Research Paper Management

A Perception of Employees on Educational Qualification & its Significance on Occupational Stress

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ABSTRACT

Work is a central part of human life. It is the expression of the basic need to accomplish, to create, to feel satisfaction, and to feel meaningful. Rewarding work is an important and positive part of our lives. However, when work denies people an opportunity to utilize their creativity, intelligence, and decision-making ability, it causes stress. Occupational stress is a global issue in modern life (Smith, 2000; Lu et al., 2003; Chang and Lu, 2007). It can be well defined as that unpleasant or negative experience (Spector, 2008) and it referred to work stress and job stress (Geving, 2007; Spector, 2008). Therefore, many organizations are increasing concern on employee stress. According to Williams and Cooper (2002), work stress is one of the main issues in the occupational safety health and organizational welfare. There are many professions that are highly stressful and one among such a profession is Information technology profession, which may be attributed to a large number of factors. This is a research done to study the perception of employee's educational qualification on occupational stress among the IT sector in Bangalore city. 309 samples in the IT sector were tested with a questionnaire. The analysis of the study was done using SPSS. Specific tools for specific objectives were used. ANOVA is done to determine whether there are any significant differences between the different educational levels of the IT employees on occupational stress. Post hoc analyses are carried to find the significance between subgroups. Homogenous subsets are also derived to study which subgroups have a significant difference. The study showed that graduate employees had more stress than post graduate and professionally qualified employees.

1.0 Introduction

The word stress began appearing in nursing journals in the 1950s. Stress, as a construct, was not widely recognized by nurse researchers until the 1970s (Lyon & Werner, 1987).

For instance, in the United States the number of stress claims has trebled in the last year with 15 percent of all workers compensation claims being for stress. The cost to organisations of this level of occupational stress lies anywhere between 200 and 300 billion dollars per year as a result of high staff turnover, increased health and workers' compensation claims and decreased productivity (Wojcik, 1999). In addition, recent figures emanating from Britain have indicated that approximately 70,000 workers are absent from work due to occupational stress every year (McKee, 1996), costing the nation around seven billion pounds in lost productivity, worker entitlements and health care.

2.0 Review of literature

The stress experienced by different occupation types and job roles has been discussed in many studies with a number of different occupations being described as experiencing above average levels of stress, such as teachers (McCormick, 1997; Johnson et al., 2005; Brown & Uehara, 2008). In a study by Baker (2004), it was reported that teachers had higher levels of stress at work, almost double the rate (40%) when compared with other professions. A recent survey carried out by the Association of University Teachers found that 69% of academic and related staff found their job stressful and 50% reported psychological distress (cited from Venables & Allender, 2006).

3.0 Objectives

The objective of the study is

1. To study the demographic variables of the information technology employees.

2. To study the perception of employees of IT sector on educational qualification and its significance on occupational stress.

4.0Methodology

This research is empirical in nature which describes the significance of educational qualifications of the employees of IT employees on occupational stress. The occupational stress among the IT employees has a varying number of factors.

4.1 Sample

The present study was conducted on Information Technology employees. The data was collected through questionnaire from different Information technology sector of Bangalore city. Convenience sampling technique was used to collect data from the information technology employees. A questionnaire was distributed among 400 different Information Technology sector employees. The obtained data was analyzed through SPSS software.

4.2 Instruments and Measures

Close-ended questionnaire were developed and distributed among 400 Information technology employees of Bangalore city. Of the 400 questionnaires distributed only 309 appropriately completed questionnaires were used for the study. As this study is conducted on information technology sector employees, the questionnaires were distributed among 400 respondents of different IT employees of Bangalore city. Before giving the questionnaire, the purpose of study and questions were explained to the respondents to enable reliable data collection. After the collection of data these questionnaires were coded and entered into SPSS software for further analysis. The encoded data was used to determine the significance of different educational level on occupational stress among the IT sector employees.

4.3 Sources of Data

The study consists of both primary and secondary data. The primary data was collected through questionnaire. The secondary data was collected from research publications, standard journal and periodicals including the government organizations and from respective records about the job related occurrence.

5.0 Analysis
Descriptive statistics was used to analyze the mean scores and the nature of the sample. About 309 valid responses were analyzed.

5.1 Demographic profile of IT employees
The Table 1 shows the demographic details of the employees of information technology sector selected for the study in Bangalore city.

Table 1: Demographic details

Particulars	Variables	Total number	Percent
Gender	Male	189	61.2
	Female	120	38.8
Age	21-25	21	6.8
	26-30	157	50.8
	31-35	99	32.0
	35-40	32	10.4

The above table indicates that 61.2% of the employees are male and 38.8% of the population selected for the study are female. The table also indicates the age group of the selected population. The table indicates that 50.8% of the selected sample belonged to the age group of 26 to 30 years, 32% of the sample belonged to the age group of 31 to 40years, 10.4% of the sample belonged to 35 to 40 years of age and only 6.8% of the employees selected for the study belonged to the age group of 21 to 25 years of age.

5.2 Analysis of perception of employees of IT sector on educational qualification & its significance on occupational stress

To study the perception of the employees on educational qualification on occupational stress of the IT employees was studied used ANOVA.

The table 2 indicates the ANOVA values to show the significance.

Table 2: To study the significance of educational qualification on occupational stress

ANOVA					
Level of stress	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	206.534	2	103.267	31.714	.000
Within Groups	996.386	306	3.256		

From the above table it is clear that the there is significance between different educational qualifications on occupational stress experienced by the IT employees. The employee's educational qualifications were

segregated into graduate, post-graduate and professional qualifications and levels of stress as no stress, sometimes stressed and stressed. To understand which group of educationally qualified employees experienced more stress, POST HOC test was conducted.

Table 3: POST HOC test
1.Graduate 2. Post-graduate 3. Professionally qualified

Dependent Variable: level of stress					
	(I) stress	(J) stress	Mean Difference (I-J)	Std. Error	Sig.
Tukey HSD	1	2	-2.067*	.260	.000
		3	-1.629*	.411	.000
	2	1	2.067*	.260	.000
		3	.438	.362	.448
	3	1	1.629*	.411	.000
		2	-.438	.362	.448
*. The mean difference is significant at the 0.05 level.					

A post hoc Tukey test showed that the graduates perceive themselves to be under more stress than the employees who possess a post graduate or a professional qualification.

Given below is the homogeneous subset in Table 4.

Table 4: Homogeneous subset

Level of stress				
	EQ*	N	Subset for alpha = 0.05	
			1	2
Tukey HSD[a]	1	62	.37	
	3	28		2.00
	2	219		2.44
	Sig.		1.000	.423
Tukey B[a]	1	62	.37	
	3	28		2.00
	2	219		2.44
Means for groups in homogeneous subsets are displayed.				
a. Uses Harmonic Mean Sample Size = 53.183.				

EQ*- Educational Qualification

1.Graduate 2. Post-graduate 3. Professionally qualified

Homogenous subset indicates that these group respondents with graduate education are categorized as different subset whereas the other two groups that is employees with post graduate and professional qualifications do not perceive to have stress.

6.0 Conclusion
The study on perception of the employees on educational qualification on Occupational stress of information technology employees indicates that the employees who are graduates perceive to have stress rather than employees who are post graduate or professionally qualified. This is proved with the data gathered and tested using ANOVA and Post Hoc test.

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