Volume : 1 | Issue : 5 | Nov 2012 • ISSN No 2277 - 8160

Research Paper | Management

Effects of Stress and their Influence on Job Satisfation of Women Employees in it Sector

Sathyapriya.J — Assistant Professor, Advanced Management College, Department of Management Studies, Bangalore – 560083.

Dr.P.Amuthalakshmi — Assistant Professor, Madras School of Social Work, 32, Casa Major Road, Chennai – 600008.

ABSTRACT

The analysis indicates that the majority of women employees belong to the age group of 26-30 years and more than one third of the women employees are B.E.(IT) graduates. The results show that about two-third of women employees belong to the monthly income group of Rs. 25001- 30000 and the majority of women employees are married and about more than one-third of women employees have the total experience of 2-4 years followed by less than two years (29.33 per cent), 4-6 years (25.00 per cent) and more than six years (6.67 per cent). The results indicates about 58.66 per cent of women employees are facing high level of organisational stress followed by very high(21.67 per cent) and medium level(19.67 per cent) and there is a significant difference between the organisational stress levels among the women employees in IT sector. The factor analysis for effects of stress on women employees reveal that there are seven independent groups of dimensions are extracted that account for a total of 70.49 per cent of variations and these factors are grouped in to disturbance, difficulties, sadness, concentration, treatment, interest and tension. The multiple regression analysis show that disturbance, difficulties and sadness are statistically significant at one per cent of level and these factors are negatively influencing the job satisfaction of women employees. The tension is also statistically significant at five per cent of level and it is negatively influencing the job satisfaction of women employees. But, the treatment is statistically significant at one per cent of level and it is positively influencing the job satisfaction of women employees.

KEYWORDS: IT Sector, Job Satisfaction, Stress, Women Employees.

1. INTRODUCTION

Stress is the word, which is becoming very popular these days among the corporate houses particularly in Information Sector. Occupations in the field of human services "are considered to be high stress occupations, dealing with pervasive social as well as individual problems" (Garske, 1999). Occupational stress is a harmful physical and emotional responses that occur when requirements of jobs do not match capabilities, resources or needs of the workers and can lead to poor health and relationships not only in the work place and also it has considerable impact on family life.

In addition, high turnover, low job satisfaction, and high job availability inevitably translates into less educated and under-trained individuals assuming occupational roles that may be beyond their capabilities (Barrett, et. al., 1997). Stress affects individuals not only psychologically, by manifesting as anxiety or depression but also physically. Physical stress symptoms include "anything from ulcers and digestive upsets to coronary problems" (Minirth, et. al., ,1986). Stress also interacts negatively with job satisfaction and inter personal relationships among the workers (Jex, 1998), performance (Jex,1998; McGuigan, 1999) and commitment (Jex, 1998). Stress and its' impact upon occupational functioning is a major factor in reduced productivity (Glasser, 1984; McGuigan, 1999).

A great deal of work has been done to elucidate the connection of specific job conditions to physical and/or mental health. The poor mental health was directly related to unpleasant work conditions such as the necessity to work fast, the exertion of great physical effort and inconvenient working hours. There is increasing evidence that physical health too, is adversely affected by repetitive work and dehumanizing environment such as the paced assembly line. Stress can arise from isolation or from conflict. In the latter case, it can stem from rejection by co-workers, or from perceived discrimination. Contact with the public can also create stress, especially when it involves prejudice, hostility, or physical danger. With this background, the present paper is attempted to identify effects of stress and their influence of job satisfaction of women employees in IT sector in Chennai.

2. LITERATURE REVIEW

Rapidly changing global scene was increasing the pressure of workforce to perform maximum output and enhance competitiveness. Indeed, to perform better to their job, there was a requirement for workers to perform multiple tasks in the workplace to keep abreast of changing technologies (Cascio, 1995; Quick, 1997). The ultimate results of this pressure had been found to one of the important factors influencing job stress in their work (Chan et. al., 2000). Ganster and Schaubroeck (1991) pointed that women experienced the greater level of stress as they were more vulnerable to the demands of work to the extent that they often have more non-work demands than men. Gregory (1990) notified that for the female professional, gender stereotyping in the workplace added to the role conflict stress experiences, while Comish and Swindle (1994) explained that role demands such as that of being wife, mother and professional provoked role conflict. Fotinatos-Ventouratos and Cooper (2005) revealed significant differences in terms of physical and psychological wellbeing amongst the male and female sample. Staff employed at the higher job levels were found to be less stressed that those employed at the lower job levels (Dua, 1994). As well, different levels of management influenced preference for stress coping styles, specifically, as it was progressed towards the more senior levels of management, delegation and maintaining style relationships were considered the most useful forms (Kirkcaldy and Furnham, 1999).

Vinokur-Kaplan (1991) stated that organisation factors such as workload and working condition were negatively related with job satisfaction. Fletcher and Payne (1980) identified that a lack of satisfaction could be a source of stress, while high satisfaction could alleviate the effects of stress. This study revealed that, both of job stress and job satisfaction were found to be interrelated. The study of Landsbergis (1988) showed that high levels of work stress were associated with low levels of job satisfaction. Low job satisfaction correlated with contemplation of giving up work due to stress, there was a negative correlation between job stress and job performance. Those subjects who had high level of job stress had low job performance (Dowell, 2001) and such stresses increased the chances of fatal errors lowering job performance (Kazmi , 2007).

3. METHODOLOGY

Among the different service sectors, IT sector in Chennai is purposively selected for the present study. The IT companies in Chennai are randomly selected and the women employees in the IT companies are also randomly selected. Thus, the sector and study area is purposively selected followed by companies and women Employees have been selected randomly by adopting multi-stage random sampling techniques. The data and information is collected from 300 women employees through pre-tested, structured interview schedule by direct interview method. The data and information have been collected from women employees of IT companies and pertain to the year 2010-2011. In order to study the objective, descriptive statistics, t-test, factor analysis and multiple regression have been employed.

4. RESULTS AND DISCUSSION

4.1. Socio-Economic Characteristics of Women Employees

The socio-economic characteristics of women employees were analysed and the results are presented in Table 1. The results indicate that the majority of women employees (60.00 per cent) belong to the age group of 26-30 years followed by 31-35 years (23.00 per cent), 21-25 years (13.33 per cent) and more than 35 years (3.67 per cent). It is apparent that more than one third of the women employees (34.66 per cent) are B.E.(IT) followed by B.E.(CS)(24.00 per cent), M.C.A.(16.67 per cent), M.B.A.(14.00 per cent) and the other educational qualifications are varying from M.Sc.(IT)(6.67 per cent) to M.Tech(CS)(0.67 per cent).

The results show that about 65.33 per cent of women employees earn monthly income of Rs. 25001- 30000 followed by less than Rs. 25000 (18.67 per cent), Rs. 30001-35000(11.00 per cent) and more than Rs. 35000 (5.00 per cent). The results indicate that about 90.67 per cent of the women employees are married, while the rest of 9.33 per cent are married and about 39.00 per cent of the women employees have the total experience of 2-4 years followed by less than two years (29.33 per cent), 4-6 years (25.00 per cent) and more than six years (6.67 per cent).

Table-1. Socio-Economic Characteristics of Women Employees

Particulars	Women Employees (N=300)		Particulars	Women Employees (N=300)	
	Frequency	Per Cent		Frequency	Per Cent
Age(Years)			Educational Qualification		
21-25 Years	40	13.33	B.E.(CS)	72	24.00
26-30 Years	180	60.00	B.E.(IT)	104	34.66
31-35 Years	69	23.00	B.Tech(CS)	4	1.33
>35	11	3.67	M.Tech(CS)	2	0.67
Marital Status			M.E.	6	2.00
Married	272	90.67	M.B.A.	42	14.00
Unmarried	28	9.33	M.C.A.	50	16.67
			M.Sc.(IT)	20	6.67
Working Experience(Years)			Monthly Income(Rs.)		
< 2	88	29.33	< 25000	56	18.67
2 - 4	117	39.00	25001-30000	196	65.33
4- 6	75	25.00	30001-35000	33	11.00
> 6	20	6.67	> 35000	15	5.00

Source: Primary Data

4.2. Stress Levels of Women Employees

The stress levels of the women employees in IT sector were analyzed and the results are presented in Table 2.

Table-2. Stress Levels of Women Employees in IT Sector

Stress Level	Frequency	Per Cent
Medium	59	19.67
High	176	58.66
Very High	65	21.67
Total	300	100.00

Source: Primary Data

From the table, it is clear that out of 300 women employees, about 58.66 per cent of women employees opine that they are facing high level of organisational stress followed by very high(21.67 per cent) and medium level(19.67 per cent).

4.3. Difference between Stress Levels of Women Employees

The difference between stress levels of the women employees in IT sector was analyzed by employing t-test and the results are presented in Table 3.

Table-3. Difference between Stress Levels of Women Employees in IT Sector

Stress Levels	t-Value	Sig
Medium-High	4.376	0.01
Medium-Very High	4.162	0.01
High-Very High	5.028	0.01

Source: Primary & Computed Data

The results show that the t-value of 4.376 for medium-high stress levels is significant at one per cent level. Hence, there is a significant difference exiting between medium and high levels of organisational stress of the women employees in IT sector.

The t-value for medium- very high stress levels is 4.162 and it is significant at one per cent level. It indicates that there is a significant difference between medium and very high levels of organisational stress of the women employees in IT sector.

The results also indicate that t-value for high-very high is 5.028 and it is significant at one per cent level. Therefore, there is a significant difference between high and very high levels of organisational stress of the women employees in IT sector. Hence, the null hypothesis of there is no significant difference between the organisational stress levels among the women employees in IT sector is rejected.

4.4. Effects of Stress on Women Employees

In order to identify the effects of stress on women employees in IT sector, factor analysis is carried out with varimax rotation through principal component method and the results obtained through rotated component matrix is presented in Table 4. There are seven independent groups of dimensions are extracted which account for a total of 70.49 per cent of variations on the 15 variables. Each of seven factors contribute 11.71 per cent, 11.39 per cent, 9.73 per cent, 9.65 per cent, 9.63 per cent, 9.32 per cent and 9.06 per cent respectively. The Cronbach's alpha of the scale is 0.84 indicating that each measure demonstrates acceptable internal consistency.

Table- 4. Factor Analysis for Effects of Stress

Effects of Stress	Rotated Factors Loadings on						
	Factor-I	Factor-II	Factor-III	Factor-IV	Factor-V	Factor-VI	Factor-VII
Eating too fast							.67
Felt keyed up or on edge			.68				
Low energy/tiredness						.84	
Difficulty in relaxing							.86
Been very irritable	.52						
Been worried about health			-.58				
Lost interest in things						.57	
Difficulty in concentrating	-.83						
Waking early	.64						
Felt hopeless/depressed		.69					
Tend to feel worse in the mornings		.81					
Lost confidence in myself					.71		
Had to take prescribed drugs or medication					.84		
Poor concentration on work				.89			
Difficult to share feeling with friends/ employees		.55					
Eigen Value	2.18	2.05	1.54	1.44	1.17	1.16	1.04
% of Variance	11.71	11.39	9,73	9.65	9.63	9.32	9.06
Cumulative Variance(%)	11.71	23.10	32.83	42.48	52.11	61.43	70.49
Cronbanch's Alpha				0.84			

Extraction Method: Principal Component Analysis.
Rotation Method: Varimax with Kaiser Normalization.
Rotation converged in 14 iterations.
Source:Primary & Computed Data

Factor-I: From the table, it is inferred that out of 15 effects on stress, three variables have their high, relatively tightly grouped factor loadings on factor-I.

This factor consists of:
- Been very irritable (0.52)
- Difficulty in concentrating (-0.83)
- Waking early (0.64)

This factor is named as "DISTURBANCE"
Factor-II: is formed with:
- Felt hopeless/depressed (0.69)
- Tend to feel worse in the mornings (0.81)
- Difficult to share feeling with friends/ employees (0.55)

These variables are named as "DIFFICULTIES".
Factor-III: This factor includes:
- Felt keyed up or on edge (0.68)
- Been worried about health (-0.58)

These three variables are named as "SADNESS ".
Factor-IV: This factor is formed with:
- Poor concentration on work (0.89)

This factor is named as "CONCENTRATION ".
Factor-V: This factor includes:
- Lost confidence in myself (0.71)
- Had to take prescribed drugs or medication (0.84)

The factor is named as "TREATMENT".
Factor-VI: This factor is formed with
- Low energy/tiredness (0.84)
- Lost interest in things (0.54)

The factor is named as "INTEREST".
Factor-VII: This factor includes:
- Eating too fast (0.67)
- Difficulty in relaxing (0.86)

The factor is named as "TENSION".

4.5. Effect of Stress on Job Satisfaction of Women Employees

In order to analyze the effect of stress on job satisfaction of women employees, the multiple linear regression analysis was carried out and the results are presented in Table 5. The results showed that the coefficient of multiple determination (R2) is 0.68 and adjusted R2 is 0.66 indicating that the regression model is moderately fit.

Table-5. Effect of Stress on Job Satisfaction Women Employees

Effect of Stress	Regression Coefficients	t-value	Sig
Intercept	1.962**	7.864	0.01
Disturbance(X_1)	-.246**	4.268	0.01
Difficulties(X_2)	-.224**	4.324	0.01
Sadness(X_3)	-.217**	3.968	0.01
Concentration(X_4)	.246	1.683	0.24
Treatment(X_5)	.189*	3.648	0.01
Interest(X_6)	.128	1.262	0.32
Tension(X7)	-.134*	2.242	0.04
R^2	0.68		
Adjusted R^2	0.66		
F		11.286*	0.02
N	300		

Note: ** indicates significant at one per cent level.

*** indicates significant at five per cent level.**

The disturbance, difficulties and sadness are statistically significant at one per cent of level and these factors are negatively influencing the job satisfaction of women employees. The tension is also statistically significant at five per cent of level and it is negatively influencing the job satisfaction of women employees. But, the treatment is statistically significant at one per cent of level and it is positively influencing the job satisfaction of women employees.

5. CONCLUSION

The forgoing analysis indicates that the majority of women employees belong to the age group of 26-30 years and more than one third of the women employees are B.E.(IT) graduates. The results show that about two-third of women employees belong to the monthly income group of Rs. 25001- 30000 and the majority of women employees are married and about more than one-third of women employees have the total experience of 2-4 years followed by less than two years (29.33 per cent), 4-6 years (25.00 per cent) and more than six years (6.67 per cent). The results indicates about 58.66 per cent of women employees are facing high level of organisational stress followed by very high(21.67 per cent) and medium level(19.67 per cent) and there is a significant difference between the organisational stress levels among the women employees in IT sector.

The factor analysis for effects of stress on women employees reveal that there are seven independent groups of dimensions are extracted that account for a total of 70.49 per cent of variations and these factors are grouped in to disturbance, difficulties, sadness, concentration, treatment, interest and tension. The multiple regression analysis show that disturbance, difficulties and sadness are statistically significant at one per cent of level and these factors are negatively influencing the job satisfaction of women employees. The tension is also statistically significant at five per cent of level and it is negatively influencing the job satisfaction of women employees. But, the treatment is statistically significant at one per cent of level and it is positively influencing the job satisfaction of women employees.

In order to reduce effect of stress at work and make the employees to be satisfied, proper work-leisure balance strategies should be adopted. The practices of Yoga and meditation should be practiced by women employees for balancing work consequences besides proper mediation. It is also suggested that effective use of individual and organisational strategies may reduce the possibilities of stress among women employees. At the organisational level, pre and post departure training, language training cross-cultural training are needed to be implemented and they should be regularly monitored. At the individual level, women employees should be supported by the family and friends.

REFERENCES

[1] Barrett, K., Riggar, T. F., Flowers, C. R., Crimando, W., and Bailey, T., (1997). The Turnover Dilemma: A Disease with Solutions. The Journal of Rehabilitation, 63 (2),:36-47. [2] Cascio, W.F., (1995). Wither Industrial and Organizational Psychology in a Changing World?. American Psychologist, 50; 928-939. [3] Chan, K.B., Lai, G., Ko, Y.C. and Boey K.W.,(2000). Work Stress among Six Professional Groups: The Singapore Experience. Social Science Medicine, 50(10): 1415-1432. [4] Comish, R., and Swindle, B., (1994). Managing Stress in the Workplace. National Public Accountant, 39(9): 24-28. [5] Dowell, Anthony (2001). A Survey of Job Satisfaction, Sources of Stress and Psychological Symptoms among New Zealand Health Professionals. New Zealand Medical Journal; 114:540-544. [6] Dua, J. K., (1994). Job Stressors and their Effects on Physical Health, Emotional Health and Job Satisfaction in a University. Journal of Educational Administration, 32(1): 59-78. [7] Fletcher, J.B., and Payne, R., 1980). Stress and Work: A Review and a Theoretical Framework. Personnel Review, 9: 1-20. [8] Fotinatos-Ventouratos, R., and Cooper, C., (2005). The Role of Gender and Social Class in Work Stress. Journal of Managerial Psychology, 20(1):14-23. [9] Ganster, D. C., and Schaubroeck, J., (1991). Work Stress and Employee Health. Journal of Management, 17(2): 235-271. [10] Garske, G. G., (1999). Rehabilitation Counselor Job Satisfaction: Self-Reported Rating and Recommendations. Journal of Rehabilitation Administration, 23 (1): 21-29. [11] Glasser, M. A., (1984). Labor Looks at Work Stress. In L. W. Krinsky, S. N. Kieffer, P. A.Carone, & S. F. Yolles (Eds.), Stress and Productivity (pp. 55-64). Human Sciences Press, Inc., New York. [12] Gregory, A., (1990). Are Women Different and Why are Women Thought to Be Different? Theoretical and Methodological Perspectives. Journal of Business Ethics, 9(4/5):.257-266. [13] Jex, S. M., (1998). Stress and Job Performance: Theory, Research, and Implications for Managerial Practice. SAGE Publications. Thousand Oaks, CA. [14] Kazmi, Rubina., (2007). Occupational Stress and its Effects on Job Performance; A Case Study of Medical House Officers of District Abottabad. First Proceedings of International Conference on Business and Technology, Iqra University, Islamabad, pp. 182-186, [15] Kirkcaldy, B., and Furnham, A., (1999). Stress Coping Styles among German Managers. Journal of Workplace Learning, 11(1): 22-26. [16] Landsbergis, P.A., (1988). Occupational Stress among Health Care Workers: A Test of the Job Demands- Control Model. Journal of Organizational Behavior, 9: 217-239. [17] McGuigan, F. J., (1999). Encyclopedia of Stress. Allyn & Bacon, Needham Heights, MA: [18] Minirth, F., Hawkins, D., Meir, P., and Flournoy, R. (1986). How to Beat Burnout Moody Press, . Chicago.. [19] Quick, J.C., (1999). Occupational Health Psychology: The Convergence Of Health And Clinical Psychology With Public Health Preventive Medicine In An Organizational Context. Professional Psychology: Research and Practice, 30(2):123-128. [20] Vinokur-Kaplan J.X., (1991). Job Satisfaction among Social Workers in Public and Voluntary Child Welfare Agencies. Child Welfare, 15(5): 81-91.