are some tired at times and 21% of them are often getting over tired while working due to heavy work pressure.

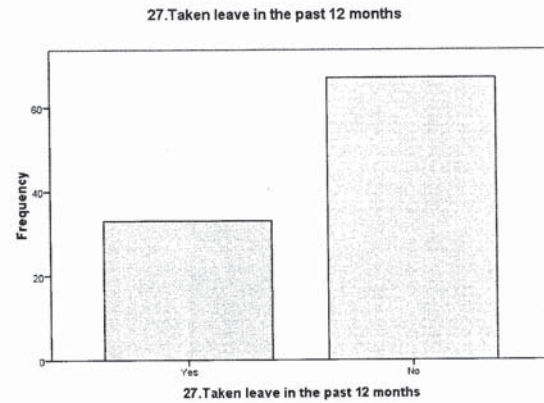


ABLE3. 27

able 3.27 is regarding the leave taken by the IT professionals in the past 12 months due work related stress.

Description	Frequency	Percent
Yes	33	33.0
No	67	67.0
Total	100	100.0

able 3.27 shows that 33% of the employees took off in the past 12 months and 67% of them were not taken leave in the past 12 months due to work related stress.

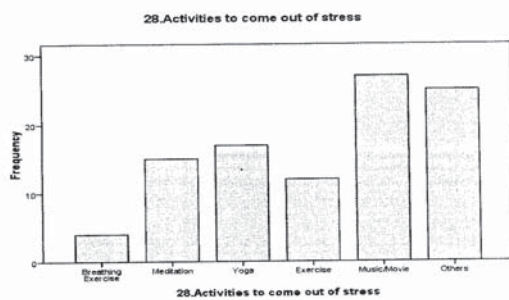


ABLE 3.28

able 3.28 represent the activities performing by the employees to come out of the stress

Description	Frequency	Percent
Breathing Exercise	4	4.0
Meditation	15	15.0
Yoga	17	17.0
Exercise	12	12.0
Music/Movie	27	27.0
Others	25	25.0
Total	100	100.0

Table 3.28 shows that 4% of the respondents are doing breathing exercise; 15% of them are undertaking meditation; 17% of them are doing yoga; 12% of them are performing physical exercise; 27% of the respondents are interested in music/movies and 25% of them are performing other activities to come out of stress because these kind of activities make the employees more energetic and they can able to manage work/life balance in an effective manner.

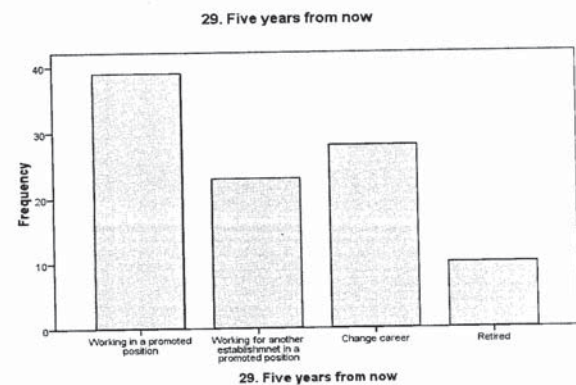


ABLE 3.29

able 3.29 represents what the IT professionals will see themselves in the next five years

Description	Frequency	Percent
Working in a promoted position	39	39.0
Working in a same position	0	0
Working for another establishment in a promoted position	23	23.0
Change career	28	28.0
Retired	10	10.0
Total	100	100.0

Table 3.29 shows that 39% of the respondents will be working in a promoted position; 3% of them are going to work for another establishment in a promoted position; 28% of them will change their career; 10% of them said that may get retired in five years these are one of the outlook of the IT professionals after five years from now.



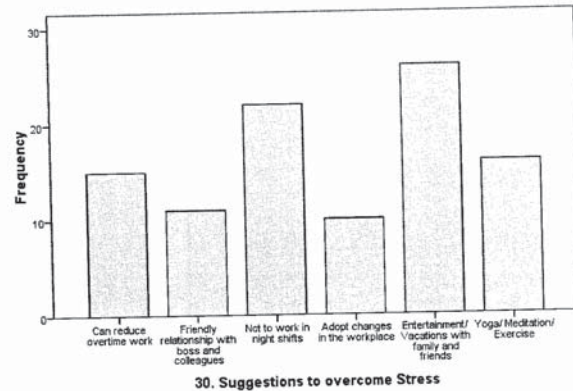
ABLE 3.30

able 3.30 represents the suggestions given by the IT professionals to overcome stress.

Description	Frequency	Percent
Can reduce overtime work	15	15.0
Friendly relationship with boss and colleagues	11	11.0
Not to work in night shifts	22	22.0
Adopt changes in the workplace	10	10.0
Entertainment/ Vacations with family and friends	26	26.0
Yoga/ Meditation/ Exercise	16	16.0
Total	100	100.0

Table 3.30 shows that 15% of the respondents suggest that the companies can reduce overtime work; 11% of them suggest to have a friendly relationship with boss and their colleagues; 22% of respondents suggest to not to work in night shifts; 10% of them recommend to adopt changes in the workplace; 26% of the respondents suggest to go for entertainment/ vacations with family and friends because this kind of pleasure may reduce the level of stress and stimulate them to be in high spirits in all aspect and 16% of them recommended to do yoga, meditation, exercises to overcome stress.

30. Suggestions to overcome Stress



CHI-SQUARE

In testing for differences in relationships among nominally scaled variables, chi-square statistic comes in handy. The null hypothesis would be set to state that there is no significant relationship between two variables. The chi-square statistic is associated with the degree of freedom (df) which denotes whether or not a significant relationship exists between two nominal variables.

TABLE 3.31

Table 3.31 represents the association of Monthly income and Night shift

4.Monthly Income	8.Night shifts		Total
	yes	No	
<Rs.10,000	6	6	12
Rs.10,000-Rs.20,000	15	13	28
Rs.20,000-Rs.30,000	9	21	30
Rs.30,000-Rs.40,000	6	19	25
>40,000	3	2	5
Total	39	61	100

Level of significance 5%

From the table 3.31 it is inferred that 12 % of the employees are getting salary below Rs.10,000 ; 28% of the respondents monthly income is between Rs.10,000 – Rs.20,000 ; 30% are between the income level of Rs.20,000 – Rs.30,000 ; 25% of the employees are between the income level of Rs.30,000 – Rs.40,000 and 5% of the employees are getting income above Rs. 40,000. 39% of the IT professionals are working in night shifts and 61% of the respondents are not working in night shifts.

The calculated value is 7.16 and the tabulated value is 9.488 for the degrees of freedom.

Hence the calculated value is less than the tabulated value. Hence there is no significant difference between monthly income and night shifts. Null hypothesis is accepted.

ABLE 3.32

Table 3.32 represents the association of marital status and work management skills described by the family members

3.Marital status	18. Work mgt skills describe by family members				Total
	Excellent	Good	Okay	Must improve	
Married	12	24	6	4	46
Single	9	24	11	10	54
Total	21	48	17	14	100

Level of significance 5%

From the Table 3.32 it is inferred that 46% of the employees are married and 54% of them are single. Their family members described their work management skills that 21% of the respondents are excellent in their skills; 48% are good; 17% are normal in their management skills and 14% of them should improve at their skills.

The calculated value is 3.82 and the tabulated value is 7.815 for the degrees of freedom. Hence the calculated value is less than the tabulated value. Hence there is no significant difference between marital status and work management skills described by family members of the professionals. Null hypothesis is accepted.

ABLE 3.33

able 3.33 represents the association of Gender and the reasons which affects the performance of the performance of the IT professionals

2.Gender	10.Reasons affects performance				Total
	Not satisfied with your job	Personal problem	Financial problem	Others	
Male	12	17	21	8	58
Female	9	19	11	3	42
Total	21	36	32	11	100

Level of significance 5%

From the table 3.33 it is inferred that 58% are Male respondents and 42% are Female respondents. 21 % of the respondents are not satisfied with their job ; 36% of them said that their personal problem affects the performance at their workplace ; 32 % of the respondents told that financial problems are reason which affect their performance and 11% of them has said the other reasons which affect their performance.

The calculated value is 3.455 and the tabulated value is 5.991 for the degrees of freedom. Hence the calculated value is less than the tabulated value. Hence there is no significance difference between Gender and reasons affect the performance of the employees. Null hypothesis is accepted.

ACTOR ANALYSIS

actor analysis helps to reduce a vast number of variables to a meaningful, interpretable, and manageable set of factors(all the questions tapping several variables of interest in a questionnaire).Principal –component analysis transforms all the variables in to a set of composite variables that are not correlated to one another.

ABLE 3.35

Descriptive Statistics			
Description	Mean	Std. Deviation	Analysis N
11.Degree of motivation at work	1.97	.658	100
12. Relationship with colleagues	2.11	.634	100
16. Flexibility/freedom at job	2.42	.727	100
22. Work environment	2.04	.665	100

Table 3.35 shows that it is based on the mean value of various variables. The maximum mean value is 2.42 which are concentrated on Flexibility/freedom at the job. It can be concluded that flexibility/ freedom of job is being expected by the maximum number of IT professionals. Relationship with colleagues has the second maximum mean value 2.11. This will also play a major role in the workplace.

ABLE 3.34

able 3.34 represents the association of working hours per week and absenteeism due to work pressure

6.Working hrs per week	19. Absent from work due to work pressure			Total
	Never	Rarely	Frequently	
<25 hrs	0	2	0	2
25-35 hrs	0	2	0	2
35-45 hrs	34	15	2	51
45-55 hrs	25	14	0	39
>55 hrs	0	6	0	6
Total	59	39	2	100

Level of significance 5%

From the Table 3.34 it is inferred that that 2 % of the employees are working below 25 hours and between 25-35 hrs per week; 51% of them are working between 35-45 hrs; 39% of them are working for 45-55 hrs and 6% of them are working more than 55 hrs per week. 59% of the respondents never use to absent due to work pressure; 39% of them are rarely taken an off and 2% of the respondents use to absent frequently due to work pressure.

The calculated value is 19.33 and the tabulated value is 15.507 for the degrees of freedom 8. Hence the calculated value is more than the tabulated value. Hence there is significance difference between working hours per week and absent from work due to work pressure. Therefore Null hypothesis is rejected

CHAPTER 4

FINDINGS

- It is inferred that majority of the respondents i.e., 42 % of the age group are between 25-35 yrs of age. because people who crossed the age 40 or above cannot be able to work in night shifts due to health issues
- It is found that 58 % are Male and 42% are Female respondents. The organisations are concentrating on the recruitment of the male candidates because they are fit enough to work in night shifts than female employees.
- It is found that 46% are married and 54% are Single. Because unmarried people are fit enough for the IT companies to work in different timings.
- It is inferred that 51% of the respondents are working for 35-45hrs per week and 39 % are working in night shifts. because the normal working hour of the employees per day is 8 hrs from Monday-Friday (Most probably Saturday will not be an working day for employees in IT concerns)
- It is inferred that 30% of the IT professionals are earning around Rs.20, 000 - Rs.30, 000 per month. Because it is based on the employees work experience and job profile.
- It is found that 61% of the respondents salary does not suit their job profile, because they are not satisfied with their salary
- It is found that 63% said that it is advisable for the employees to work in the same concern for more than 5 yrs. Because frequent change from one concern to another leads to

- It is found that 52% of the professionals have changed their job before. because of insufficient package, dissatisfaction of their job profile, etc.,
- It is found that 48% of the respondents' family members were described their work management skills as good.
- It is found that 59% of the employees will never use to take off from the job due to work pressure because they cannot able to achieve their target given by the management on time.
- 69% of them have said that they cannot go for the purchase of luxurious item with their present salary. Because their package is not sufficient to go for luxurious products.
- 65% of the respondents are satisfied because they are comfortable with their workplace.
- It is found that 15% of the respondents sometimes feel like bashing someone up due to work pressure.
- It is inferred that 48% of the respondents are not able to go for entertainment such as movies or other things just because of their work burden.
- At the time of stress it is noted that
 - 59% of the IT professionals are sometimes suffering from head ache/migraine.
 - 71% of them are experiencing aches and pains
 - 32% of them are sometimes suffering from high blood pressure
 - 61% are sometimes experiencing poor sleep patterns

- It is found that 39% of respondents are working in night shifts because the employees who are working in nightshifts are from the BPO sector.
- 36% of respondents have said that personal problems affect their workplace performance because they cannot able to concentrate on their work properly. In that maximum numbers of female respondents have said that personal problems affect their performance at the work place.
- 63% of the respondents are satisfied with the degree of motivation at their workplace. Because they are fulfilled with the training/ motivation given by their employers.
- 59% are satisfied with their relationship among peer group because the IT professionals have friendly relationship with their colleagues
- It is found that 62% of the employees have rate their management skills in moderate level. Because it is all based on their capability to manage the work environment.
- It is found that 59% of the IT professionals have said that restructuring of the organization will not affect their performance at the workplace. because they are ready to adopt the organizational changes. It means those professionals are very flexible.
- It is inferred 69% are satisfied with their workplace environment and 59% are satisfied with their relationship among their peer group in the organization
- It is found that 50% of them can often deal with the issues which arise in the organization immediately. because they has the capacity to manage the situations easily
- Around 48% of the employees have said that they are satisfied with the flexibility/ freedom at the job. because the organizations have given some liberty for their employees
 - 64% are suffering from indigestion due to improper
 - 42% of them reported that they are having stomach ulcer
 - 45% of the IT professionals are feeling so depressed at times
 - 2% of them are suffering form heart disease
 - It is also found that more than half of the male respondents are sometimes increased their consumption of alcohol & smoking.
 - 42% of them are sometimes cannot be able to concentrate on their work
 - 53% of them are losing their confidence/ self esteem
 - The majority of the professionals are getting angry, feeling frustrated; depressed, getting anxious, overtired, irritated while working at times.
 - It is also found that more than half of the male respondents are sometimes increased their consumption of alcohol & smoking.
- It is inferred that 27% of respondents are interested in music/movies to come out of their stress and 25% of them are not doing any sort of activities to come out of the stress.
- It is found that there is no significance difference between monthly income and night shifts because they both are independent from each other.
- It is justified that there is no significance difference between marital status and work management skills described their family members; gender and the reasons which affects the performance of the professionals.

- It is found that there is significance difference between working hours per week and absent from work due to work pressure. Because of the overtime work there is increase in absenteeism.
- It is inferred that the maximum mean value is 2.42 which are concentrated on Flexibility/freedom at the job. It can be concluded that flexibility/ freedom of job is being expected by the maximum number of IT professionals.

CHAPTER 5

CHAPTER 5

5.1 SUGGESTIONS

- The management can go for making convenient changes in shift system such as instead of working for daily night shifts they can go for working hours like afternoon 2pm to 10pm for a week then 6am-4pm for another week and then night shift for a week making IT employees feel that they are not undergoing routine heavy work which is resulting in stress.
- Friendly relationship with their team heads, colleagues can build team spirit and it avoids misunderstanding at their workplace.
- Employees can adopt changes in their workplace
- Can reduce overtime work.
- To overcome stress they can go for entertainment like movies, music and vacations with their family and friends.
- Daily activities such as Yoga, Meditation, Physical exercises are some of the best way to come out of the stress.
- Clear job specification should be made and proper communication channel should be formed and it should be made clear to the employees.
- Stress management programmes teach employees about the nature and source of stress, the effects of stress on health and personal skills to reduce stress – for example, time management or relaxation exercise.

- Stress management training may rapidly reduce stress symptoms such as anxiety, poor sleep patterns

5.2 CONCLUSION:

The study reveals that nearly half of the IT professionals are affected by stress and the respondents feel that stress is mainly due to night shifts; overtime work, to complete the given target on specific time period, etc., the organization should also take care of employees continuous absenteeism due to work pressure. Also performance level of the employees is affected by the work stress so the organization must focus on ways to train employees to face stress and to overcome stress without affecting their performance. The bond between the organization and the workers should be improved by transparent communication and taking personal care of employees because maximum number of women employees said that their personal problems affecting their workplace performance. The organizations should take steps to reduce stress level of the employees through various techniques. Also the health of the employees should be taken care as because most of the IT professionals reported signs like depression, over tiredness, anxiety, head aches/ migraine, poor sleep patterns, etc., which in long time are proven to bring in severe medical effects like heart disease. So the organizations should take steps to reduce the level of stress among their employees as early as possible and also the professionals can try to overcome their stress by means of performing activities like yoga, meditation, exercises, entertainment, spending time with family and friends, etc.,

**CAUSE AND EFFECT OF WORKPLACE STRESS ON
IT PROFESSIONAL OF VARIOUS ORGANISATIONS IN
CHENNAI**

Name (Optional):

Designation :

Organisation :

QUESTIONS

1. Age:
 18-25
 25-35
 35-45
 45+
2. Gender: Male Female
3. Marital Status:
 Married
 Single
 Divorced
 Others, Specify _____
4. Monthly Income:
 Below Rs.10,000
 Rs.10,000 - 20,000
 Rs.20,000 - 30,000
 Rs.30,000 - 40,000
 Above Rs.40,000

ANNEXURE

5. Do you think that your present salary suits your job profile?
 Yes
 No
6. Average number of hours per week that you work
 Less than 25 hrs
 25-35hrs
 35-45hrs
 45-55hrs
 More than 55hrs
7. How long do you think it is advisable to stay in a same concern?
 Not more than a year
 1 - 3 years
 3 - 5 years
 More than 5 years
8. Are you working in night shift?
 Yes
 No
9. Do you think your personal problems affect your performance?
 Yes
 No
10. What are the various reasons that affect your performance at workplace?
 Not satisfied with your job
 Personal problem
 Financial problems
 Others-specify _____
11. The degree to which you feel motivated at work by your job
 Highly Satisfied
 Satisfied
 Neutral
 Dissatisfied
 Highly Dissatisfied
12. The relationship you have with other people at work
 Highly Satisfied
 Satisfied
 Neutral
 Dissatisfied
 Highly Dissatisfied
13. On a scale of 1-10 how do you rate your work management skills? 1- is low and 10 is high.
14. Do you think that restructuring of an will organisation badly affects your performance?
 Yes
 No
15. Can you deal with the problems immediately as they occur?
 Never
 Sometimes
 Often
 Always
16. The amount of flexibility/ freedom you have in your job
 Highly Satisfied
 Satisfied
 Neutral
 Dissatisfied
 Highly Dissatisfied

17. Have you ever changed your job ?

- Yes
- No

18. According to you, what words would your family members use to describe your work management skills?

- Excellent
- Good
- Okay
- Must improve
- Worst

19. How often you will absent yourself from work due to job pressure?

- Never
- Rarely
- Frequently
- Always

20. Have you found yourself in a situation when you want to take your family/friends to hospital and you were not given permission by your boss?

- Yes
- No

21. Do you think your present job profile helps you spend on luxurious items that you desire?

- Yes
- No

22. How about your work environment?

- Highly Satisfied
- Satisfied
- Neutral
- Dissatisfied

26. While working do you ever feel:

	NEVER	SOMETIMES	OFTEN
Irritated			
Angry			
Frustrated			
Helpless			
Anxious			
Depressed			
Unable to concentrate			
Over tired			

27. Have you taken leave in the past 12 months due to work related stress?

- Yes
- No

28. What are the activities that you perform in your day-to-day life to come out of your stress?

- Breathing Exercise
- Meditation
- Yoga
- Exercise
- Music/Movie
- Others, Specify _____

23. Do you feel like bashing someone up when you are really worried about your work?

- Yes
- No

24. Has it ever happened to you that you have not enjoyed a hilarious movie, just because you were thinking about your work burden?

- Yes
- No

25. Are you experiencing, or have you experienced any of these stress symptoms?

	NEVER	SOMETIMES	OFTEN
Headaches/migraine			
Aches and pains			
High blood pressure			
Poor sleep patterns			
Skin Rashes			
Indigestion			
Stomach ulcers			
Asthma			
Depression			
Heart disease			
Changes in appetite			
Exhaustion			
Increased consumption of alcohol			
Increased consumption of tobacco/smoking			
Erratic moods			
Inability to concentrate			
Low self esteem/confidence			

29. What do you see yourself doing five years from now?

- Working in the same position
- Working in a promoted position
- Working for another establishment in a similar position
- Working for another establishment in a promoted position
- Change career
- Retired

30. How will you overcome Stress? Please give your suggestion.

Thank you.

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