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A Study on Job Stress among Employees of Software Industry in Hyderabad City, Telangana State

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ABSTRACT

In the present scenario software industry has become one of the fastest growing industries in India. The reason for choosing particularly software industry and employees is that the level of stress these employees face is comparatively higher than other employees. Any kind of a job has targets and an employee becomes stressed when he or she is allotted with unachievable targets and are unable to manage the given situation. Thus, the main aim of this article is to bring to lime light the level of stress with software employees in Hyderabad and the total sample size for the study is 100 chosen by random sampling method in Hyderabad city.

KEYWORDS: *Stress, Hyderabad, software industry, grievances, work culture.*

I. INTRODUCTION

Stress is one of the problems faced by human beings. It has both positive and negative impact on individual. The positive stress called eustress is required to certain level to help an individual to perform their work without which the individual will not work properly. The negative stress called distress has negative impact on the individual which restricts them in performing their work. The ancient philosophical and religious texts provide information about stress which has two approaches: the first approach begins with the nature of human existence and moves systematically to its dysfunction (i.e.) stress is generated under certain circumstances, the second approach identifies the problem and the principles of dealing with it are woven around the problem and its resolution. Experience of occupational stress is inevitably involved in the execution of any type of work. Stress has an adaptive value. It motivates the individual to attend to the task and get rid of the tension or demand the unattended task produced.

The Indian Software industry has grown at a compounded annual growth rate (CAGR) of 28 % during the last 5 years. The key segments that have contributed significantly to the industry's exports include – software services - BPO sector is playing vital role in the growth of our country's economy. Due to liberalization of Indian economic policy, the growth of software industry is in commendable position. Due to cost advantage, availability of

skilled manpower, quality services are the main reasons for the growth of IT industry in India.

STATEMENT OF THE PROBLEM

Computers have become an epitome of modern life, being used in every aspect of life. This has also ushered in a new genre of occupation-related health problem among software Professionals. The reason for choosing particularly software employees is that the level of stress these employees face is comparatively higher than other employees. Any kind of a job has targets and an employee becomes stressed when he or she is allotted with unachievable targets and are unable to manage the given situation. The stress among employees of major software industries, Infosys, Tata Consultancy Services, and Cognizant Software companies in Hyderabad. Hence a study on job stress is needed to understand the level of job stress among the employees. This study has not been explored so far software companies in Hyderabad.

OBJECTIVES

- To study on job stress among employees of software industries in Hyderabad.
- To examine the relaxation techniques practiced in the organization.

II. REVIEW OF LITERATURE

Darshan et al (2009)1 in their article, A study on professional stress, depression and alcohol use among Indian software professionals, observed that the software employees are professionally stressed and are at 10 times higher risk for developing depression and also significantly increase the incidence of psychiatric disorders. Preventive strategies like training in stress management, frequent screening to identify professional stress and depression at the initial stages and addressing these issues adequately might help the software professionals cope with their profession better without affecting their lifestyle and health.

Saurabh Shrivastava and Prateek Bobhate (2010)2 in their study, Computer related health problems among software professionals in Mumbai: A cross-sectional study, investigated that Ocular discomfort, musculo-skeletal disorders and psycho-social problems form key category of health problems found among constant computer users. This study has also brought into focus factors contributing to the occurrence of these problems. Thus, the problem requires a multidisciplinary action and hence there is an immediate need for the concerned authorities to collaborate and enforce suitable preventive measures.

Jakkula Rao and Chandraiah (2011)3 in their article, Occupational stress, mental health and coping among information technology professionals, found that job satisfaction and mental health are correlated but not significant. However, job satisfaction was positively and significantly correlated with coping behaviour. The mental health is negatively and significantly correlated with occupational stress. It can be explained that as job satisfaction and mental health increases coping behavior increases. And as stress increases mental health decreases.

Kesavachandran et al (2012)4 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.

III. RESEARCH METHODOLOGY

Primary data was collected through well-structured questionnaire and interview method from the software professionals in Hyderabad. Secondary data was collected from internal records of the company such as library records, trade journals, various manuals of the software company and from various training programs previously conducted. Secondary data provides a better view of the problem study, many magazines, tools and other references were also mean important in this study. The sample size is 100 selected randomly.

IV. DATA ANAYSIS AND DISCUSSIONS

DATA ANAYSIS AND DISCUSSIONS

Table No.1 Percentage Analysis of Demographic Factors

S.No	Parameters		No of Respondents	Percentage o Total
1	Age of the Respondents	21-25 years	23	23
		26-30 years	15	15
		31-40 years	15	15
		41-50 years	24	24
		above 50 years	23	23
2	Marital Status	Married	60	60
		Unmaried	40	40
		Analysier	13	13
3	Designation	Delivery Manager	11	11
		Project Manager	24	24
		Software Developer	16	16
		Support Engineer	18	18
		Tester	10	10
		Team Leader	8	8
4	Nature of Job	Permanent	84	84
		Temporary	16	16
5	Educational Qualification	Others	31	31
		PG	39	39
		UG	30	30
6	Income (Rupees)	25001-35000	26	26
		35001-45000	23	23
		45001-55000	23	23
		above 55000	20	20
		below 25000	8	8

INFERENCES:

From the table 1, it is inferred that 24 percentage of respondents come under age group of41-50 years, 23 percentage of respondents come under age group of 21-25 years and above 50 years,15 percentage of respondents come under the age group of 26-30 years and 31-40 years. 60 percentage of respondents are married and 40 percentage are unmarried. 24 percentage of respondents are project manager, 18 percentage of respondents are support engineer, 16 percentage of respondents are software developer, 13 percentage of respondents are analysier, 11 percentage of respondents are delivery manager, 10 percentage of respondents are tester and 8 percentage of respondents are team leader. 84 percentage of respondents are permanent employees and 16 percentage are temporary employees. 39 percentage of respondents have completed PG, 31 percentage have completed other degree and 30 percentage of respondents have completed UG. 26 percentage of respondents draw salary between Rs.25001-35000, 23 percentage draw salary between Rs.35001-45000 and Rs.45001-55000, 20 percentage draw salary above Rs.55000 and 8 percentage draw salary below Rs.25000. 24 percentage of respondents have less than 5 years of experience, 23 percentage have above 20 years, 20 percentage have 16-20 years, 19 percentage have 11-15 years and 14 percentage have experience between 6-10 years.

Table No.2

Weighted Average for Relaxation Techniques Practices

S.No	Description	Always	Often	Sometimes	Rarely	Never	Total	Score	Rank
1.	Yoga	20	15	25	10	30	100	2.85	7
2.	Meditation	25	20	27	13	15	100	3.27	4
3.	Home Remedy	22	17	19	24	18	100	3.01	5
4.	Walking	30	25	15	19	11	100	3.44	1
5.	Listening to music	28	22	16	24	10	100	3.34	3
6.	Sleeping	35	15	18	21	11	100	3.42	2
7	Others	10	36	15	22	17	100	3.00	6

INFERENCES: From the above table no.2 the highest relaxation technique is walking and least stressrelaxationtechniqueisyoga whichispracticedinthe organization.

V. FINDINGS

1. Ithasbeenfoundthat24percentageoftherespondentscomeundertheagegroupof41-50yearsand15 percentage comeunder26-30 years and31-40 years.
2. Fromtable1,ithasbeenfoundthat60percentageofrespondentsaremarriedand40percentageareunmarried.
3. Ithasbeenfoundthat24percentageofrespondents areprojectmanagerand8percentageofrespondent

sare teamleader.

4. Thetablehighlightsthat84percentageofresponde ntsarepermanentemployeesand16percentagear e temporary employees.

5. Thetable1showsthat39percentageofrespondents havecompletedPG,30percentageofrespondentsh avecompleted UG

6. Fromtable1,ithasbeenfoundthat26percentageofr espondentsdrawsalarybetweenRs.25001-35000 whereas 8percentagedrawsalarybelowRs.25000.

7. Ithasbeenfoundthat24percentageofrespondents havelessthan5yearsofexperiencewhereas14perc entagehave experiencebetween 6-10years.

VI. SUGGESTIONS

1.Workshouldbeproperlydelegatedtotheemployeest oavoidoverloadofworkwhichcouldcause stress.

2.Goodrelationshipshouldbemaintainedwithinthee mployeestomaketheworkingenvironmenthealthy.

3.Propergrievancehandlingsystemshouldbepractice dtohelptheemployeestoovercometheirproblems.

4.Employeesshouldbemotivatedbygivingrewardsfor theirexcellentperformances.

5.Timemanagementtechniquesshouldbetaughttoe mployeessothattheycompletetheirtaskwithinthe scheduled time.

6.Stressrelaxationprogrammmeslikeyoga,meditati onandexercisesshouldbegiventotheemployees.

VII. CONCLUSION

Stressisaslowandinsidiousmaladywhichisanunavo idableoneandacommonprobleminthe workplace. The level of stress and its number of consequences vary within and betweenorganizations based on the nature and type of work practices. Organization must begin to managepeopleatworkdifferently,treatingthemwithr espectandvaluingtheircontribution.Recognition, participation and continuous training of employees are required to retain the skilled employees. It is the responsibility of the organization to see that its employees undergo stress relaxation practices to overcome stress which maintains the sound health of the employees.

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