

---

## **Occupational Stress and Job Satisfaction (With reference to IT Sector around Visakhapatnam Chapter, A.P. India)**

**M.V.V. Bhanu.**

Assistant Professor

Dept. of Management Studies

MVGR College of Engineering

Vizianagaram.

**Dr. P.C. Sai Babu**

Reader.

Bapatla College of Arts& Science

Guntur.

### **Abstract**

*In the present scenario IT industry has become one of the fastest growing industries in India. The reason for choosing particularly IT employees is that the level of stress these employees face is comparatively higher than other employees. Job is an essential part of life. Quality of life is affected if one is not satisfied with the job. Stress on job can actually affect the efficacy & efficiency of a person. Stress is a major factor as far as job satisfaction is concerned. Stress and job satisfaction are major factor for the job commitment. Thus the main aim of this article is to bring to lime light the level of stress with IT employees in Visakhapatnam chapter*

**Keywords:** *IT industry, Job Satisfaction, Occupational Stress. Work performance*

### **Introduction**

The IT sector has revolutionized the Indian economy in the past decade unlike any other industry by creating considerable employment opportunities, generating wealth and significant foreign exchange , increasing FDI, This sterling performance of the IT industry was largely on account of its human resources. This industry has also been much affected by the pervasive forces of globalization and by the persistent growth of information technology. These changes have in turn affected the way firms compete and specifically the way they are managed.

The increased complexity of global competition have exerted tremendous pressure on workers and thus imposed considerable stress on them. Thus, occupational stress becomes a common problem faced by employees in many organizations today. It affects employee's mental and physical health and in the long run affects company's performance. This study attempts to identify the sources of stress and its dominance among employees in the IT industry in Visakhapatnam.

### **Need for the study**

The stress induced due to roles performed by individuals as employees at occupation place, has been one of the most persuasive organizational stressors, the outcomes of which have been found to be costly to the organization. The IT sectors have also witnessed relatively lack of efforts to analyze the role stress phenomenon exhaustively. The stress induced by the role of performed by the front line employees of IT sectors is a matter of worth attention too, as it is emphasized that role stress occurs in employees jobs that involve direct interaction with customers and such employees are prone to relatively greater level of role stress.

### **Scope of the study**

The study aims at analyzing occupational stress among the employees working in IT sectors in Visakhapatnam. The scope of the study has been limited to certain IT sectors aspects of employees job stress namely the various stress factors chosen for work factors, organization factors, personal factors, health factors,

---

environment factors, psychological factors, emotional factors, impact factors and work related stress among the employees working in IT sectors around Visakhapatnam.

### **Statement of the problem**

In the present and post decades the IT sectors has been undergoing sea changes in terms of globalization efforts liberalization policies, downing and new technology and so on, that had created stressful atmosphere to the employees working in the sectors. This advent of technological resolution in all walks of life coupled with globalization, privatization policies has drastically changed conventional patterns in all sectors. The 1990 s saw radical policy changes with regarding to fiscal deficiency and structural changes in India. Globalization compelled the IT sector to reform and adjusts to have a competitive edge to cope with multinationals led environment.

The beginning of technological changes, especially extensive use of computers in the sector has changed the work patterns of the bank employees and has made it inevitable to down the work force in the sector. The implications of the above said Transformations have affected the social, economical, and psychological domains of the IT employees and their relations. So this study focuses on identifying the various types of stress among the employees working in IT sectors in Visakhapatnam.

### **Review of literature**

This study highlights the occupational stress from different angles. The review of some of the important studies is presented below.

J Kesavachandran et al (2012) in their study, Working conditions and health among employees at information technology - enabled services: A review of current evidence, identified that musculo-skeletal disorders, ocular disorders and psycho-social problems were some of the key health problems observed among software professionals. There is a need for implementation of the programs that include the concepts of ergonomics, health education, training of personnel to prevent and overcome the morbidity, as well as psycho-social problems among workers in software industry.

J Nagesh, P. and Murthy, M. S. Narasimhan in their study titled “Stress Management at IT Call Centres” (2008) has identified that the six factors contribute to workplace stress: demands of the job, control over work, support from colleagues and management, working, clarity of role, and organizational change. This paper also suggested measures in the form of training to enable organizations and individuals to manage stress at workplaces in general and IT call centers in particular. The paper is based on a study carried out in respect of a few selected IT call centers.

### **Occupational Stress-The Concept**

Occupational stress is a relatively new phenomenon of modern lifestyles. The nature of work has gone through dire changes over the last century and it is still changing at rapid speed. The reason for stress differs from person to person. But at the same everyone experiences stress. The stress people’s experience should not be necessarily treated as harmful. An optimum amount of stress can always act as motivator and push people to apply the efforts and complete the work. But a high level of stress can be a serious threat to the personality traits of the individual and can cause physiological and social problems. From an individual’s point of view, stress is human body’s physical, mental and chemical reactions to circumstances that frighten, confuse, endanger or irritate us. If taken positively, stress is a friend that strengthens the individual for the next encounter, but if, taken negatively; it can have adverse effect on both physical and psychological factors. Stress affects not only the individual but also his/her environment.

### **Signs of stress**

Bodies are respond by activating the nervous system and releasing hormones such as adrenalin and cortical. These hormones cause physical changes in the body which help us to react quickly and effectively to

---

get through the stressful situation. The hormones increase our heart rate, breathing, blood pressure, metabolism and muscle tension. Our pupils dilate and our perspiration rate increases.

### **Job satisfaction-life quality**

Job satisfaction is emerging from a variety of factors, including characteristics of the organizational environment, specific features of the job, and the personal characteristics of the worker. Higher job satisfaction has been linked with employees who are able to exercise autonomy (Sekaran 1989) and with those who have a higher level of job involvement (Mortimer and Lorence 1989).

A long-standing assumption about the technology industry is that professionals enter the field primarily for its financial benefits – for those who put in long hours training and accrue hefty debts putting themselves through school, there's an expectation that the investment will pay off many fold in the end. According to new research, however, it is not all about the money.

Therefore before a definition on job satisfaction can be given, the nature and importance of work as a universal human activity must be considered. Different authors have different approaches towards defining job satisfaction. Some of the most commonly cited definitions on job satisfaction are analyzed in the text that follows.

Hop pock defined job satisfaction as any combination of psychological, physiological and environmental circumstances that cause a person truthfully to say I am satisfied with my job (Hoppock, 1935).

Job satisfaction is important not just because it boosts work performance but also because it increases the quality of employees' life. In the IT Industry the environment is quite congenial leading to motivation of employees with the result the productivity is increased and this indicates the level of their job satisfaction by Dharmaraj J 2012.

### **Significance of the Study**

#### **) Economical factors**

Employees are facing in the 21st century have been linked to increased stress levels. Researchers and social commentators have pointed out that the computer and communications revolutions have made companies more efficient and productive than ever before. This boon in productivity however has caused higher expectations and greater competition, putting more stress on the employees. Stress is a fact of everyday life and in fact studies indicates that mild levels of stress actually facilitate efficiency probably because they help us to mobilize our energy and resource and motivate us to do our best. But today's changing and competitive environment, stress level increasing both with the workers and the managers. Though the pay offered is more, employees find it difficult to manage the stress faced by them. Stress should not be too high or too low. An optimum level of stress is beneficial. Too low and too high stress reduces productivity and increases pressure to the management. As human beings are put in hectic conditions at times, stress is an unavoidable consequence, Stress level is increasing both with the workers and the managers.

#### **) Demand for Information Technology**

The Indian education system places strong emphasis on mathematics and science, resulting in a large number of science and engineering graduates. Mastery over quantitative concepts coupled with English talent has resulted in a skill set that has enabled India to gather the benefits of the current international demand for IT. Indian programmers are known for their strong technical and analytical skills and their willingness to accommodate clients. India also has one of the largest pools of English-speaking professionals. Worldwide interest in business process re-engineering, the economic imperatives in developed countries of outsourcing, cost efficient maintenance of existing mainframe systems and continuous development of new software for PCs have played significant roles. For meeting the competition company gives more pressure to the employees then employees feel stress for achieving their target.

## J **IT grow rate in India**

Information technology in India is an industry consisting of two major components: IT services and Business Process Outsourcing (BPO). The sector has increased its contribution to India's GDP from 1.2 per cent in 1998 to 7.5 per cent in 2012. According to NASSCOM, the sector aggregated revenues of US\$160 billion in 2017, with export revenue standing at US\$99 billion and domestic revenue at US\$48 billion, growing by over 13 per cent. USA accounts for more than 60 per cent of Indian IT exports

## **Conclusion**

This study is an attempt to occupational stress among IT employees in Visakhapatnam Chapter and whether the job satisfaction is a remedy for solving occupational stress. The aged employees are having more stress factors relating to stress factors organizational personal health and psychological. Female employees are highly affected the stress factors in their work, health and they are more emotional in nature.

It was concluded that job stress influences the job satisfaction of IT employees. It is also concluded that the demographic variables do influence the level of job stress and job satisfaction of employees.

This study is a guide to the society and organization to aware the stress employees are facing. The married employees are having high level stress in the work and they are expects in self respect among the employees. The environment and organizational factor are less significant among the employee stress in the IT sector. It is finally concluded from the study that the stress level is same for all the IT companies.

## **References**

1. Maria Melchion and Jenny, "Sickness absence from work predicts worker's risk of later depression", American Journal of Public Health Washington, August 2009, Vol.99, Is 8 p 14-17
2. Max Kashefi, "Job satisfaction and / or Job stress". Reference to the writing is from Current Sociology London Nov.2009, Vol.57. pp.207 – 217.
3. Mita Singh, "The perception of work-life balance policies, among software professionals". Journal of Management Research, Vol. IX, No.3, 2010, Pp.24-28
4. Nirmala Kanshik and Manju Singh Tank, "Personality and Quality of Work Life", The ICFAI University Journal Of Organizational Behavior Vol. VII, No.3, 2008 – pp.8-10.
5. Hackman, J.R. and Suttle, L.L. (1977). "Improving life at work: Behavioral science approach to organizational change". California: Goodyear Publications.
6. Robbins, S.P., Organizational Behavior: Concepts, Controversies and Applications, PHI 1988.
7. Pestonjee, D.M. (1987). Executive stress: Should it always be avoided? Vikalpa, 12(1), 23-30.
8. Fairbrother, K., & Warn, J. (2003). "Workplace Dimensions, Stress and Job Satisfaction", Journal of Managerial Psychology, ISSN: 0268-3946 Vol. 18 Iss: 1, pp.8-21
9. "Impact of Job Stress on Managers Performance", (2010). EUROPEAN Journal of Scientific Research Vol.45 No.2 (2010), pp.249-260 ISSN 1450-216X.