

Occupational Stress among Software Employees in I.T Sector

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Abstract

In the emerging era, life is becoming more and more complex, problematic and conflicting day to day. Stress is an unavoidable consequence of modern living. With the growth of industries, pressure in the urban areas, quantitative growth in population and various problems in day to day life are some of the reasons for an increase in stress. The present study delves into the occupational stress experienced by software employees in the IT sector, aiming to analyze its prevalence and impact on various demographic variables. The research involved a normative survey of 400 software employees in Hyderabad. The study employed Occupational Stress Index developed by Dr. A.K. Srivastava and Dr. A.P. Singh(1981) for collecting the data. Findings revealed that a significant percentage of IT sector employees were experiencing high levels of occupational stress. Findings also revealed that factors such as role overload, strenuous working conditions, and unreasonable group pressures were key stressors. Gender and age were identified as influential factors, with differences noted in dimensions like intrinsic impoverishment and role ambiguity. Interestingly, the study highlighted that both male and female IT employees faced similar levels of occupational stress. While marital status did not significantly affect stress levels, differences were observed in dimensions like role conflict and powerlessness. Similarly, experience levels influenced stress, with certain stress dimensions being more pronounced in employees with varying levels of experience. Age, however, did not show significant differences in overall stress levels, although variations were noted in role conflict between different age groups. Moreover, the research indicated that organizational interventions are crucial to mitigate stress levels among employees. The study underscores the importance of addressing occupational stress in the IT sector through targeted interventions to enhance employee well-being and productivity.

Key words: Occupational Stress, Software Employees

1. Introduction:

In the emerging era, life is becoming more and more complex, problematic and conflicting day to day. Stress is an unavoidable consequence of modern living. With the growth of industries, pressure in the urban areas, quantitative growth in population and various problems in day to day life are some of the reasons for an increase in stress. Stress is a condition of strain that has a direct bearing on emotions, thought process and physical conditions of a person. Most of us experience stress at one time or another. However, excessive or prolonged stress can be harmful. Stress is unique and personal. A situation may be stressful for someone but the same situation may be challenging for others.

Stress has become a very common phenomenon of routine life, and an unavoidable consequence of the ways in which society has changed. This change has occurred in terms of science and technology, industrial growth, urbanization, modernization, and automation on one hand; and an expanding population, unemployment, and stress on the other.

1.1 Meaning and definition of Stress:

The term “stress” was first used by Selye (1936) in the literature on life sciences, describing stress as “the force, pressure, or strain exerted upon a material object or person which resist these forces and attempt to maintain its original state.” Stress can also be defined as an adverse reaction that people experience when external demands exceed their internal capabilities (Waters & Ussery, 2007).

Organizations are an important source of stress, and employees’ workloads and professional deadlines have increased manifold. These advancements have created stress among employees in the form of Occupational Stress, which Sauter, Lim, and Murphy (1996) define as the harmful physical and emotional responses that arise when the demands of a job do not match the worker’s abilities, resources, or needs. Occupational Stress is further defined as a condition arising from the interaction of people and their jobs, and characterized by changes within people that force them to deviate from their normal functioning (Beehr & Newman, 1978).

The perception of the effects of stress on an individual has changed. Stress is not always dysfunctional in nature, and, if positive, can prove one of the most important factors in improving productivity within an organization (Spielberger, 1980). If not positive, stress can create a number of physical and psychological disorders among employees, and can be responsible for frustration, haste, and job dissatisfaction. As a result, the lack of work may cause complacency within the organization. Stress is, therefore, multidimensional, and its results depend on whether employees perceive it as a problem or a solution.

1.2 Stress levels in Industrial Community in India:

Fifty-seven per cent of workers in the corporate sector in India reported an increase in stress over the last two years, a survey has said. A Regus statement said, a study by the Indian Council for Research on International Economic Relations found that India’s rapid economic expansion has boosted corporate profits and employee incomes, but has also sparked a surge in workplace stress and lifestyle diseases that few Indian companies have addressed. The survey said 45 per cent of Indian workers are particularly stressed by the increased focus on profitability that has arisen during the recession. In fact, this particular pressure is stressing out Indian employees more than workers in any of the other countries surveyed.

Another factor responsible for increasing workplace stress is the pressure to maintain excellent customer service: 33 per cent identified this as a major stress-causing factor.

The latest research by workspace provider Regus shows that Indian workers are getting more stressed. The survey reveals that work (51%) and personal finances (50%) are the contributing factors for the increased stress levels of the Indian work-force.

1.3 Need for the Study:

Stress is becoming increasingly global and affects all categories of employees in all countries. Because of this, stress has become important concerns both in research and organizational practices. Ever increasing demands of a highly competitive work environment in I.T. sector require constant updating of knowledge and skills of managers to be able to function effectively.

The present era is considered an era of strain, frustration, conflict, tension, depression, psychosomatic diseases and anxiety, which have become regular features of life. Arising both at work and home, these conditions have a detrimental effect on the behavior of people, which ultimately result in organizational inefficiency and sickness. I.T. sector is no exception to this, as it is an expanding sector worldwide particularly employees are likely to experience greater job-related strain caused by nature of work, greater responsibilities. For improving the performance and wellbeing of the employees, it is essential to study the stress experienced by them which may lead to better understanding of the situation and work efficiency both at individual as well as organizational level. Hence, the present study has been taken up.

1.4 A brief account of Review of Previous Studies:

Kahn et al (1964) identified role conflict with one of the forms of role based stress. Argyris C. (1964) has pointed out that job related tension and job dissatisfaction is correlated with little participation in decision making, ambiguity about job security and poor use of skills and abilities. Caplan et al. (1975) have identified the lack of participation in the decision making process, lack of effective consultation and communication, unjustified restrictions on behavior, office politics and no sense of belonging as potential sources of stress. Fred Luthans(2002) said the effects of stress on individual employees are changes in emotional states relevant to job performance, lowered self-esteem, inability to concentrate and make decisions". Kumar, Chandel, Singh and Pant (1977) emphasized that "Stress caused diseases include Thyrotoxicosis, Hypertension, Peptic Ulcer, Bronchial Asthma, Rheumatoid arthritis and Coronary heart Diseases." Cummings and Cooper (1979) they found that the impact of job stress on the employees' physical health. Ivencevich and Matterson (1980) identified three critical factors such as role ambiguity, role conflict and the degree of responsibility as the major sources of employees' stress. Natha (1980) identified that the role conflict decreases with an increase in job tenure in an organization. Weiss identified that the social support that alleviates the deleterious consequences of stress. Ahmad, Bharadwaj and Narula (1985) they found that out of 10 dimensions of role stress, however, significant differences were obtained in three dimensions, namely, role isolation, role ambiguity, and self-role distance. Cohen and Wills are of the opinion that "People naturally seek help from others-social support- when they are having problems or feeling stressed. Pestonjee (1987) opined that success, achievement, higher productivity and effectiveness call for stress. When stress is left unchecked and unmanaged, it can create problems in performance and affect the health and well-being of the organism. Dastur (1990) has pointed out, negative group climate and powerlessness may be dominant causes of stress experience by Indian managers. Role conflict and ambiguity, work overload, under utilization of skills, resource inadequacy and lack of participation as the main categories of work stressors which were identified by Cummins R. (1990) in his study. Singh and Singh (1992) showed that high anxiety employees showed a positive relationship with role stress. A study conducted by Rajeshwari T.R. (1992) revealed structural rigidity and poor physical working conditions as sources of stress". Chand and Sethi (1997) found that there is a significant positive relationship between job-related strain and role overload and role conflict. Pandey C.S. (1998) results showed that Psychoticism- stability dimensions of personality were found to be associated with higher levels of stress. On the other hand extroversion-introversion was negatively correlated with perceived organizational stress. Luolu's(1999) study found that intrinsic work motivation was positively related to overall job satisfaction, whereas extrinsic motivation was positively related to depression; both supervisor's support and family support were negatively related to depression, anxiety and somatic symptoms. Lim and Hian (1999) found that, Lack of career advancement, workload, risk-taking and decision making and employee morale and organizational culture were identified causes of stress. Michailidis and Georgiou (2005) focused on the degree of occupational stress that is influenced by the factors like level of education, various patterns of their relaxation and any other habits like drinking or smoking that consuming alcoholic drinks is the main factor that determines the degree of occupational stress in an individual. According to Singh and Singh (2009) Job Satisfaction is directly related to Stress and Work culture that an Organization provides. He identified three sectors in which stress originate and classified stress into two main types i.e. eustress and Distress. Bhatti, Shar, Shaikh & Nazar (2010) investigated that, the major causes of stress are firstly workload that causes 25% of stress, secondly timings that results 16% of stress, thirdly climate that causes 11% of stress. Job stressors affecting most of the employees included: role conflict and role ambiguity, lack of promotion and feedback, lack of participation in decision making, lack of authority, workload, unsatisfactory working conditions and interpersonal relationships (Mohsen and Reza, 2011). Sharma & Devi (2012) found various factors that influence stress are age where the younger employees are more stressed as compared to other employees, level of qualification, pay, and authorities of control, awards, and word of praise,

improved designations and working couples. Lu S.F (2012) examined that the Occupational stress among supervisors was found to be significantly associated with heavy load stress, mental requirements of work, massive technical/office work, and the use of microelectronics equipment needing concentration and literacy in IT, and regular upgrading of skills. Vijayalakshmi and Meti (2000) found that non-executive employees exhibited signs of significantly higher occupational stress, which are role conflict, political pressure, poor peer relations and job responsibility. Ajay and Cary (2012) found that stress had a significant negative impact on organizational citizenship behaviors. Karthik, R.(2013) focused on Employee's performance at work is influenced by stress that can be either positive or negative. The employee performs better if they face a low to moderate amount of stress. Hence, it aims at reducing the level of stress rather than eliminating stress completely.

Review of the previous studies does not offer many studies on Software employees of Telangana State.

1.5 Statement of the Problem:

The nature of work among the employees, who constantly need to meet their targets, deadlines, achievement, night shifts and also work overload cause stress among IT employees. The present study aims at studying the stress among IT employees hence, the study is entitled as **“Occupational Stress among Software Employees in I.T Sector”**.

2. Research Methodology:

2.1 Objectives of the Study:

- To study the level of Occupational Stress among software employees.
- To study the Occupational Stress of software employees with respect to demographic variables.

2.2 Hypotheses:

Ho: There will be no significant association between Level of Occupational Stress and Gender.

Ho: There will be no significant association between Level of Occupational Stress and Age.

Ho: There will be no significant association between Level of Occupational Stress and Marital Status.

Ho: There will be no significant association between Level of Occupational Stress and Experience.

2.3 Variables:

Dependent variable:

Occupational Stress

Independent variables:

1. Gender
2. Age
3. Marital Status
4. Experience

According to the objectives, the present study demands a Normative Survey method. Normative survey method is a method of research, which is designed to obtain pertinent and precise information concerning the current status of phenomena.

In the present study, the population was software employees, who were working at various organizations in the I.T sector, in Hyderabad of Telangana State. The sample of the study constitutes 400 software employees; the sample was collected from both male and female, having experience of 0-3 years, 3-6 years and above 6 years, both married and unmarried employees at Hi-tech city and Madhapur in I.T Organizations namely Microsoft, Cognizant, Accenture, TCS, Deloitte, IBM. Purposive sampling technique was adopted for selection of the sample and for collecting the data. Occupational Stress Index developed by Dr. A.K. Srivastava and Dr. A.P. Singh (1981) was employed for data collection. The scale consists of 46 items. Out of 46 items, 28 are true-keyed and 18 are false keyed. The Occupational Stress sources are broadly divided into twelve dimensions.

The data were collected carefully from all the selected respondents with all the necessary care. The researcher went to various I.T Organizations and the tool was administered carefully on the respondents and information was collected by giving sufficient time. One of the primary limitations of the present study is that the data were collected only from the respondents of Hyderabad district, Telangana. The selection of the sample method was a Non-Probability technique.

3. Analysis and Interpretation:

3.1 Analysis of different levels of Occupational Stress among software employees with a focus on different dimensions of the Occupational Stress Index.

This section deals with the analysis of Occupational Stress among software employees of three categories which are low, moderate and high with respect to different dimensions namely Role overload, Role Conflict, Under Participation, Unprofitability, Powerlessness, Poor Peer Relations, Intrinsic Impoverishment, Low Status, Strenuous Working Conditions, Role Ambiguity, Unreasonable group and political pressures and Responsibility.

Table-3.1: Level of Occupational Stress among Software Employees with Percentage

Dimension of the Occupational stress		Low	Moderate	High	Total
Role overload	Count	54	170	176	400
	%	13.5	42.5	44.0	100.0
Role Conflict	Count	162	157	81	400
	%	40.5	39.3	20.3	100.0
Under Participation	Count	237	140	23	400
	%	59.3	35.0	5.8	100.0
Unprofitability	Count	147	188	65	400
	%	36.8	47.0	16.3	100.0
Powerlessness	Count	225	150	25	400
	%	56.3	37.5	6.3	100.0
Poor Peer Relations	Count	95	186	119	400
	%	23.8	46.5	29.8	100.0
Intrinsic Impoverishment	Count	178	160	62	400
	%	44.5	40.0	15.5	100.0
Low Status	Count	285	77	38	400
	%	71.3	19.3	9.5	100.0
Strenuous Working conditions	Count	78	157	165	400
	%	19.5	39.3	41.3	100.0
Role Ambiguity	Count	221	130	49	400
	%	55.3	32.5	12.3	100.0
Unreasonable group and political pressure	Count	71	175	154	400
	%	17.8	43.8	38.5	100.0
Responsibility	Count	61	176	163	400
	%	15.3	44.0	40.8	100.0
Occupational Stress	Count	151	155	94	400
	%	37.75	38.75	23.50	100.0

3.1.1 Interpretation of Occupational Stress Levels:

It is evident from Table-3.1, most of the employees i.e. 38.75% have moderate level of Occupational Stress, 37.75% have low level of Occupational Stress and 23.50% employees have high level of Occupational Stress. When it comes to dimension wise analysis of Occupational Stress, Role overload among software employees seems to be one of the important causes of

Occupational Stress, because amongst 12 dimensions the highest percentage of employees i.e. 44.0% were experiencing high level of Role overload. Which means that most of the employees in IT sector were experiencing Occupational Stress due to excessive workload, doing excessive work in spite of insufficient number of employees and resources, feeling of inability to carry out assignment to the satisfactory level on account of excessive load of work and lack of time, inability to devote sufficient time to domestic and personal problems due to workload which in turn affecting their personal as well as professional life.

It is observed from table- 3.1 that feeling of Unprofitability among software employees is also a leading factor to Occupational Stress. It shows that the highest percentage i.e. 47.0% of employees were perceiving moderate level of Unprofitability, a remarkable percentage of employees i.e. 16.3% were experiencing a high level of Unprofitability, which means that feeling of Unprofitability exists among most of the employees in terms of unsatisfactory salaries compared to their quantum of work as well as lack of rewards for their hard work and efficient performance. The Poor Peer Relations are one of the sources of Occupational Stress. Table-3.1 reveals that 46.5% of employees expressed the moderate level of Poor Peer Relations and 29.8% of employees had high level of Poor Peer Relations, which means that they were not willing to work with others whom they do not like, lack of team spirit, co-operation from colleagues in solving organizational problems.

In addition, the table-3.1 shows that Strenuous Working Conditions are one of the factors leading to Occupational Stress. Most of the employees i.e. 41.3% expressed Strenuous Working Conditions at high level and 39.3% of employees felt Strenuous Working Conditions at moderate level, Which means that most of the employees were experiencing stress ranging from moderate to high levels, in terms of working under tense circumstances, working on risky and complicated assignments.

Unreasonable group and political pressure is also a leading factor of Occupational Stress. Table-3.1 reveals that, most of the employees i.e. 43.8% of employees experienced Unreasonable group and political pressure at moderate level and 38.5% of employees expressed high level of Unreasonable group and political pressure. It reveals that most of the employees were experiencing stress as a result of Unreasonable group and political pressure such as making adjustments between political/ group pressures and formal rules and instructions, doing some work unwillingly owing to certain group/political pressures and maintaining conformity with the group.

Table- 3.1 also reveals that Responsibility is also one of the causes of Occupational Stress of software employees. It represents that, most of employees i.e. 44.0% felt Responsibility at moderate level and 40.8% of employees expressed high level of Responsibility which means that most of the employees were experiencing stress at high and moderate levels due to Responsibility in terms of the Responsibility for the efficiency and productivity of other employees as well as for the progress and prosperity of the organization.

As most of the employees have low levels of Role Ambiguity, Role Conflict, Under Participation, Powerlessness, Intrinsic Impoverishment, and Low Status, it can be said that these are not the leading factors to the Occupational Stress. However, most of the employees were experiencing stress due to these factors at low levels.

3.2 Analysis of level of Occupational Stress among software employees with respect to different Demographic Variables:

Ho: There will be no significant association between Level of Occupational Stress and Gender.

The level of Occupational Stress among software employees was evaluated using cross-table percentages and chi-square analysis. The respondents were first grouped into three categories i.e., low, moderate and high stress groups based on their scores on the different dimensions of Occupational Stress Index. Analysis was carried out with respect to demographic variables of the study and presented in the present section.

3.2.1(a) Dimensions of Occupational Stress Vs Gender

Table-3.2: Association between Level of Occupational Stress and Gender

Role overload							Calculated χ^2 Value	df	Table value at $\alpha=0.05$	S/NS
		Low	Moderate	High	Total					
Gender	Male	Count	44	146	137	327	3.751	2	5.991	Not Significant
		%	13.5	44.6	41.9	100.0				
	Female	Count	10	24	39	73				
		%	13.7	32.9	53.4	100.0				
Total		Count	54	170	176	400				
Total		%	13.5	42.5	44.0	100.0				
Role Conflict										
		Low	Moderate	High	Total					
Gender	Male	Count	131	135	61	327	4.227	2	5.991	Not Significant
		%	40.1%	41.3%	18.7%	100.0%				
	Female	Count	31	22	20	73				
		%	42.5%	30.1%	27.4%	100.0%				
Total		Count	162	157	81	400				
Total		%	40.5%	39.3%	20.3%	100.0%				
Under Participation										
		Low	Moderate	High	Total					
Gender	Male	Count	199	109	19	327	2.214	2	5.991	Not Significant
		%	60.9%	33.3%	5.8%	100.0%				
	Female	Count	38	31	4	73				
		%	52.1%	42.5%	5.5%	100.0%				
Total		Count	237	140	23	400				
Total		%	59.3%	35.0%	5.8%	100.0%				
Unprofitability										
		Low	Moderate	High	Total					
Gender	Male	Count	116	158	53	327	1.458	2	5.991	Not Significant
		%	35.5%	48.3%	16.2%	100.0%				
	Female	Count	31	30	12	73				
		%	42.5%	41.1%	16.4%	100.0%				
Total		Count	147	188	65	400				
Total		%	36.8%	47.0%	16.3%	100.0%				
Powerlessness										
		Low	Moderate	High	Total					
Gender	Male	Count	191	116	20	327	3.498	2	5.991	Not Significant
		%	58.4%	35.5%	6.1%	100.0%				
	Female	Count	34	34	5	73				
		%	46.6%	46.6%	6.8%	100.0%				
Total		Count	225	150	25	400				
Total		%	56.3%	37.5%	6.3%	100.0%				
Poor Peer Relations										
		Low	Moderate	High	Total					
Gender	Male	Count	78	153	96	327	0.133	2	5.991	Not Significant
		%	23.9%	46.8%	29.4%	100.0%				
	Female	Count	17	33	23	73				
		%	23.3%	45.2%	31.5%	100.0%				
Total		Count	95	186	119	400				
Total		%	23.8%	46.5%	29.8%	100.0%				
Intrinsic Impoverishment										
		Low	Moderate	High	Total					
Gender	Male	Count	152	133	42	327	9.941	2	5.991	Significant
		%	46.5%	40.7%	12.8%	100.0%				
	Female	Count	26	27	20	73				
		%	35.6%	37.0%	27.4%	100.0%				
Total		Count	178	160	62	400				

	Total	%	44.5%	40.0%	15.5%	100.0%				
Low Status										
			Low	Moderate	High	Total				
Gender	Male	Count	234	63	30	327	0.224	2	5.991	Not Significant
		%	71.6%	19.3%	9.2%	100.0%				
	Female	Count	51	14	8	73				
		%	69.9%	19.2%	11.0%	100.0%				
	Total	Count	285	77	38	400				
		%	71.3%	19.3%	9.5%	100.0%				
Strenuous Working Conditions										
			Low	Moderate	High	Total				
Gender	Male	Count	61	134	132	327	2.360	2	5.991	Not Significant
		%	18.7%	41.0%	40.4%	100.0%				
	Female	Count	17	23	33	73				
		%	23.3%	31.5%	45.2%	100.0%				
	Total	Count	78	157	165	400				
		%	19.5%	39.3%	41.3%	100.0%				
Role Ambiguity										
			Low	Moderate	High	Total				
Gender	Male	Count	181	112	34	327	6.713	2	5.991	Significant
		%	55.4%	34.3%	10.4%	100.0%				
	Female	Count	40	18	15	73				
		%	54.8%	24.7%	20.5%	100.0%				
	Total	Count	221	130	49	400				
		%	55.3%	32.5%	12.3%	100.0%				
Unreasonable group and Political Pressure										
			Low	Moderate	High	Total				
Gender	Male	Count	60	145	122	327	1.166	2	5.991	Not Significant
		%	18.3%	44.3%	37.3%	100.0%				
	Female	Count	11	30	32	73				
		%	15.1%	41.1%	43.8%	100.0%				
	Total	Count	71	175	154	400				
		%	17.8%	43.8%	38.5%	100.0%				
Responsibility										
			Low	Moderate	High	Total				
Gender	Male	Count	48	137	142	327	5.332	2	5.991	Not Significant
		%	14.7%	41.9%	43.4%	100.0%				
	Female	Count	13	39	21	73				
		%	17.8%	53.4%	28.8%	100.0%				
	Total	Count	61	176	163	400				
		%	15.3%	44.0%	40.8%	100.0%				
Occupational Stress										
			Low	Moderate	High	Total				
Gender	Male	Count	124	128	75	327	1.062	2	5.991	Not Significant
		%	37.92%	39.14%	22.94%	100.0%				
	Female	Count	27	27	19	73				
		%	36.99%	36.99%	26.02%	100.0%				
	Total	Count	151	155	94	400				
		%	37.75%	38.75%	23.50%	100.0%				

3.2.1(b) Interpretation of Occupational Stress Levels vs. Gender:

Table-3.2 reveals that the Chi-square value was found to be significant in Intrinsic Impoverishment, Role Ambiguity dimensions of occupational stress. Hence, the Null Hypothesis which states that “There will be no significant association between Level of Occupational Stress and Gender” is rejected with respect to Intrinsic Impoverishment, Role Ambiguity dimensions of occupational stress.

It is evident from table- 3.2 that only about 1% difference exists between Male and Female employees at low level of Occupational Stress, but the difference is greater at moderate and high levels. These differences were statistically not supported by the results of chi-square which means

that employees of the I.T sector were experiencing similar levels of Occupational Stress irrespective of gender.

However, the differences between Male and Female employees were found to be statistically valid with respect to Intrinsic Impoverishment and Role Ambiguity dimensions.

Table-3.2 reveals that there exists a difference in the percentage of Male and Female employees with respect to different levels of Intrinsic Impoverishment, these differences were supported by the results of chi- square which means that Male and Female employees were experiencing different levels of stress in terms of monotonous assignments, opportunities for unitizing, developing their abilities and experience as well as proficiency. These feelings are more in Female employees who have high level of Intrinsic Impoverishment; however more number of Male employees are experiencing this kind of impoverishment at low and moderate levels.

Similarly Table-3.2 reveals that there exists a difference in the percentage of Male and Female employees with respect to different levels of Role Ambiguity, these differences were supported by the results of chi- square which means that Male and Female employees were experiencing different levels of stress in terms of vague and insufficient information about their roles and responsibilities, uncertainty and ambiguity of the scope of jurisdiction and authorities under which they are working. These feelings are more in Female employees at high level of Role Ambiguity however more number of Male employees is experiencing this kind of Role Ambiguity at low and moderate levels.

Gender differences were not found in other dimensions, which imply that both Male and Female employees working in I.T sector are experiencing similar kind of role overload, Role Conflict, Unreasonable group and political pressures, Poor Peer Relations.

3.2.2(a) Dimensions of Occupational Stress Vs Age

Ho: There will be no significant association between Level of Occupational Stress and Age.

Table-3.3: Association between Level of Occupational Stress and Age

Role overload							Calculated χ^2 Value	df	Table value at $\alpha=0.05$	S/NS
		Low	Moderate	High	Total					
Age	Below30 years	Count	45	136	139	320	0.490	2	5.991	Not Significant
		%	14.1%	42.5%	43.4%	100.0%				
	Above30 years	Count	9	34	37	80				
		%	11.3%	42.5%	46.3%	100.0%				
Total		Count	54	170	176	400				
Total		%	13.5%	42.5%	44.0%	100.0%				
Role Conflict							Calculated χ^2 Value	df	Table value at $\alpha=0.05$	S/NS
		Low	Moderate	High	Total					
Age	Below30 years	Count	136	114	70	320	9.023	2	5.991	Significant
		%	42.5%	35.6%	21.9%	100.0%				
	Above30 years	Count	26	43	11	80				
		%	32.5%	53.8%	13.8%	100.0%				
Total		Count	162	157	81	400				
Total		%	40.5%	39.3%	20.3%	100.0%				
Under Participation							Calculated χ^2 Value	df	Table value at $\alpha=0.05$	S/NS
		Low	Moderate	High	Total					
Age	Below30 years	Count	184	117	19	320	2.041	2	5.991	Not Significant
		%	57.5%	36.6%	5.9%	100.0%				
	Above30 years	Count	53	23	4	80				
		%	66.3%	28.8%	5.0%	100.0%				
Total		Count	237	140	23	400				
Total		%	59.3%	35.0%	5.8%	100.0%				
Unprofitability							Calculated χ^2 Value	df	Table value at $\alpha=0.05$	S/NS
		Low	Moderate	High	Total					
	Below30	Count	116	150	54	320				

Age	years	%	36.3%	46.9%	16.9%	100.0%	0.499	2	5.991	Not Significant
	Above30	Count	31	38	11	80				
	years	%	38.8%	47.5%	13.8%	100.0%				
	Total	Count	147	188	65	400				
	Total	%	36.8%	47.0%	16.3%	100.0%				
Powerlessness										
			Low	Moderate	High	Total				
Age	Below30	Count	171	128	21	320	5.167	2	5.991	Not Significant
	years	%	53.4%	40.0%	6.6%	100.0%				
Age	Above30	Count	54	22	4	80				
	years	%	67.5%	27.5%	5.0%	100.0%				
	Total	Count	225	150	25	400				
	Total	%	56.3%	37.5%	6.3%	100.0%				
Poor Peer Relations										
			Low	Moderate	High	Total				
Age	Below30	Count	79	144	97	320	1.536	2	5.991	Not Significant
	years	%	24.7%	45.0%	30.3%	100.0%				
Age	Above30	Count	16	42	22	80				
	years	%	20.0%	52.5%	27.5%	100.0%				
	Total	Count	95	186	119	400				
	Total	%	23.8%	46.5%	29.8%	100.0%				
Intrinsic Impoverishment										
			Low	Moderate	High	Total				
Age	Below30	Count	145	126	49	320	0.430	2	5.991	Not Significant
	years	%	45.3%	39.4%	15.3%	100.0%				
Age	Above30	Count	33	34	13	80				
	years	%	41.3%	42.5%	16.3%	100.0%				
	Total	Count	178	160	62	400				
	Total	%	44.5%	40.0%	15.5%	100.0%				
Low Status										
			Low	Moderate	High	Total				
Age	Below30	Count	225	64	31	320	0.724	2	5.991	Not Significant
	years	%	70.3%	20.0%	9.7%	100.0%				
Age	Above30	Count	60	13	7	80				
	years	%	75.0%	16.3%	8.8%	100.0%				
	Total	Count	285	77	38	400				
	Total	%	71.3%	19.3%	9.5%	100.0%				
Strenuous Working Conditions										
			Low	Moderate	High	Total				
Age	Below30	Count	62	126	132	320	0.019	2	5.991	Not Significant
	years	%	19.4%	39.4%	41.3%	100.0%				
Age	Above30	Count	16	31	33	80				
	years	%	20.0%	38.8%	41.3%	100.0%				
	Total	Count	78	157	165	400				
	Total	%	19.5%	39.3%	41.3%	100.0%				
Role Ambiguity										
			Low	Moderate	High	Total				
Age	Below30	Count	172	105	43	320	2.541	2	5.991	Not Significant
	years	%	53.8%	32.8%	13.4%	100.0%				
Age	Above30	Count	49	25	6	80				
	years	%	61.3%	31.3%	7.5%	100.0%				
	Total	Count	221	130	49	400				
	Total	%	55.3%	32.5%	12.3%	100.0%				
Unreasonable group & political pressure										
			Low	Moderate	High	Total				
Age	Below30	Count	55	141	124	320	0.347	2	5.991	Not Significant
	years	%	17.2%	44.1%	38.8%	100.0%				
Age	Above30	Count	16	34	30	80				
	years	%	20.0%	42.5%	37.5%	100.0%				

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		Count	71	175	154	400					
Total		%	17.8%	43.8%	38.5%	100.0%					
Responsibility											
			Low	Moderate	High	Total					
Age	Below30 years	Count	54	144	122	320	5.840	2	5.991	Not Significant	
		%	16.9%	45.0%	38.1%	100.0%					
	Above30 years	Count	7	32	41	80					
		%	8.8%	40.0%	51.3%	100.0%					
Total		Count	61	176	163	400					
		%	15.3%	44.0%	40.8%	100.0%					
Occupational Stress											
			Low	Moderate	High	Total	0.154	1	3.841	Not Significant	
Age	Below30 years	Count	120	125	75	320					
		%	37.50%	39.06%	23.44%	100.0%					
	Above30 years	Count	31	30	19	80					
		%	38.75%	37.50%	23.75%	100.0%					
	Total		Count	151	155	94	400				
			%	37.75%	38.75%	23.50%	100.0%				

3.2.2(b) Interpretation of Occupational Stress Levels Vs Age:

Table-3.3 reveals that the Chi-square value was found to be significant in Role Conflict dimension of occupational stress. Hence, the Null Hypothesis which states that “There will be no significant association between Level of Occupational Stress and Age” is rejected with respect to Role Conflict dimension of Occupational Stress.

It is evident from table-3.3 that almost equal percentage of Occupational Stress exists among below 30 years and above 30 years Age of employees at high level, only about 1% of difference exists at low level of Occupational Stress, but this difference is greater at moderate levels. These differences were statistically not supported by the results of chi-square which means that employees of I.T sector were equally suffering from Occupational Stress irrespective of Age. However, the differences between below 30 years and above 30 years Age of employees were found to be statistically valid with respect to Role Conflict.

Table-3.3 reveals that there exists a difference in the percentage of employees belong to below 30 years and above 30 years of Age with respect to different levels of Role Conflict, these differences were supported by the results of chi-square which means that employees belong to below 30 years and above 30 years of Age were experiencing different levels of stress in terms of contradictory instructions given by different officers, insufficient instructions and facilities regarding the new assignments and sudden implementation of new dealing procedures and policies in place of those already in practice. These feelings are more in employees belong to below 30 years of Age who have high level of Role Conflict how ever more number of above 30 years Age employees are experiencing this kind of Role Conflict at moderate level.

3.2.3(a) Dimensions of Occupational Stress Vs Marital Status

Ho: There will be no significant association between Level of Occupational Stress and Marital Status.

Table-3.4 : Association between Level of Occupational Stress and Marital Status

Role overload						Calculated χ^2 Value	df	Table value at $\alpha=0.05$	S/NS	
			Low	Moderate	High					Total
Marital	Married	Count	20	57	65	142	0.502	2	5.991	Not Significant
		%	14.1%	40.1%	45.8%	100.0%				
		Count	34	113	111	258				

Status	Unmarried	%	13.2%	43.8%	43.0%	100.0%				
		Count	54	170	176	400				
	Total	%	13.5%	42.5%	44.0%	100.0%				
Role Conflict										
			Low	Moderate	High	Total	8.632	2	5.991	Significant
Marital Status	Married	Count	46	69	27	142				
		%	32.4%	48.6%	19.0%	100.0%				
	Unmarried	Count	116	88	54	258				
		%	45.0%	34.1%	20.9%	100.0%				
	Total	Count	162	157	81	400				
		%	40.5%	39.3%	20.3%	100.0%				
Under Participation										
			Low	Moderate	High	Total				
Marital Status	Married	Count	90	45	7	142				
		%	63.4%	31.7%	4.9%	100.0%				
	Unmarried	Count	147	95	16	258				
		%	57.0%	36.8%	6.2%	100.0%				
	Total	Count	237	140	23	400				
		%	59.3%	35.0%	5.8%	100.0%	1.581	2	5.991	Not Significant
Unprofitability										
			Low	Moderate	High	Total				
Marital Status	Married	Count	53	67	22	142				
		%	37.3%	47.2%	15.5%	100.0%				
	Unmarried	Count	94	121	43	258				
		%	36.4%	46.9%	16.7%	100.0%				
	Total	Count	147	188	65	400				
		%	36.8%	47.0%	16.3%	100.0%	0.099	2	5.991	Not Significant
Powerlessness										
			Low	Moderate	High	Total				
Marital Status	Married	Count	92	44	6	142				
		%	64.8%	31.0%	4.2%	100.0%				
	Unmarried	Count	133	106	19	258				
		%	51.6%	41.1%	7.4%	100.0%				
	Total	Count	225	150	25	400				
		%	56.3%	37.5%	6.3%	100.0%	6.789	2	5.991	Significant
Powerlessness										
			Low	Moderate	High	Total				
Marital Status	Married	Count	28	71	43	142				
		%	19.7%	50.0%	30.3%	100.0%				
	Unmarried	Count	67	115	76	258				
		%	26.0%	44.6%	29.5%	100.0%				
	Total	Count	95	186	119	400				
		%	23.8%	46.5%	29.8%	100.0%	2.108	2	5.991	Not Significant
Intrinsic Impoverishment										
			Low	Moderate	High	Total				
Marital Status	Married	Count	61	59	22	142				
		%	43.0%	41.5%	15.5%	100.0%				
	Unmarried	Count	117	101	40	258				
		%	45.3%	39.1%	15.5%	100.0%				
	Total	Count	178	160	62	400				
		%	44.5%	40.0%	15.5%	100.0%	0.250	2	5.991	Not Significant
Low Status										
			Low	Moderate	High	Total				
Marital Status	Married	Count	105	25	12	142				
		%	73.9%	17.6%	8.5%	100.0%				
	Unmarried	Count	180	52	26	258				
		%	69.8%	20.2%	10.1%	100.0%				
	Total	Count	285	77	38	400				
		%	71.3%	19.3%	9.5%	100.0%	0.789	2	5.991	Not Significant

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Strenuous Working Conditions										
			Low	Moderate	High	Total				
Marital Status	Married	Count	30	54	58	142	0.391	2	5.991	Not Significant
		%	21.1%	38.0%	40.8%	100.0%				
	Unmarried	Count	48	103	107	258				
		%	18.6%	39.9%	41.5%	100.0%				
Role Ambiguity										
			Low	Moderate	High	Total				
Marital Status	Married	Count	82	47	13	142	1.994	2	5.991	Not Significant
		%	57.7%	33.1%	9.2%	100.0%				
	Unmarried	Count	139	83	36	258				
		%	53.9%	32.2%	14.0%	100.0%				
Unreasonable group and political pressure										
			Low	Moderate	High	Total				
Marital Status	Married	Count	29	59	54	142	1.142	2	5.991	Not Significant
		%	20.4%	41.5%	38.0%	100.0%				
	Unmarried	Count	42	116	100	258				
		%	16.3%	45.0%	38.8%	100.0%				
Responsibility										
			Low	Moderate	High	Total				
Marital Status	Married	Count	14	67	61	142	4.966	2	5.991	Not Significant
		%	9.9%	47.2%	43.0%	100.0%				
	Unmarried	Count	47	109	102	258				
		%	18.2%	42.2%	39.5%	100.0%				
Occupational Stress										
			Low	Moderate	High	Total				
Marital Status	Married	Count	54	55	33	142	0.109	1	3.841	Not Significant
		%	38.03%	38.73%	23.24%	100.0%				
	Unmarried	Count	97	100	61	258				
		%	37.60%	38.76%	23.64%	100.0%				
		Count	151	155	94	400				
		%	37.75%	38.75%	23.50%	100.0%				

3.2.3(b) Interpretation of Occupational Stress Levels Vs Marital Status:

Table-3.4 reveals that the Chi-square value was found to be significant in Role Conflict, Powerlessness dimensions of Occupational Stress. Hence, the Null Hypothesis which states that “There will be no significant association between Level of Occupational Stress and Marital Status” is rejected with respect to Role Conflict, Powerlessness dimensions of Occupational Stress.

It is evident from table- 3.4 that almost equal percentage of employees were experiencing Occupational Stress exists between Married and Unmarried employees at low, moderate and high levels these differences were statistically not supported by the results of chi- square which means that employees of I.T sector were equally suffering from Occupational Stress irrespective of Marital Status. However, the differences between Married and Unmarried employees were found to be statistically valid with respect to Role Conflict and Powerlessness dimensions.

Table-3.4 reveals that there exists a difference in the percentage of Married and Unmarried employees with respect to different levels of Role Conflict, these differences were supported by the results of chi-square which means that Married and Unmarried employees were experiencing different levels of stress in terms of contradictory instructions given by different officers, insufficient instructions and facilities regarding the new assignments and sudden implementation

of new dealing procedures and policies in place of those already in practice. These feelings are more in Unmarried employees who have high levels of Role Conflict however more number of Married employees are experiencing this kind of Role Conflict at moderate level.

Similarly Table-3.4 reveals that there exists a difference in the percentage of Married and Unmarried employees with respect to different levels of Powerlessness, these differences were supported by the results of chi-square which means that Married and Unmarried employees were experiencing different levels of stress in terms of significance given to their suggestions regarding the training programs of the employees, due consideration of their interests and opinions in making appointments for important posts. These feelings are more in Unmarried employees who have high levels of Powerlessness however more number of Married employees are experiencing this kind of Powerlessness at low and moderate levels.

3.2.4(a) Dimensions of Occupational Stress Vs Experience

Ho: There will be no significant association between Level of Occupational Stress and Experience.

Table-3.5 Association between Level of Occupational Stress and Experience

Role overload							Calculated χ^2 Value	df	Table value at $\alpha=0.05$	S/NS				
		Low	Moderate	High	Total									
Experience	0-3 years	Count	35	88	118	241	10.714	4	9.488	Significant				
		%	14.5%	36.5%	49.0%	100.0%								
	3-6 years	Count	7	42	25	74								
	%	9.5%	56.8%	33.8%	100.0%									
	6years	Count	12	40	33	85								
	Above	%	14.1%	47.1%	38.8%	100.0%								
	Total	Count	54	170	176	400								
	%	13.5%	42.5%	44.0%	100.0%									
Role Conflict														
		Low	Moderate	High	Total									
Experience	0-3 years	Count	102	80	59	241	13.513	4	9.488	Significant				
		%	42.3%	33.2%	24.5%	100.0%								
	3-6 years	Count	32	32	10	74								
	%	43.2%	43.2%	13.5%	100.0%									
	6years	Count	28	45	12	85								
	Above	%	32.9%	52.9%	14.1%	100.0%								
	Total	Count	162	157	81	400								
	%	40.5%	39.3%	20.3%	100.0%									
Under Participation														
		Low	Moderate	High	Total									
Experience	0-3 years	Count	132	95	14	241	8.198	4	9.488	Not Significant				
		%	54.8%	39.4%	5.8%	100.0%								
	3-6 years	Count	51	17	6	74								
	%	68.9%	23.0%	8.1%	100.0%									
	6years	Count	54	28	3	85								
	Above	%	63.5%	32.9%	3.5%	100.0%								
	Total	Count	237	140	23	400								
	%	59.3%	35.0%	5.8%	100.0%									
Unprofitability														
		Low	Moderate	High	Total									
Experience	0-3years	Count	86	110	45	241	2.704	4	9.488	Not Significant				
		%	35.7%	45.6%	18.7%	100.0%								
	3-6years	Count	28	36	10	74								
	%	37.8%	48.6%	13.5%	100.0%									
	6years	Count	33	42	10	85								
	Above	%	38.8%	49.4%	11.8%	100.0%								
	Total	Count	147	188	65	400								
	%	36.8%	47.0%	16.3%	100.0%									

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Powerlessness														
			Low	Moderate	High	Total								
Experience	0-3 years	Count	123	101	17	241	12.727	4	9.488	Significant				
		%	51.0%	41.9%	7.1%	100.0%								
3-6 years	Count	40	30	4	74									
	%	54.1%	40.5%	5.4%	100.0%									
6years	Count	62	19	4	85									
	%	72.9%	22.4%	4.7%	100.0%									
Above	Count	225	150	25	400									
	%	56.3%	37.5%	6.3%	100.0%									
Poor Peer Relations														
			Low	Moderate	High	Total								
Experience	0-3 years	Count	60	109	72	241					1.637	4	9.488	Not Significant
		%	24.9%	45.2%	29.9%	100.0%								
3-6 years	Count	18	37	19	74									
	%	24.3%	50.0%	25.7%	100.0%									
6years	Count	17	40	28	85									
	%	20.0%	47.1%	32.9%	100.0%									
Total	Count	95	186	119	400									
	%	23.8%	46.5%	29.8%	100.0%									
Intrinsic Impoverishment														
			Low	Moderate	High	Total								
Experience	0-3 years	Count	108	91	42	241	4.352	4	9.488	Not Significant				
		%	44.8%	37.8%	17.4%	100.0%								
3-6 years	Count	34	34	6	74									
	%	45.9%	45.9%	8.1%	100.0%									
6years	Count	36	35	14	85									
	%	42.4%	41.2%	16.5%	100.0%									
Total	Count	178	160	62	400									
	%	44.5%	40.0%	15.5%	100.0%									
Low Status														
			Low	Moderate	High	Total								
Experience	0-3 years	Count	174	42	25	241					2.966	4	9.488	Not Significant
		%	72.2%	17.4%	10.4%	100.0%								
3-6 years	Count	50	19	5	74									
	%	67.6%	25.7%	6.8%	100.0%									
6years	Count	61	16	8	85									
	%	71.8%	18.8%	9.4%	100.0%									
Total	Count	285	77	38	400									
	%	71.3%	19.3%	9.5%	100.0%									
Strenuous Working Conditions														
			Low	Moderate	High	Total								
Experience	0-3 years	Count	48	94	99	241	1.439	4	9.488	Not Significant				
		%	19.9%	39.0%	41.1%	100.0%								
3-6 years	Count	14	26	34	74									
	%	18.9%	35.1%	45.9%	100.0%									
6years	Count	16	37	32	85									
	%	18.8%	43.5%	37.6%	100.0%									
Total	Count	78	157	165	400									
	%	19.5%	39.3%	41.3%	100.0%									
Role Ambiguity														
			Low	Moderate	High	Total								
Experience	0-3 years	Count	132	74	35	241					3.622	4	9.488	Not Significant
		%	54.8%	30.7%	14.5%	100.0%								
3-6 years	Count	40	28	6	74									
	%	54.1%	37.8%	8.1%	100.0%									
6 years	Count	49	28	8	85									
	%	57.6%	32.9%	9.4%	100.0%									
Total	Count	221	130	49	400									
	%	55.3%	32.5%	12.3%	100.0%									

Unreasonable group & political pressure										
			Low	Moderate	High	Total				
							7.459	4	9.488	Not Significant
Experience	0-3 years	Count	35	103	103	241				
		%	14.5%	42.7%	42.7%	100.0%				
Experience	3-6 years	Count	19	33	22	74				
		%	25.7%	44.6%	29.7%	100.0%				
Experience	6years Above	Count	17	39	29	85				
		%	20.0%	45.9%	34.1%	100.0%				
Experience	Total	Count	71	175	154	400				
		%	17.8%	43.8%	38.5%	100.0%				
Responsibility										
			Low	Moderate	High	Total				
							15.641	4	9.488	Significant
Experience	0-3 years	Count	46	112	83	241				
		%	19.1%	46.5%	34.4%	100.0%				
Experience	3-6 years	Count	10	25	39	74				
		%	13.5%	33.8%	52.7%	100.0%				
Experience	6years Above	Count	5	39	41	85				
		%	5.9%	45.9%	48.2%	100.0%				
Experience	Total	Count	61	176	163	400				
		%	15.3%	44.0%	40.8%	100.0%				
Occupational stress										
			Low	Moderate	High	Total				
							2.453	2	5.991	Not Significant
Experience	0-3 years	Count	90	92	59	241				
		%	37.34%	38.18%	24.48%	100.0%				
Experience	3-6 years	Count	29	30	15	74				
		%	39.19%	40.54%	20.27%	100.0%				
Experience	6years Above	Count	32	33	20	85				
		%	37.65%	38.82%	23.53%	100.0%				
Experience	Total	Count	151	155	94	400				
		%	37.75%	38.75%	23.50%	100.0%				

3.2.4(b) Interpretation of Occupational Stress Levels Vs Experience:

Table-3.5 reveals that the Chi-square value was found to be significant in Role overload, Role Conflict, Powerlessness, Responsibility dimensions of Occupational Stress. Hence, the Null Hypothesis which states that “There will be no significant association between Level of Occupational Stress and Experience” is rejected with respect to Role overload, Role Conflict, Powerlessness, Responsibility dimensions of Occupational Stress.

It is evident from table- 3.5 almost equal percentage of employees belong to below 3 years, 3-6 years and above 6 years of experience were experiencing Occupational Stress at low, moderate levels and a remarkable difference in the percentage of employees having different length of service, exists at high levels of Occupational Stress. However, these differences were statistically not supported by the results of chi-square which means that employees of the I.T sector were experiencing similar levels of Occupational Stress irrespective of their experience. However, the differences below 3 years, 3-6 years and above 6 years experience of employees were found to be

statistically valid with respect to Role overload, Role Conflict, Powerlessness and Responsibility dimensions.

Table-3.5 reveals that there exists a difference in the percentage of employees who have below 3 years, 3-6 years and above 6 years of experience with respect to different levels of Role overload. These differences were supported by the results of chi-square which means that employees having below 3 years, 3-6 years and above 6 years of experience were experiencing different levels of stress in terms of excessive workload, doing excessive work in spite of insufficient number of employees and resources, feeling of inability to carry out assignments to satisfactory level on account of excessive load of work and lack of time, inability to devote sufficient time to domestic and personal problems due to workload.

These feelings are more in employees belong to below 3 years of experience who have high level of role overload; however more number of employees belong to 3-6 years and above 6 years of experience perceived this kind of Role overload at moderate levels.

In addition, Table-3.5 reveals that there exists a difference in the percentage of employees who have below 3 years, 3-6 years and above 6 years of experience with respect to different levels of Role Conflict, these differences were supported by the results of chi-square which means that employees having below 3 years, 3-6 years and above 6 years of experience were experiencing different levels of stress in terms of contradictory instructions given by different officers, insufficient instructions and facilities regarding the new assignments and sudden implementation of new dealing procedures and policies in place of those already in practice. These feelings are more in employees of 0-3 years of experience who have a high level of Role Conflict; however more number of employees belong to 3-6 years and above 6 years of experience are perceiving this kind of Role Conflict at a moderate level.

Table-3.5 also reveals that there exists a difference in the percentage of employees who belong to below 3 years, 3-6 years and above 6 years of experience, with respect to different levels of Powerlessness, these differences were supported by the results of chi-square which means that employees who have below 3 years, 3-6 years and above 6 years of experience were feeling different kind of stress in terms of significance given to their suggestions regarding the training programs of the employees, due consideration of their interests and opinions in making appointments for important posts. These feelings are more in employees belong to below 3 years of experience. However, Employees of 3-6 years and above 6 years of experience have low levels of Powerlessness.

Moreover, Table-3.5 reveals that there exists a difference in the percentage of employees who have below 3 years, 3-6 years and above 6 years of experience, with respect to different levels of Responsibility, these differences were supported by the results of chi-square which means that employees who have below 3 years, 3-6 years and above 6 years of experience were feeling different levels of stress in terms of the Responsibility for the efficiency and productivity of other employees as well as for the progress and prosperity of the organization. These feelings are more in employees belong to below 3 years and 3-6 years of experience who have moderate and high levels of Responsibility; however more number of employees having above 6 years of experience were experiencing high levels of stress due to Responsibility.

4. Findings, Conclusion and Implications:

4.1 Findings:

It was found that,

1. The highest percentage of employees i.e. 44% perceived high level of Role overload followed by Strenuous working conditions (41.3%), Responsibility (40.8).
2. The Null Hypothesis which states that "There will be no significant association between Level of Occupational Stress and Gender" is rejected with respect to Intrinsic Impoverishment, Role Ambiguity dimensions of occupational stress.

The male and female employees working in I.T sector perceiving different levels of Intrinsic Impoverishment and Role Ambiguity.

3. The Null Hypothesis which states that “There will be no significant association between Level of Occupational Stress and Age” is rejected with respect to Role Conflict dimension of Occupational Stress.

The employees belong to below 30 years and above 30 years of age were experiencing different levels of Role Conflict.

4. The Null Hypothesis which states that “There will be no significant association between Level of Occupational Stress and Marital Status” is rejected with respect to Role Conflict, Powerlessness dimensions of Occupational Stress.

The Married and Unmarried employees working in I.T sector perceiving different levels of Role Conflict and Powerlessness.

5. The Null Hypothesis which states that “There will be no significant association between Level of Occupational Stress and Experience” is rejected with respect to Role overload, Role Conflict, Powerlessness, Responsibility dimensions of Occupational Stress.

The employees belonged to below 3 years, 3-6 years and above 6 years of experience were experiencing different levels of Role overload, Role Conflict, Powerlessness and Responsibility.

4.2 Conclusion:

The results of the present study indicate that a remarkable percentage of the employees i.e. 23.50% are experiencing high level of Occupational Stress due to various factors. Most of the employees i.e. 38.75% have moderate level of Occupational Stress.

Amongst 12 dimensions on Occupational Stress index, Most of the employees were expressing high levels of Occupational Stress due to Role overload, Strenuous Working Conditions. The other factors such as Unprofitability, Poor Peer Relations, Unreasonable group and political pressure, Responsibility were also leading to Occupational Stress at moderate level.

Amongst 12 dimensions on Occupational Stress Index, Gender disparities were found in Intrinsic Impoverishment and Role Ambiguity dimensions. However, these dimensions were not associated with the other demographic variables i.e., Age, Marital Status and Experience. These variables were found to be associated with the level of Role Conflict among Employees which indicates the association between the variations in the levels of Role Conflict and variations in Age, Marital Status and Experience of Employees.

Marital status was also found to be associated with Powerlessness among employees. The feeling of high Powerlessness is more in Unmarried employees. However more number of Married and Unmarried employees are experiencing this kind of Powerlessness at low and moderate levels. The study also revealed that the experience of employees is associated with Role overload, Role Conflict, Powerlessness, and Responsibility.

Though, the majority of the employees have moderate levels of stress, it is necessary to take appropriate measures at organizational level so that the stress among the employees is either confined to the present level or reduced to the maximum extent possible.

4.3 Implications:

The results and findings of the present study have serious implications to the field of I.T sector in India, which will enable the organizations to identify, modify their policies so as to reduce the workplace stress among employees and increase the productivity of the organization.

1. As the findings of the study reveal that a remarkable percentage of employees i.e., 23.5% have high levels of Occupational Stress, there is a need to reduce the stress among these employees. For reducing the stress among employees, the organizations have to follow appropriate methods to reduce Occupational Stress.

2. Though the majority of the employees have moderate levels of stress, it is necessary to take appropriate measures at organizational level so that the stress among the employees is either confined to the present level or reduced to the maximum extent possible.

3. As per the results of the study, most of the employees (44%) in the I.T sector were

experiencing high levels of role overload and were associated with the experience of the employees. Hence, organizations should consider experience while assigning work. It is necessary to reduce the role overload among employees by means of increasing the number of employees and resources, or increasing the tenure of the tasks assigned to them.

4. As most of the employees were experiencing moderate to high levels of Role Conflict, authorities should take care of contradictory instructions given by different officers, insufficient instructions and facilities regarding the new assignments and sudden implementation of new dealing procedures and policies in place of those already in practice. As Role Conflict among employees is associated with age, marital status and experience organizations should consider these variables while giving instructions.

5. As Intrinsic Impoverishment, Role Ambiguity were associated with gender, it is essential to eradicate gender disparities by means of providing equal opportunities for all in terms of providing sufficient information about the scope of jurisdiction and authorities under which they are working, opportunities for unitizing, developing their abilities and experience as well as proficiency.

6. As Powerlessness and responsibility is associated with experience, organizations should also consider the suggestions, interests and opinions of low experienced employees regarding the training programs, new appointments for important posts.

The Present study on occupational stress among software employees in the IT sector highlights the importance of addressing stress levels in the workplace. The findings suggest that factors such as role conflict, role ambiguity, lack of promotion and feedback, workload, and unsatisfactory working conditions contribute to high levels of stress among employees. It is crucial for organizations to implement targeted interventions to mitigate stress levels and enhance employee well-being and productivity. Additionally, the study emphasizes the need for organizational measures to either maintain stress levels at their current state or reduce them to the maximum extent possible. Addressing stress in the IT sector is essential to prevent negative impacts on employee health and job performance. These implications underscore the significance of creating a supportive work environment that addresses the stressors identified in the study to promote employee well-being and organizational success.

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