



"IMPACT OF PROFILE VARIABLES ON OCCUPATIONAL STRESS AMONG EMPLOYEES OF SOFTWARE COMPANIES IN MUMBAI – AN ANALYSIS"

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ABSTRACT

Occupational stress is a stress at work. Stress at work is a relatively new phenomenon of modern lifestyles. The nature of work has gone through drastic changes over the last century and it is still changing at whirlwind speed. It has touched almost all professions, starting from an artist to a surgeon, of a commercial pilot to a sales executive. With change comes stress, inevitably, and professional stress or job stress poses a threat to physical health. Work related stress in the life of organized workers, consequently, affects the health of organizations.

KEYWORDS :

INTRODUCTION

Stress is a part of day-to-day life of every individual. We generally believe that stress is caused by the external events and the dynamics of the environment. But we need to emphasise, the fact that stress is caused by our reaction to the external environment. The manner in which we perceive and understand the changes or the particular event creates the reaction. The same even can bring happiness or cause stress in two different people depending upon how they react to it.

Stress is an unavoidable characteristic of life and work. It is a generalized non-specific response of the body to any demand made and on it. Occupational stress describes physical, mental and emotional wear and tear brought about by incongruence between the requirement of the job and the capabilities, resources and needs of the employees to cope with job demands. Occupational stress is pervasive and invasive.

STATEMENT OF THE PROBLEM

At present, the software companies are fast developing in India. Lakhs of employees are employed in these companies. Generally employees after getting some experience shift over to other for various reasons. As a result all the software companies lose the experienced and talented personnel after few years of service. If the software companies have to retain the highly talented and experienced employees for quite some time, the employees should be provided with an environment in which they would have mind to work hard and remain in the organization. The various factors responsible to reduce the stress among the employees should be made available in the software companies so that the employees would like to continue in service where they are employed.

The present study relating to stress management practices in software companies in Mumbai help the software companies to provide suitable environment for the employees to reduce stress and to retain highly talented and experienced personnel in their companies. Therefore, the researcher think it is appropriate to take up a research study on the stress management practices among the software employees in Mumbai.

OBJECTIVES OF THE STUDY

The following are the major objectives of the study:

- 1) To analyse the impact of profile variables on occupational stress.
- 2) To offer suitable suggestions based on the findings of the study.

METHODOLOGY

Collection of Data

The present study is an empirical one based on the survey

method. The first hand data were collected from the software employees in Mumbai through a questionnaire and personal observation. The data relating to various problems encountered by the companies in Mumbai and their perception of the professionals were gathered through the questionnaire. A number of discussion were held with knowledgeable persons such as academicians and officials of the software companies.

Secondary Data

The secondary data were collected from the published and unpublished source available with National Association of Software and Services Companies (NASSCOM). Mumbai, official circulars, business development and research files and pamphlets.

Sampling Technique

The researcher applied non-probability sampling design to select top 10 companies having at least one of the three popular Certification Capability Maturity Model (CMM), Capability Maturity Model Integration (CMMI) or People Capability Maturity Model (PCMM) to its credit. The selected companies are Tata Consultancy Services, Cognizant Technology Solutions, Hindustan Computers Limited, Infosys, Wipro, Computer Science Corporation, Aspire System and Hexaware. The researcher selected 360 employees at the rate of 36 from each of the 10 selected top most software companies from Mumbai on the basis of simple random sampling method.

Tools for Analysis

In the study, factor analysis has been applied to narrate the variables into the important factors of in role, work stress, job satisfaction, job performance and social support. In the present study, the Cronbach Alpha Test has been computed to test the reliability of variables in each construct related to role, work and occupational stress, job satisfaction and job performance.

The Impact Of Socio-economic Variables And Occupational Stress

In this section, the demographic profiles of the software professionals are studied in terms of sex, age, educational qualification, marital status, designation, experience, family size, earning members, monthly salary, family income and social support among the software professionals

Gender-wise Classification of the Respondents

The stress among the software professionals may be influenced by several profiles of the respondents, of which gender is one. The nature of stress and perception on various aspects in the job differ among different persons. The

distribution of respondents on the basis of gender is shown in Table 1.

Table 1 Gender-wise Classification of the Respondents

Sl. No.	Gender	Number of Respondents		Total
		Junior Level	Middle Level	
1.	Male	150 (41.67%)	3 (9.72%)	185 (51.39%)
2.	Female	103(28.61%)	7 (20.00%)	175 (48.61%)
	Total	253 (70.28%)	107 (23.72%)	360 (100.00%)

Source: Primary Data.

It is seen from Table 1 that the important gender among the junior level professionals in the present study which constitutes 41.67 per cent are male to the total whereas the remaining 9.72 per cent of them are female. The most important gender among the middle level professionals are female and male which constitutes 9.72 per cent and 20.00 per cent to the total respectively. The analysis infers that the important gender among the professionals in junior level is male whereas in middle level, it is male.

Age-wise Classification of the Respondents

Since the age of the software professionals indicates the level of maturity, tolerance and experience in the job, it is included as one of the profile variables in the study. In general, the aged professionals have more emotional stability than the youngsters. The youngsters reach to situation differently. In the present study, the age of the professionals is classified into below 25 years, 26 to 30 years, 31 to 35 years and above 35 years. the distribution of the software professionals on the basis of their age is presented in Table 2.

Table 2 Age-wise Classification Of The Respondents

Sl. No.	Age	Number of Respondents		Total
		Junior Level	Middle Level	
1.	Below 25 Years	116 (32.22%)	--	116 (32.22%)
2.	26 – 30 Years	112 (31.11%)	17 (4.72%)	129 (35.83%)
3.	31 – 35 Years	17 (3.33%)	42 (11.67%)	59 (16.39%)
4.	Above 35 Years	8 (2.22%)	48 (13.33%)	56 (15.56%)
	Total	253(70.27%)	107 (29.73%)	360 (100.00%)

Source: Primary Data.

It is found that a majority of the age group among the software professionals is between 26 and 30 years, followed by the group below 25 years which constitutes 35.83 per cent and 32.22 per cent to the total respectively. The software professionals in the age group between 31 and 35 years constitute 16.39 per cent to the total.

Educational Qualification of the Respondents

The minimum educational qualification of the software professionals is graduation in software engineering. As the educational qualifications of the professionals have a bearing on expectation and perception in the organization, it is included in the present study. The educational qualifications of the professionals are classification as B.E., M.E., M.Sc., M.C.A., M.B.A. and others. The distribution of software professionals on the basis of their educational qualification is shown in Table 3.

Table 3 Educational Qualification Of The Respondents

Sl. No.	Educational Qualification	Number of Respondents		Total
		Junior Level	Middle Level	
1.	B.E.	150 (41.67%)	26 (7.22%)	176 (48.90%)
2.	M.E.	25 (6.94%)	30 (8.33%)	55 (15.30%)
3.	M.Sc.,	43 (11.94%)	18 (5.00%)	61(16.94%)
4.	M.C.A.	23 (6.39%)	13 (3.61%)	36 (10.00%)
5.	M.B.A. and Others	12 (3.33%)	20 (5.56%)	32 (8.89%)
	Total	253 (70.27%)	107 (29.73%)	360 (100.00%)

Source: Primary Data.

It is observed that the maximum of 48.90 per cent of the software professionals have graduates with B.E. followed by post-graduates with M.Sc. M.E., M.C.A., M.B.A. and others which constitute 16.94 per cent, 15.30 per cent, 10.00 per cent and 8.89 per cent.

Impact of Socio-economic Variables on Occupational/Work Stress

The socio-economic variables may have their own impact on occupational stress. In order to analyse these impacts, the ten profile variables have been incorporated in the present study. Out of the ten profile variables, gender, educational qualification, marital status and designation are treated as dummy variables. The fitted regression model is $Y = \alpha + b_1 X_1 + b_2 X_2 + b_3 X_3 + b_4 X_4 + b_5 X_5 + b_6 X_6 + b_7 X_7 + b_8 X_8 + b_9 X_9 + b_{10} X_{10} + e$

- Where
- Y = Work stress index among the respondents
- X₁ = Gender
- X₂ = Age
- X₃ = Educational Qualification
- X₄ = Marital Status
- X₅ = Designation
- X₆ = Experience
- X₇ = Family Size
- X₈ = Number of Earning Members
- X₉ = Monthly Salary and
- X₁₀ = Family Income

b₁ b₁₀ = Regression co-efficient of independent variables.
 α = Intercept and
 e = Error term

The impact of profile variables on the occupational stress among the respondents in junior level, middle level and also on pooled data are furnished in Table 4.

Table 4 Impact Of Profile Variables On Occupational Stress Among The Respondents

Sl. No.	Profile Variables	Regression Co-efficient		
		Junior Level	Middle Level	Overall Sample
1.	Gender	0.1099*	0.0110	0.0112
2.	Age	0.2117*	0.1200	0.1099
3.	Educational Qualification	0.0033	0.1099	0.1076
4.	Marital Status	0.0111	0.3223*	0.2115*
5.	Designation	0.2233*	0.1144*	0.3220*
6.	Experience	-0.1989*	-0.0109.	-0.0112
7.	Family Size	0.0110	0.0108	0.0087
8.	Number of Earning Members per Family	-0.2198*	0.2119*	0.1043
9.	Monthly Salary	-0.2310*	0.2223*	0.,2113*
10.	Family Income	-0.0098	0.1995*	0.2144*
	Constant	3.1989	2.1440	3.1986
	R	0.7912	0.8589	0.8890
	F-statistics	18.1996*	19.2769*	12.1987*

*Significant at 5 per cent level.

It is inferred from Table 4 that the significantly influencing socio-economic variables on the occupational stress among the respondents in junior level are gender, age, designation, experience, number of earning members and monthly salary since the respective regression co-efficient are significant at five per cent level. Among the respondents in middle level, these profile variables are marital status, designation, number of earning members and monthly salary. The

analysis of overall sample reveals that the significantly influencing factors on work stress among the respondents are marital status, designation, monthly salary and family income. A unit increase in monthly salary and family income among the respondents results in an increase in occupational stress by 0.2113 and 0.2144 units respectively. Similarly, the change in marital status and designation has their own impact on occupational stress among the respondents. The change in profile variables results in a change in occupational stress among the respondents to the extent of 88.89 per cent.

FINDINGS OF THE STUDY

The following are the major findings of the study:

1. It is inferred that socio-economic variables significantly influencing on the stress.
2. It is understood that profile variables also significantly influencing on the occupation stress.
3. The analysis showed that marital status, designation has their own impact on occupational stress.
4. It is known that 59.29 per cent are male to the total whereas 40.71 per cent are female.
5. It is found that aged professionals have more emotional stability than the youngsters.

SUGGESTIONS

The following suggestions are offered based on the findings of the study:

1. Heavy workload and job insecurity are major factors that create stress. Hence organization must try to reduce the workload.
2. Proper training must be provided for the employees to cope up with the latest updates in technology and methods adopted in software companies.
3. The software companies must understand the problems of employees, if any and try to overcome them from these problems to produce good results.
4. Even work should be recognized and rewarded accordingly so that it would encourage the employees to work more effectively and efficiently.

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