



A Study on Work Life Balance and Stress Related Health Abuses Among Professionals of Information Technology With Special Reference To Tidco & Elcot in Coimbatore City

Mrs.M.Janani

Ph.D Scholar in Commerce, Rathnavel Subramanian College of Arts & Science (Autonomous), Coimbatore, Tamilnadu, India.

Dr.R.Karpagavalli

Head & Associate Professor, Dept. of Commerce with Computer Studies, School of Commerce, Rathnavel Subramaniam College of Arts & Science (Autonomous) Coimbatore, Tamilnadu, India.

ABSTRACT

The word stress is very freely used but little understood by most of us. It is something vague, ill defined amorphous, but people know that they are stressed. Work-Life Balance is an area of concern for organizations and individuals alike.

A survey of 581 IT professionals was carried out. It is evaluated on eight sub scales ----- job commitment and stress, organizational stressors, employee inter-relationship, interpersonal stressors, work to family spill over, stress related health abuses, stress programmes given by organization, stress management. The study is an attempt to analyze the work life balance and stress related health abuses among professionals of IT with special reference to TIDCO & ELCOT in Coimbatore city during 2011 to 2015.

KEYWORDS : Tamil Nadu Industrial Development Corporation of India & Electronics Corporation of India (TIDCO & ELCOT), Information Technology (IT).

1.1 INTRODUCTION

Stress is an intangible part of human being. This cannot be seen or touched however it can be felt. We see that very high level of stress found in IT sector employees. When software industry first started gaining momentum in India starting to 1995-2000, everyone thought that IT industry is the best career option for Engineers and MBA's alike. Unfortunately, everyone started jumping in the IT bandwagon. From year 2000 to 2009, India saw a large number of new Engineering colleges popping up everywhere producing thousands (or lakhs) of new software engineers. Thanks to IT outsourcing, the demand for engineers have been going up but the supply of eligible candidates have gone up even higher. Most IT companies on the other hand now a day's try to take maximum "juice" out of the candidate. Even though the official working hours are 8-9 hours per day, it is usually much more because of unrealistic deadlines set by managers. Additionally, many individuals work on weekends to meet those deadlines and make their managers happy for a better raise and job security.

Indian society is too much driven by financial status. Young people can expect a much better starting salary in IT than what their parents have achieved over the years working for government, sales or other traditional industrial sectors. People get a false pretense that they will be comfortably sitting in a cube, away from all the tensions and stress of day-to-day life. No one talk about the mental stress in IT Industry, which can be more damaging even than physical labor.

1.2 OBJECTIVES OF THE STUDY

Following are the objectives of the study

To analysis the reasons for stress of professionals in IT Sector

To investigate Stress related health abuses face by professionals in IT sector

1.3 RESEARCH METHODOLOGY

Research Methodology is a basic plan which guides the data collection and analysis phases of the research project. It is a frame work which specifies the type, source of data and the data collection procedure. For collecting primary data convenience sampling technique is employed in the study, Convenience sampling. Population of the study consists of Information Technology employees in Coimbatore with special reference to TIDCO AND ELCOT. The choice of respondents included in the study is chosen at random. The primary data was collected from employees of sixteen companies and companies were selected on the basis of year starts from 1980 to 2000 and 2001 to 2010. The company which has more number of employees has been selected as sample. The total population size is 4570 employees. From

each stratum, the employees were selected randomly for the data collection. Based on the sampling method the questionnaires were distributed to 581 employees. The study has been made using 581 IT employees as sample. Sampling design adopted for this study is convenient sampling. Sample size calculator has been used to find size of the sample. The 99% confidence level has been chosen and 5% confidence Interval has been used for calculation.

1.4 LIMITATIONS OF THE STUDY

It is important to note the limitations of the present study. The chief shortcoming is that the study is based on secondary data and model is also based on literature review. This is important to explore the depth of the study by considering primary data. However findings provide an overview of concerned topic and show the work life balance of professionals in IT sector.

1.5 REVIEW OF THE LITERATURE

Following are the various studies conducted to find the work life balance and stress related health abuses among professionals of IT sector.

Patricia Buhler (1993) suggested that employees in these high stress jobs should be closely monitored for sign of stress. National Institute for occupational safety and health made a research and found that physically fit person are more productive and more satisfied on the job. **Anyway a person has to manage their job stress on their own.**

AMY Joyce (1998), Stress can cause a lot of physical symptoms, It can increase allergy symptoms and blood pressure and cause stomach problems, among other things. A 1992 United Nations report called job stress "the 20th century disease." In 1973, **almost 40% of workers reported being "extremely satisfied" with their jobs.** Today, fewer than 25% fall into that category, according to the American Institute of Stress.

Atkinson (2000) showed that in many jobs, stress is unavoidable and inevitable, and employees tend to cope with it and react to it in different ways. Some enjoy the challenge of stress in their work. It is argued, therefore, that activities that are focused on reducing stress in the work place can sometimes be more harmful than helpful. Employers need to ensure that the right employees are chosen to fill the jobs where stress is inherent. Employees also have to take responsibility of identifying the jobs that they will enjoy doing. **The important role of a manager is to help employees become more resilient to stress, especially in a crisis.** These were the main conclusions of this study.

Bolan, Sandra (2001), explains that, Stress levels are increasing as end users struggle to understand technologies designed to make their jobs easier, and one consultant said that's resulting in digital depression. Employees are so overloaded that the managers have no response to it. Another contributing factor to digital depression is insecurity due to digital Darwinism. For the IT architect, they are perfectly alright with the technologies, the use, the innovation, the field, the industry. **Therefore they feel as though the demands are not greater than their resources and therefore, the stress they feel is a positive stress. It's an exciting stress.**

Dr. Parsons (2002), Georgia Institute of Technology, Research titled "Work-Life Balance... A Case of Social Responsibility or Competitive Advantage?" The role of work has changed throughout the world due to economic conditions and social demands. Originally, work was a matter of necessity and survival. Throughout the years, the role of "work" has evolved and the composition of the workforce has changed. Work-life balance is meaningful achievement and enjoyment in everyday life. **The primary way companies can help facilitate work-life balance for their employee is through work-life programs and training.** Achievement and enjoyment at work is a critical part of anyone's work-life balance

Aziz, Mohsin (2004), research titled "Role stress among women in the Indian information technology sector" found that, Stress is inevitable in today's complex life. The study establishes that the women information technology professionals in India are stressed group. A sample of 400 IT professionals from 10 different companies in has been selected. The researcher used simple tables for the analysis and ORS score. The results indicates that, With changing socio-economic dynamics of India, more women are joining the work force and the problem of stress among working women is only going to further increase with time. Also the competition in the market place is increasing, thus putting extra pressure on the employees for performance. **There is a definite need for organizations to devise and invest in strategies that can keep the level of role stress within manageable limit among women employees.**

Dan Hasson (2005), speaks about stress as, Stress in relation to biological, individual, societal conditions, is a thrill field to study. A stressor is a factor that contributes to a physiological or mental stress reaction. Anything can be stressor for an individual and it may be so for different reasons. **It can be everything from hormonal changes to various kinds of mental, emotional, physical, psychological, and environmental and socio economic challenges.**

Dr. S. Sankari & Ms. R. Subha (2007) Experienced stress in life is the host, it is also the process that mediates, makes and mars health and illness, peace and happiness and propels the individual towards skepticism and stressed interaction with 'self' and 'others'. Stress is an external pressure, which is brought to bear upon the individual of signs and symptom that invariably include anxiety. An effect of stress is felt in all walks of human life. Work stress is a high predictor of psychological symptoms in addition to life events. **IT professionals face lot of stress in their day to day life. They face many physical illness and psychological disturbances.**

Bhatt, Seema, Verma, Prashant (2008), "A study of general role stress among IT/ITeS professional in India": The workforce in IT/ITeS faces its unique challenges. The technological advancements in this sector come up in short span of time with significantly high efficiencies, putting them apart from technology previously/currently in use. The movement to new technology puts a lot of pressure on employees and organizations, demanding more immediate and direct changes across all functions. This sector is very volatile and faces the problem of lack of job security and constant up gradation of skills to remain marketable. **The working conditions in the Information System profession is becoming very stressful**

Carol Emslie, Kate Hunt (2009), Journal Compilation, Gender Work and Organization, "Live to Work' or 'Work to Live'? A Qualitative Study of Gender and Work-life Balance among Men and Women in Mid-life "Most research on work-life balance concentrates on the experiences of the mothers of young children. However, lack of work-life balance is a problem for men as well as women, and for the parents of older, as well as preschool, children. **Almost all the women had experienced**

difficulties in coordinating different areas of their lives and most of their accounts of these difficulties related to the present or the very recent past. Penny was an exception.

Amita Singh (2010), in his research, "A Study on the Perception of Work-Life Balance Policies among Software Professionals", A total of 133 respondents were conveniently administered the questionnaire from among those who were present on the days of the survey. Z-test and t-test, one-off cross-sectional quantitative research was adopted for this research, the levels of awareness for the majority of the WLB policies were on the moderate or lower side, the management should create awareness for those policies. A formal strategy for communicating these policies is essential. A major contribution of this study is the provision of an approach for the management of these organizations to assess the awareness of WLB policies and measure their perceived importance. Additionally, the study has also covered the formality of those policies and also assessed the experience of software professionals in their organizations. Also, the study has endowed insights and implications for the management of IT/ITES based organizations thus, enabling them **to improve their WLB policies and improve the quality of work and life.**

Mrs. Rumi Dasgupta, Dr. Amishi Arora (2011), Work life imbalance and job stress are obvious. Job stress is positively correlated to work life imbalance. So it is evident that, **if the job stress can be reduced, work life balance will be improved.** Scenario, the focus must be on some other factors as follows-1. From the organizations' end these can be like-(a) incorporation of yoga classes at the office at the employees' break time, (b) arrangement of office clubs for recreation, (c) yearly once excursion with family at the cost of the companies,(d) focus should be given by the management so that, within the organizations superiors' behavior towards the subordinates and vice versa must not be strained, proper grievance redressal mechanism should be there, (e)regular health check up arrangements must be there for the employees, (f)executives'(with family) total health check up package must be compulsory every year in reputed diagnostic centers, (g)job rotation, job restructuring must be done periodically,(h) working climate should be improved with time, (i) flexi time working can be incorporated.

Saurabh R Shrivatsava, Prateek S Bhubate (2012), India, International Journal of Health and Sciences, Computer related health problems among software professionals in Mumbai, Computers have become an epitome of modern life, being used in every aspect of life. This has also ushered in a new genre of occupation-related health problem. Ocular discomfort, muscle-skeletal disorders and psycho-social problems form key category of health problems found among constant computer users. Use of antiglare screen, cushioned chairs, and soft keypads had resulted in lowered health problems; **application of ergonomics in working environment is must.** There is also an immediate need to sensitize the management of the organizations employing computer professionals about their problem and enforce suitable preventive measures.

Dr. D.Y. Patil Vidyapeeth (2013), says as, **the implementation of work-life programs has both individual and organizational benefits.** Effective work-life programs facilitate a symbiotic relationship between the employee and employer for mutual benefits. Employees who are better able to balance the demands on their time are more satisfied and content. In turn they are able to perform better. Such provisions also aid in employer branding and are emerging as retention factors.

Sri Ram (2014), Survey says that Indian employers are ahead of their Asia Pacific counterparts in developing strategies to manage work-related stress as one in every three employers instituted stress management programmes last year and an almost equal number plan to do so this year, According to the inaugural Asia Pacific edition of the 'Staying at Work' survey conducted by professional services company Towers Watson, stress is the number one... life style risk factor, ranking above physical inactivity and obesity. Almost 1 in every 3 Indian employers has instituted stress or resilience management programmes in 2013 and an almost equal number plan to follow suit in 2014. **With stress being ranked as 1 lifestyle risk factor in India, this number is likely to grow,"** the report said.

Help guide.org (2015), help guide gives a best way to prevent from stress and its suggestions are If constant stress has you feeling disillusioned, helpless, and completely worn out, you may be suffering from burnout. When you're burned out, problems seem insurmountable, everything looks bleak, and it's difficult to muster up the energy to care—let alone do something about your situation. The unhappiness and detachment burnout causes can threaten your job, your relationships, and your health. But burnout can be healed. You can **regain your balance by reassessing priorities, making time for yourself, and seeking support.**

TABLE SHOWING REPORT ON FINDINGS

Author	Year	Sample size	Findings
Patricia Buhler	1993	Based on National Institute for Occupational safety and health	Physically fit person are more productive and more satisfied on the job
Amy Joyce	1998	Based on United Nations Report	40% of workers reported being "extremely satisfied" with their jobs.
Atkinson	2000	N.Y reports (Non Profit Research organization inYonkers)	Role of a manager is to help employees become more resilient to stress, especially in a crisis.
Bolan, Sandra	2001	President of Ottawa	Demands are not greater than their resources and therefore, the stress they feel is a positive stress. It's an exciting stress.
Dr. Parsons	2002	United States Work life balance Programme	The primary way companies can help facilitate work-life balance for their employee is through work-life programs and training
Aziz, Mohsin	2004	400 IT Professionals	There is a definite need for organizations to device and invest in strategies that can keep the level of role stress with in manageable limit among women employees.
Dan Hasson	2005	Sample from long term pain patients and healthy samples from IT and media	It can be everything from hormonal changes to various kinds of mental, emotional, physical, psychological, and environmental and socio economic challenges.

Dr. S. Sankari & Ms. R. Subha	2007	Asian health care service Report	IT professionals face lot of stress in their day to day life. They face many physical illness and psychological disturbances.
Bhatt,Seema, Verma, Prashant	2008	120 IT professionals	The working conditions in the Information System profession is becoming very stressful
Carol Emslie, Kate Hunt	2009	23 Employees	Women had experienced difficulties in coordinating different areas of their lives and most of their accounts of these difficulties related to the present or the very recent past.
Amita Singh	2010	133 respondents	Improve their WLB policies and improve the quality of work and life.
Mrs. Rumi Dasgupta, Dr. Amishi Arora	2011	Samples are the senior corporate executives of age above 35 years from four corporate sectors.	job stress can be reduced, work life balance will be improved
SaurabhRShrivatsava, Prateek S Bhubate	2012	200 software professionals	IT professionals face tough time tackling the occupational health problems.
Dr. D.Y. Patil Vidyapeeth	2013	Leading corporate entities in Pune	Implementation of work-life programs has both individual and organizational benefits
Sri Ram	2014	Survey in Asia pacific counter parts	Stress being ranked as 1 lifestyle risk factor in India, this number is likely to grow
Help guide.org	2015	Suggestions by Help guide	Regain your balance by reassessing priorities, making time for yourself, and seeking support.

1.5 RESULTS AND DISCUSSIONS

Numerous findings have been given by various authors. Following are the year wise discussions made according to the findings.

- A person has to manage their job stress on their own.
- Almost 60% of workers reported being "not satisfied" with their jobs.
- The important role of a manager is to help employees become more resilient to stress, especially in a crisis.
- Therefore they feel as though the demands are not greater than their resources and therefore, the stress they feel is a positive stress. It's an exciting stress.
- The primary way companies can help facilitate work-life balance for their employee is through work-life programs and training
- There is a definite need for organizations to device and invest in strategies that can keep the level of role stress with in manageable limit among women employees.
- It can be everything from hormonal changes to various kinds of

mental, emotional, physical, psychological, and environmental and socio economic challenges.

- IT professionals face lot of stress in their day to day life. They face many physical illness and psychological disturbances.
- The working conditions in the Information System profession is becoming very stressful
- Almost all the women had experienced difficulties in coordinating different areas of their lives and most of their accounts of these difficulties related to the present or the very recent past.
- To improve their WLB policies and improve the quality of work and life.
- If the job stress can be reduced, work life balance will be improved.
- Application of ergonomics in working environment is must
- The implementation of work-life programs has both individual and organizational benefits
- With stress being ranked as 1 lifestyle risk factor in India, this number is likely to grow.
- Regain your balance by reassessing priorities, making time for yourself, and seeking support.

1.6 CONCLUSION

The present study is an attempt to identify the stress, work life balance among professionals and stress related health abuses among IT professionals in Coimbatore city. Managing both professional and personal life effectively and efficiently has become a major challenge for the IT employees. From the past till now the IT professionals have stress at work as well as information technology companies are showing much attention on work life balance policies because both emotional intelligence and work – life balance together create organizational success and develop competitive advantage for IT organizations. Soon for the recent years stress can be controlled but cannot be completely solved.

REFERENCES

1. Dr. Andrew, 60 Second Stress Management, Published by Sage, 2008
2. Cooper Cary.L. Stress Research, Sage Publications Pvt Ltd 1984.
3. Davis, Eshelman & McKay, The Relaxation and Stress Reduction Workbook, Published by Sage, 2008
4. Leo Goldberger and Shlomo Brenznitz, Hand book of Stress, Published by A Division of Simon and Schuster Inc, 1993.
5. Nancy Rosenberg, Overcoming Stress, Manoj publications, 2005.
6. Palo Alta, CA, Golisek Maslasch Burnout Inventory, Consulting Psychologists Press, 1986.
7. Pestonjee.D.M. Stress and Coping, Sage Publications India Pvt Ltd, 1992, 1999.
8. Paul Skye, Off –Loading stress at work place, Published by Sage, 1999.
9. Rajeev Sharma.Dr, Stress Disorders, Manoj publications, 2005.
10. Robert L.Veninga and James PS Pradley, the Work/Stress Connection: 'How to cope with job burnout, Publications India Pvt Ltd, 1981.
11. Richard A. Bryant and Allison G.Harvey, Acute Stress Disorders, Published by American Psychological Association 1991.
12. Sheldon Cohen, Ronald. Kessler's, Lynn Underwood Gordon, Measuring Stress, Oxford University Press, 1997.
13. http://www.researchgate.net/post/What_do_we_mean_by_Descriptive_Research
14. <http://research-methodology.net/sampling/convenience-sampling/>
15. http://www.managementstudyguide.com/secondary_data.htm
16. <http://www.surveysystem.com/sscalc.htm>
17. www.glassdoor.com