



OCCUPATIONAL STRESS AMONG WOMEN IT EMPLOYEES IN TCS CAMPUS SIRUSERI CHENNAI

KEYWORDS

Occupational Stress, Women IT Employees, Demographic Variables.

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ABSTRACT

One of the foremost employee generation industries globally is Information Technology (IT) industry which offers job opportunity irrespective of gender. The role of women in corporate workplace is also stereotype. They cannot express their talents and mount up to leadership positions mainly due to stress in workplace. Occupational stress has become significant in all professions of economy and IT profession is not exceptional. Causes are dynamic technological factors and changing life styles. Women IT professionals are highly target driven and pressured on results. The focus of this paper is to study the impact of demographic variables on occupational stress. It provides an overview of occupational stress observed by women IT employees working in TCS campus Siruseri Chennai. The paper highlights the impact of demographic variables on occupational stress among women professionals and recommendations for the advancement of women in corporate journey.

INTRODUCTION

Occupational stress has become a serious issue for employers of IT companies consequences of work stress. Various characteristics of occupational stress include employees' level of anxiety, tolerance of ambiguity, type A behavioural pattern and others. Women are no longer insulating behind in terms of career to the gender inclusion Information Technology is one of the industries, which has witnessed high growth for women. Even today women are expected to do multi tasking. Information Technology industry in India experienced 30-40% average annual growth rates from 2011 to 2014. The global Information Technology industry valued \$250 billion in 2015 and India gained around \$75 billion of that global pie. So, outburst enlargement can be observed in IT industry with the raise in number of employees day-by-day.

NEED FOR THE STUDY

Information Technology is a decent profession with social status. This sector provides economic growth of any nation. Occupational stress has become a major concern of the modern time as it causes destruction to employee's health and performance. It has taken a deep root in the mind of IT employees in general and women IT professionals in particular. Technological and regulatory changes in Indian IT sector have created a sharp demand for women employees in the corporate workplace. Therefore, occupational stress among women IT employees is a contemporary issue to discuss for seeking elucidation of this problem.

PROBLEM IDENTIFICATION

Occupational stress becomes a powerful notion and casual factor of ill health. Occupational stress among IT professionals has also increased in the last few years. This is due to that IT professionals are the integral part of the overall business hubs. Working women especially in IT profession face the various stress generator factors like round the clock work, work-life balance, quick product cycles, gender bias, oral abuse and decreased downtime. Thus, the researcher has made an effort to undertake the study.

LITERATURE REVIEW

Mohan N et al., (2011) have explored the influences of age and experience on stress and depression and the relationship between stress and depression among the women IT professionals in Bangalore. They have suggested that there is a strong relationship between overall stress and depression experienced by the employees. Satija S et al., (2013) have observed that occupational stress is as

same as job stress that needs to be controlled at the workplace otherwise it will affect negatively employee's work attitudes and behaviour.

OBJECTIVES OF THE STUDY

1. To study the impact of demographic profile on the dimensions of occupational stress among the women IT employees.
2. To identify the causes of stress among the women IT employees.

HYPOTHESIS OF THE STUDY

- H0: There is no significant association between the level of occupational stress and level of work load among women IT employees.
- H1: There is a significant association between the level of occupational stress and the level of workload among women IT employees.

METHODOLOGY OF THE STUDY

Descriptive research is designed to describe something, such as demographic characteristics, attitude and lifestyle of respondents who experience the occupational stress. It deals with determining the frequency with which something occurs or how two variables vary with each other. This research study has taken lead from four dimensions called as physical stress, mental stress, behavioural stress and emotional stress.

SAMPLE DESIGN

Research Design	Descriptive research
Research Method	Survey method
Research Instrument	Structured Questionnaire
Sample size	200
Geographical Area	TCS Campus Siruseri Chennai
Sampling method	Non-Probability/Convenience Sampling
Target population	Women employees working in TCS campus Siruseri Chennai

LIMITATION OF THE STUDY

The study area is limited to Siruseri IT Park, Chennai and the sample size is also restricted to 200 women employees.

ANALYSIS AND INTERPRETATION

The dimensions of occupational stress and its association with different age groups of respondents are shown in Table I.

TABLE 1: Impact of Age on the Dimensions of Occupational Stress

Dimensions	Young Age Group	Middle Age Group	Old Age Group	Total
Physical Stress	64 (32.00)	65 (33.00)	71 (35.00)	200 (100.00)
Mental Stress	58 (29.00)	74 (37.00)	68 (34.00)	200 (100.00)
Behavioural Stress	90 (45.00)	22 (11.00)	88 (44.00)	200 (100.00)
Emotional Stress	98 (49.00)	63 (31.00)	39 (20.00)	200 (100.00)
Overall	66 (33.00)	78 (39.00)	56 (28.00)	200 (100.00)

Source: Primary Data, Figures in parenthesis refer to percentage

From Table 1 it can be interpreted that

Physical Stress

Out of total respondents, 35 per cent respondents from old age group felt high level of physical stress followed by 33 per cent from middle age group and 32 per cent from young age group. Physical stress impacts on body results to headache, skin disease, hypertension, fatigue, etc.

Mental Stress

Out of total respondents, 37 per cent respondents from middle age group felt high level of mental stress followed by 34 per cent from old age group and 29 per cent from young age group. This stress impacts on mind results to depression, anger, irritability and lack of self-confidence.

Behavioural Stress

Out of total respondents, 45 per cent respondents from young age group felt high level of behavioural stress followed by 44 per cent from old age group and 11 per cent from middle age group. This stress impacts on behaviour of the respondents leads to speech disturbance, unsafe feeling, suicidal tendency, etc.

Emotional Stress

Out of total respondents, 49 per cent respondents from young age group felt high level of emotional stress followed by 31 per cent from middle age group and 20 per cent from old age group. Emotional stress of respondents leads to apprehension causes to absenteeism, low productivity, etc.

Therefore, it can be concluded that out of 200 respondents, overall 39 per cent respondents from middle age group have high level of occupational stress.

An analysis on various causes of occupational stress and its association with marital status of respondents are shown in Table 2.

TABLE 2: Causes of Occupational Stress and Marital Status of Respondents

Causes	Marital Status				Total
	Married	Unmarried	Divorced	Widow	
Poor working condition	25 (13.00)	73 (37.00)	33 (17.00)	69 (33.00)	200 (100.00)
Rotating shift	80 (40.00)	47 (24.00)	09 (5.00)	64 (31.00)	200 (100.00)
Workload	80 (40.00)	15 (8.00)	33 (17.00)	72 (35.00)	200 (100.00)
Frequent technological changes	69 (34.00)	16 (8.00)	35 (18.00)	80 (40.00)	200 (100.00)
Workplace conflict	32 (16.00)	112 (56.00)	36 (18.00)	20 (10.00)	200 (100.00)
Overall	45 (23.00)	73 (36.00)	33 (17.00)	49 (24.00)	200 (100.00)

Source: Primary Data, Figures in parenthesis refer to percentage

From Table 2, it can be observed that out of total respondents, 37 per cent unmarried women employees expressed that poor working condition make them more stress followed by 80 per cent (40% + 40%) married women employees felt stress with rotating shift and workload, 40 per cent widow women employees felt stress due to frequent technological changes and 56 per cent unmarried women employees expressed workplace conflict make them more stress. Therefore, it can be concluded that out of 200 respondents, overall 36 per cent unmarried women employees expressed that various causes for occupational stress are prevailed in the selected company.

Table 3 shows the association between level of occupational stress and level of workload.

Table 3: Testing of Hypothesis

Level of Workload	Level of Occupational Stress		Total
	High	Normal	
High	74 (37.00)	34 (17.00)	108 (54.00)
Normal	40 (20.00)	52 (26.00)	92 (46.00)
Total	114 (100.00)	86 (100.00)	200 (100.00)
Chi Square value	9.72*		

Source: Computed data, * 5% level of significance

From Table 3 it is observed that out of total respondents, 37 per cent respondents having high occupational stress due to high workload and 26 per cent respondents with normal workload experienced normal occupational stress. The calculated chi square value 9.72 indicates 5% level of significance as the table value is less than the tested value. Thus, the hypothesis is rejected and hence there is significant association between the level of workload and the level of occupational stress among the women employees working in TCS IT company, Siruseri.

MAJOR FINDINGS

1. It can be concluded that out of 200 respondents, overall 39 per cent respondents from middle age group have high level of occupational stress.
2. It can be found that out of 200 respondents, overall 36 per cent unmarried women employees expressed that various causes for occupational stress are prevailed in the selected company.
3. There exists significant association between the level of workload and the level of occupational stress among the women employees working in TCS IT Company, Siruseri.

SUGGESTIONS

1. Though TCS follows strategy to control occupational stress of its employees, it can further refine its policies for the strong participation of women employees in key leading projects.
2. The management of the company must offer continuous learning, mentoring, coaching, and counseling for undertaking the responsibilities of onsite projects.
3. The company must provide opportunities for self-development, time management to handle their responsibility at home along with office to retain skilled women employees.

CONCLUSION

Occupational stress needs to be addressed without delay as occupational stress among IT employees becomes fashionable. Occupational stress can make an individual employee more productive and constructive if it is recognized and well administered. The study has been contributed to find out the association between demographic variables like age, marital status and occupational stress among the women employees working in TCS IT Company, Siruseri, Chennai. The study highlights that there is a direct

correlation between the women employees and the selected IT company in the study area. Positive attitude, meditation and broader perspective of life will change the perception of women IT professionals regarding stress.

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