



## ROLE OF EXPERIENCE OF WOMEN EMPLOYEES IN IT INDUSTRY ON JOB STRESS

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### **Abstract**

Women form nearly half of the human capital in the country. Majority of women are employed in IT sectors. Rapid advances in technology and accelerated international trade and competition, have intensified organizational pressures to maximize profit while minimizing costs. This has increasing demand for higher productivity and greater accountability in the public sector and greater profitability in the private sector. This has been increasingly characterized by intensified pressure on employees to perform at consistently higher levels, longer working hours, low pay, insecure employment patterns all these factors lead to the creation of stressful work environment and increased psychological problems. In recent years stress has seen across all spheres of life especially in IT sector. Women in IT sectors who are in the process of job and participatory efforts encounter stress which can be a source for all other problems in them both physically and mentally. This paper focuses mainly on the influence of experience of women employees working in IT companies at Chennai with regard to stress in their job.

**Key Words:** Job Related Stress, Women Employees, IT Sectors, Job Performance, and Career Development, Physical and Mental Problems.

### **1.0 INTRODUCTION**

Over past two decades stress is emerging as an increasing problem in organizations. Stress is vigorous state in which a person is confronted. According to World Health Organizations occupational or work related stress is defined as the response people may have when presented with work demands and pressures that are not matched to their knowledge and abilities and which challenge their ability to cope. Occupational stress can occur when there is a discrepancy between the demands of the environment or work place and the individual's ability to carry out and complete these demands. Often the stressor can lead the body to have a psychological reaction that can strain a person physically as well as mentally. A variety of factors contribute to workplace stress such as excessive workload, isolation, extensive hours worked, harassment, lack of opportunities, pay gap, lack of motivation, male domination, balancing work life and family life all these factors will lead to work related stress to employees.

Work stress is recognized worldwide as major challenges to workers health and healthiness of their organization. The current workforce is much more diversified in this competitive era. Therefore irrespective of the gender, the entire workforce motivated well enough so that they can contribute the maximum. Workers who are stressed are also more likely to be unhealthy, poorly motivated, less productive and less safe at work. Employee stress is the going concern for organizations today. Stress can be defined as lively circumstance in which people face constraints, opportunities or loss of something they desire or for which the consequence is both unpredictable and crucial. Stress is the response of people to the unreasonable and excessive pressure on demands placed on them.

### **2.0 REVIEW OF LITERATURE**

**Harmanpreetsingh, Lakhwinder Pal Singh and VikasMonga (2012)**, said that dissatisfaction level of females was found to be the main cause of stresses and it succeeds the relationship between occupational stress, ill health and organizational commitment. For this purpose a structured questionnaire was designed to collect information and chi square test was applied on the data. The value of chi square was calculated at a level of 0.05 and null hypothesis was found to be significant. It was concluded that there exist high level of stress in the industry which affects personal health significantly. It may be concluded that the satisfaction level of females is dependent upon education level, age or overtime and is independent of company name, public or private sector and marital status, nature of job. **Anitha Devi (2007)**, aimed at identifying the degree of life stress and role stress experienced by professional women. A total sample of 180 women professionals belonging to 6 occupations were chosen for the study. The results revealed that, the older person experience lower life stress younger people experience more stress as compared to older people. The greater the number of years of service reduces stress lower income experience greater stress.

**Park (2007)**, in their study of work place and job performance, found that negative implications of work stress are recognized as a challenge to both employers and workers, with women, youth shift, part time and nonwhite collar workers being more likely to have high-strain jobs. Those with such jobs perceived their work to be physically demanding and less

satisfying. Low personal incomes and low level of education were also associated with higher stress. **Ganster andLoghan, (2005)** stress is an unwanted reaction people have to severe pressures or other types of demands placed upon them. A huge and multi fields literature points a lot of key factors such as work environment, management support, work load etc. in determining the stressful the work can be and its effect on employee physical and mental health. According to **R. Anderson, (2003)** Stress exists in every organization either big or small the work places and organizations have become so much complex due to which it exists, work place stress has significant effects over the employees job performance, and the organizations in UK are trying to cope with this scenario.

### 3.0. CONCEPTUAL FRAMEWORK

#### 3.1 Different Types of Stress

- **Acute stress:** It is the most common form of stress. It is inducted as a reaction to an immediate threat, anticipated demands, or pressures of the recent past or of the near future. The threats or demands can be real or perceived. Examples include rushing to meet a project deadline.
- **Chronic stress:** It involves situations that are not short-lived. It is the perpetual stress that wears on people continuously. It often develops when the individual doesn't see a way out of bad situations. Examples include work place pressure, financial or health worries.
- **Episodic stress:** It is the type of stress that develops when continuous disorganization, chaos and crisis is a way life for the individual. These individuals tend to be pessimistic which causes them to be anxious and sometimes depressed.

#### 3.2 Causes of stress

A wide range of organizational and personal factors can produce job stress .It also possible that employees can experience stress if they face bias or discrimination in their organization. Although it is not clear whether women and minorities experience more stress than other employees. From the historical perspective, research has found that women in male dominated fields, especially professional women are exposed to four unique stressors over and above the more general ones men experience employment discrimination, male domination, harassment, balancing work life and family life. Job stress results from various interactions of the worker and the environment of the work they perform their duties. Location, gender, environment, and many other factors contribute to the buildup of stress. Job stress results from the interaction of the worker and the conditions of work. Views differ on the importance of worker characteristics versus working conditions as the primary cause of job stress. Most of the women employees face stress due to heavy work load.

#### 3.3 Consequences of stress faced by women

The physical and psychological problems that women employees generally encounter due to stress in their job are given in table 1.

**Table 1: Consequences of Stress Faced by Women**

Physical problems	Psychological problems
Headache	Serious depression
Eating disorders	Inefficiency in work
Sleep disturbances	Suicidal behavior
Fatigue	Low morale
Blood pressure	Domestic violence
Heart disease	Feeling powerless

### 4.0 RESEARCH METHODOLOGY

This study is descriptive in nature. The purpose of this study is to find out whether the experiences of women employees working in IT companies at Chennai make an impact on stress in their job. For this purpose, primary data have been collected from 50 women employees from various IT companies. Convenience sampling method has been adopted for identifying samples from the population. A specific questionnaire was developed for the study and the same was used to collect the data from the respondents. SPSS package has been used for analyzing the data. One-way ANOVA and T-test have been used for establishing relationship between the variables.

#### 4.1 Influence of Experience of Women Employees on their Stress Level

One-way ANOVA is used to test the following hypothesis:

**Ho:** There is no significant relationship between experience of women employees with respect to factors that causes stress.

**Table 2: One Way Analysis of Variance among Experience of Women Employees working at IT Companies with regard to Job Stress**

Source of variance	Sum of squares	Degrees of freedom	Mean square	F	P Value
Between Groups	151.075	4	37.769	2.713	0.042* Significant
Within Groups	626.445	45	13.921		

Source: Primary Data \* 5% Significance Level

It is inferred from table 2 that since P value is less than 0.05, Ho is rejected at 5% level of significance. Hence, it is concluded that there is significant difference between experience with respect to factors that causes stress. The employees who have less experience are facing more stress comparing to high experienced employees.

#### 7.0 CONCLUSION

The occupational stress in working women in India is depending upon the mindset of the society that male are the greed winners and females are the house keepers. So there is a need to change the mindset of the society. Now-a-days majority of the women occupied IT companies and other corporate sectors. Drastic development in IT and other corporate sectors has increased the competition among the companies, so more work pressure is given to employees in order to sustain in the market. Majority of employees especially women employees undergo stress due to work pressure, late night shift, work-family conflict and so on. Stress not only affects the performance of the employees but also it affects their body physically and mentally at the same time it affects the organization also. Majority of the women undergoes stress due to heavy work pressure. Stress not only affects the health of women employees but also it affects the performance in job so organization growth is also affected so, it is necessary that the organization should take necessary steps to avoid stress of the employees in an organization.

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