# EMPIRICAL ANALYSIS OF STRESS CAUSES ON INFORMATION TECHNOLOGY EMPLOYEES OF TCS HYDERABAD

| | | Abstract |
|---|---|---|
| **Keywords:**<br><br>Stress;<br><br> IT;<br><br> Factors; | | In this fast moving and ever changing scenario of IT sector there are number troubles encounter by the employees in the organizations. If the troubles are small in nature, an individual can easily employees deal either by self or with the help of family members or friends or relatives and colleagues; on the other hand, if the problems are big, employees are stuck in a crisis for success.  Stressors may be from professional or personal life if they become hurdles in the employee workplace it leads to stress. Stress is felt from corner to corner - from a shop floor worker to boardroom employee, although the causes may be different from person to person. It is common fact that what is stressful to one person may not be stressful to another person, since responses to stressful situations and ability to handling them varies by person to person. This study is carried to know the stressors of the IT employees of TCS organization. |

*Author correspondence:*

* Deekonda Sathish Kumar, Research Scholar, Telangana University, Nizamabad, email: sathish748@gmail.com cell: +91 85200 50748.
** Dr.V.Rajeswari, Associate Professor, Department of Business Management, Telangana University, Nizamabad, email: rajeshwari.cpgc@yahoo.co.in cell: +91 99892 92962

**Introduction:**

In today's challenging environment, stress is an unwelcome guest and comes in the way of both performance and quality of life one has to live. Along with tight schedules, high aspirations and high standards of performance set, an employee forces himself to have a stressful life. When any person is stressed, the whole family gets disturbed as well as relatives, friends, colleagues, and organizational environment. In the family, his/her spouse, parents, and children have to face a lot of problems and naturally, their normal life gets disturbed. Therefore, it is observed that everything depends on the working of the human mind. Mind management and Time management need to be practiced. So stress management plays a very important role in the human life which will affect his or her health, overall family and the organization's healthy environment, which naturally affects the location where they stay, the city, the state and the whole country. In addition, it will affect the whole universe because stress energy affects others; therefore, if all people learn to cope with stress then automatically healthy energy will spread all over the universe. Spiritual energy will move around and automatically the individual, the family, the organization, and wherever life exists will enable human beings to experience happiness, peace, joy, satisfaction, and lastly complete bliss.

In Software Industry, people do not have fixed working hours. Even though the officially working hours begin in the morning, the finishing time of the work cannot be predicted. Software Industry employee works for about 10-12 hours a day. There is the pressure of deadlines and this pressure causes a lot of physical, social, emotional, and mental stress.

**Stress**

According to Selye (1936) "Stress is a dynamic condition in which an individual is confronted with an opportunity, constraints or demand related to what he/she may desire and for which the outcome is perceived to be both uncertain and important" or Any external event or any internal drive, which threatens to upset the organism's equilibrium, is called stress. Individuals face stress whenever there is lack of fit between the individual and organizational environment. If organizational stress is not managed properly, it affects the human potential and reduces the quality, productivity, health, and morale of the employees. The word "stress" is defined in the Oxford Dictionary as, "a state of affair involving demand on physical or mental energy".

Another definition describes it as "a condition or circumstance (not always adverse), which can disturb the normal physiological and psychological functioning of an individual." Employee stress is the body's reaction to a change that requires a physical, mental or emotional adjustment or response. Stress can come from any state or situation or thought that makes you feel frustrated, angry, nervous, or anxious. Stress is caused by an existing stress-causing factor, known as "stressor." Cooper (1983) has listed several sources of work stress including job conditions, role stress, interpersonal factors, career development, organizational structure and home-work interface.

### Common Stress Factors

At the individual level, workplace stress can have a devastating effect on the physical and mental health of the employee, causing irreparable damage to his well-being. It can erode the confidence of an individual, leading to loss of capacity to cope with the challenging work and social situations. It can effect concentration and focus on work, leading to poor performance, low of career opportunities and loss of employment.

We encounter many different types of stressors. Some are biological (toxins, heat, cold and so on), some psychological (threats to self-esteem, depression), others sociological (unemployment, death of a loved one, birth of a child), and still others philosophical (use of time, purpose in life etc.). In any case, regardless of the stressor, the body's reaction will be the same (Greenberg, 1990). Stressors most common to our lives relate to the adaptation to change or the experience of daily hassles. Thomas Holmes and Richard Rahe(1967) found that the more significant the changes a person had in his or her life, the greater the chance that he or she would undergo stress and contract some physical or psychological illness. Since they conceptualized stress as adapting to change, Holmes and Rahe viewed more change as equivalent to more stress, and consequently, more illness and disease. In their studies, Richard Lazarus (1984), have found that the daily hassles a person experiences are more harmful to his or her health than are the significant life changes that he is confronted with. Holmes, Rahe, and Lazarus believe these daily events whose occurrences are very frequent are more damaging to health than the major life events, which are usually encountered only rarely.

The psychological stressors influence the health through emotional, cognitive, behavioural and psychological factors (Levi, 1998). The role ambiguity, role overload, role conflict and strenuous working conditions have positive relations and are the common causes of the stress (Chand and Sethi, 1997). The type of work assigned to an employee is also one of the stress factor and those engaged in work related to them able to cope the stress better than those who are assigned unrelated work (Tread Gold, 1999).Cooper and Marshall (1976) are of the view that by occupational stress is meant environmental factors or stressors such as work overload, role conflict, role ambiguity, and poor working conditions associated with a particular job.

**Causes of Job Stress**

Job stress leads to job burnout and health problems. Job stress can affect home life too. Here are some common sources of major stress.

1. Lack of control: Feeling as if there is no control over the work or job duties is the biggest cause of job stress. People who feel that they have no control over work are most likely to get stress-related illnesses. It's like welcoming the stress-related problems.

2. Increased responsibility: Taking on extra duties in job is stressful. One can get more stressed if they have too much of work to do and can't say no to new tasks. Get confused due to these increased duties can cause stress.

3. Job satisfaction and performance: If job isn't meaningful and no logically interlinked duties, one may find it stressful. Feeling insecure about job performance is a major source of stress for many people.

4. Uncertainty about work roles: Being unsure about how job might be changing, or the goals of department or company can lead to stress. If an employee has to report to more than one boss, and thus deal with the demands of different managers, it can also be stressful.

5. Inferior communication: Tension on the job often comes from poor communication. Being unable to talk about the needs, concerns, disturbances and frustrations can create stress.

6. Lack of support: Lack of support from boss or co-workers makes it harder to solve other problems at work that are causing stress.

7. Poor working conditions: Unpleasant or dangerous physical conditions, such as crowding, noise, or ergonomic problems such as work culture etc., can cause stress.

8. Personal Relationships: Troubling issues with family, partnerships, friends, children, co-workers or others, contribute to stress.

Nearly everyone agrees that job stress results from the interaction of the worker and the different conditions of work environment. Views differ, however, on the importance of worker's characteristics versus working conditions as the primary cause of job stress. These differing viewpoints are important because they suggest different ways to prevent or solute stress at work place. Differences in individual characteristics such as personality and coping style are most important in predicting whether certain job conditions will result in stress or not. In other words, what is stressful for one person may not be a problem for another person.

## Review of Literature

Stress became a custom word. Large numbers of researchers have presented their views through publications in reputed journals, magazines and news papers. Hens Selye (1956) developed a model called the General Adaptive Syndrome Model to explain the stress phenomenon and the stress level. This model has three stages. The first stage is the alarm reaction stage, which involves the body's response to or familiarizing itself with the new situation or stressor. The second stage is the resistance stage, which involves resisting and reacting to the situation, followed by the third stage which is the exhaustion stage; it is the aftermath of resistance. If the resistance stage goes on for a long period, the person becomes distressed.

A widely accepted definition of psychological stress is "A relationship between the person and the environment that is appraised by the person as taxing or exceeding his or her resources and endangering his or her well-being" (Lazarus, Folkman, 1984). Mohan and Ashok (2011) explain that-- stress is often developed, among other things, when an individual is assigned with a major responsibility without proper authority and delegation of power, and inter-personal factors such as lack of group cohesiveness, functional dependence, inadequate communication frequency etc.

Srivastava, A.K. (1999) found stress at work resulting from increasing complexities of work, and its divergent demands have become a prominent and pervading feature of the organizations.

"Job stress can be defined as the harmful physical and emotional response that occurs when requirements of the job do not match the capabilities, resources, or needs of the worker". Job stress can lead to poor health and even injury." – Stress at work, United States National Institute of Occupational Safety and Health, Cincinnati, 1999.

Topper (2007) defines stress as a 'person's psychological and physiological response to the perception of demand and challenge'.

Ornelas and Kleiner (2003) argue that stress is the by-product of modern life that results from our efforts of trying to balance the demands of the workplace and of family life.

Motowdlo, Manning, and Packard (1986) emphasize the emotions in characterizing stress as an unpleasant emotional experience associated with elements of fear, dread, anxiety, irritation, annoyance, anger, sadness, grief and depression".

Selye (1987) classified stress as eustress and distress, eustress being "good" stress and "bad" stress as distress. To try and avoid this confusion over the term stress, most researchers have opted to interpret the word stress in relation to their work or study.

Hausman (2001) defined stress as 'the uncertainty and even fear in connection with the implementation of new technology and systems between organizations'.

**Statement of the Problem**

Present day number of Information Technology Companies has been increased tremendously. Due to this number of IT Companies, the employees are facing pressure heavily from the management. This may cause the employees of IT companies to face heavy stress and therefore it affects their satisfaction and even their physical and mental health. Employees are the key elements of any organization if they in stress they may not give their best to the organization. Stress creates lot many problems in the work place so in this perspective the study is needy of the hour as demands for employees changing at every point of time. This study is taken to analyze the stress causing factors at work place in TCS Hyderabad.

**Objectives of the study**

To study the stress causes in TCS organization.

## Methodology

Occupational stress scale is developed, Likert scale is used to measure the agreement of the statement from strongly agree to strongly disagree, with assigning 5 to 1 score respectively. Sample size is of 50. Simple random sampling technique is used to collect the data from respondents.

## Procedure

The questionnaire was given to each participant, who was requested to fill up and return the same. It was made sure that they read and answer each question carefully rather than giving stereotyped answers.

## Results and Discussion

The reliability test result is given below in the table of occupational stress scale with 20 items included 18 various causes of stress in the work environment.

| Reliability Statistics | |
|---|---|
| Cronbach's Alpha | N of Items |
| .716 | 20 |

Below table shows the analysis of all 20 items of stress scale. The mean value of each item is calculated and presented with number of respondents agreed upon the option of the statement.

| Item Statistics | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Mean | N |
| role overload | frequency | 6 | 37 | 6 | 1 | 0 | 3.960 | 50 |
| | percentage | 12 | 74 | 12 | 2 | 0 | | |
| role ambiguity | Frequency | 4 | 33 | 10 | 3 | 0 | 3.760 | 50 |
| | Percentage | 8 | 66 | 20 | 6 | 0 | | |
| role conflict | Frequency | 6 | 25 | 14 | 4 | 1 | 3.620 | 50 |
| | Percentage | 12 | 50 | 28 | 8 | 2 | | |
| role expectation | Frequency | 11 | 20 | 15 | 3 | 1 | 3.740 | 50 |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Percentage | 22 | 40 | 30 | 6 | 2 | | |
| work culture* | Frequency | 9 | 25 | 12 | 4 | 0 | 2.220 | 50 |
| | Percentage | 18 | 50 | 24 | 8 | 0 | | |
| work culture* | Frequency | 9 | 24 | 13 | 4 | 0 | 2.240 | 50 |
| | Percentage | 18 | 48 | 26 | 8 | 0 | | |
| Group pressures or bullying & harassment | Frequency | 5 | 25 | 14 | 6 | 0 | 3.580 | 50 |
| | Percentage | 10 | 50 | 28 | 12 | 0 | | |
| frequent changes in Responsibility or work schedules | Frequency | 10 | 20 | 14 | 5 | 1 | 3.660 | 50 |
| | Percentage | 20 | 40 | 28 | 10 | 2 | | |
| Under utilization of skills | Frequency | 4 | 25 | 15 | 6 | 0 | 3.540 | 50 |
| | Percentage | 8 | 50 | 30 | 12 | 0 | | |
| employee participation | Frequency | 6 | 19 | 18 | 7 | 0 | 3.480 | 50 |
| | Percentage | 12 | 38 | 36 | 14 | 0 | | |
| peer relationships* | Frequency | 1 | 27 | 12 | 10 | 0 | 2.620 | 50 |
| | Percentage | 2 | 54 | 24 | 20 | 0 | | |
| low status | Frequency | 4 | 13 | 13 | 17 | 3 | 2.960 | 50 |
| | Percentage | 8 | 26 | 26 | 34 | 6 | | |
| strenuous working conditions | Frequency | 7 | 20 | 13 | 6 | 4 | 3.400 | 50 |
| | Percentage | 14 | 40 | 26 | 12 | 8 | | |
| strenuous working conditions | Frequency | 8 | 18 | 14 | 7 | 3 | 3.420 | 50 |
| | Percentage | 16 | 36 | 28 | 14 | 6 | | |
| recognition/rewarding | Frequency | 9 | 25 | 11 | 5 | 0 | 3.760 | 50 |
| | Percentage | 18 | 50 | 22 | 10 | 0 | | |
| work shifts | Frequency | 5 | 21 | 18 | 4 | 2 | 3.460 | 50 |
| | Percentage | 10 | 42 | 36 | 8 | 4 | | |
| repetitive work | Frequency | 7 | 17 | 10 | 10 | 6 | 3.180 | 50 |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| | Percentage | 14 | 34 | 20 | 20 | 12 | |
| Deadlines | Frequency | 11 | 23 | 13 | 3 | 0 | 3.840 | 50 |
| | Percentage | 22 | 46 | 26 | 6 | 0 | |
| grievances* | Frequency | 4 | 22 | 19 | 4 | 1 | 2.520 | 50 |
| | Percentage | 8 | 44 | 38 | 8 | 2 | |
| career development | Frequency | 16 | 17 | 11 | 6 | 0 | 3.860 | 50 |
| | Percentage | 32 | 34 | 22 | 12 | 0 | |

*false keyed items.

The stress cause "role overload" is there in the work place is accepted by the majority of the employees with the mean value of 3.960, it means number of tasks are more to be performed by the employee at workplace.

The stress factor "role ambiguity" is agreed by majority of the employees with the mean value of 3.760. It specifies the ambiguity of job role is exist in the work place.

The stress factor "role conflict" is agreed by 50 percent of the employee among the sample size with the mean value 3.620.

The stress factor "role expectation" is 40 percentages of the employees agreed and 22 percentages of the employees strongly agree that there are more expectations on the employees and mean value of the item is 3.740.

The stress factor "work culture" is asked with 2 items and they are false keyed items majority of the employees agree that there is good work culture in the organization and mean value is 2.220 and 2.240.

The stress factor "Group pressures or bullying & harassment" is 50 percent of the employees agreed and 10 percent of the employees are strongly agreed that there are Group pressures or bullying & harassment in the organization with mean value 3.580.

The factor "frequent changes in Responsibility or work schedules" is agreed by the 40 percent of the employees with mean value of 3.660.

The stress factor "under utilization of skills" is agreed by 50 percent of the respondents and the man value is 3.540.

The factor "employee participation" is agreed by the 38 percent of the respondents that employees' opinions are not considered at work place and the mean value of the factor is 3.480. The factor "peer relationships" is agreed by 54 percent of the respondents that there is good relationship among peer group and the mean score is 2.620.

The stress factor "low status" is agreed by 26 percent and 26 percent of the respondents can't say about the factor that the superior don't care about their self respect and the mean value is 2.960. The factor "strenuous working conditions" is asked with two questions, 40 and 36 percent of the respondents agreed on the statement regarding more strenuous working conditions respectively with mean values of 3.400 and 3.420.

The stress factor "recognition/rewarding" is agreed by 50 percent of the respondents that there is seldom recognition/rewarding in the organization 3.760.

The factor "work shifts" 42 percent of respondents agreed that there is inconsistent working shifts and the mean value is 3.460.

The factor "repetitive work" is agreed by the 34 percent of the employees regarding monotony nature leads to stress and the mean value is 3.180.

The stress factor "grievances" is agreed 44 percent of the respondents grievances are addressed immediately and mean values is 2.520.

The stress factor "career development" 34 agreed and 32 strongly agreed by the respondents and the mean value is 3.860.

**Limitations**

This is a small sample consisting of 50 respondents. That apart, the area is restricted to TCS Hyderabad.

**Conclusion**

From the analysis it evident that the role overload has highest mean among the stress factor in TCS organization. This means the more job tasks are assigned to the employees that create over burden on them further results in stress. The next highest mean score among the stress factors is career development, the employees agree on no career development opportunity in the organization. If employees do not get career development their future dreams may not be fulfilled which leads to disturbance in their minds leads to stress. The third highest mean value is deadlines; this is another cause of the stress in TCS organization. Like this, all causes are effect employees and lead to stress. Almost all stress causing factors mean score if above average except false keyed items. So, TCS organization need to concentration on the stress management programs to be conducted to reduce the stress of employees of above mentioned mostly all stress causes.

**References**:

1. Chand P and Sethi P S (1997), "Organizational factors in the development of work stress", *Indian Journal of Industrial Relations*, *Vol. 32, No. 4*. pp. 457-460.
2. Cooper, C. (1983). Identifying Stressors at work: Recent Research Developments. *Journal of psychosomatic Research , 27*, 369-376.
3. Cooper, C. M. (1976). occupational sources of stress: a review of literature relating to coronary heart disease and mental ill health. *journal of occupational psychology (49),* 11-28.
4. Greenberg, J. (1990). In *Comprehensive Stress Management* (3rd ed.).
5. Hausman, A. (2001), Variation in Relationship Strengths and its Impact on Performance and Satisfaction Business Relationship, Journal of Business and Industrial Marketing, 16(7):660-16.
6. Holmes, T. &. (1967). The Social Readjustment Rating Scale. *Journal of Psychosomatic Research* (11), 213-218.

7. Lazarus, R. (1984). Puzzles in the study of dialy hassles. *Journal of Behaviour Medicine,* (38), 375-389.

8. Lazarus, R. F. (1984). Stress, Appraisal, Coping. New-York: Spring Publishing.

9. Levi L (1998), Preface: "Stress in organizations theoretical and empirical approaches", in Cooper C L (Eds.), Theories of Organizational Stress, Oxford University Press, New York.

10. Mohan, N. A. (2011). Stress and Depression Experinces by Women Software Professionals in Bangalore. *Global journal of management and Business Research, 11* (6).

11. Motowidlo, S. J., Packard, J. S. & Manning, M. R. (1986). Occupational stress: Its causes and consequences for job performance. Journal of Applied Psychology. 17. (4), 6 18-629

12. Ornelas, S. and Kleiner, B. H. (2003), New Development in Managing Job Related Stress, Journal of Equal Opportunities International, 2(5): 64-70.

13. Selye H. 1956. The stress of life. New York: McGraw-Hill Book Co.

14. Selye, H. (1987), Stress without Distress, Transworld, London.

15. Srivastava.A.K. (1999). Management of Stress. Sage publications Ltd.

16. Topper, E. F. (2007), Stress in the Library, Journal of New Library, 108(11/12): 561-564.

17. Treadgold R (1999), "Transcedent occasions, their relationship to stress, depression and clarify of self concept", Journal of Humanistic psychology, Sage publications, Vol. 39.