

## **Operative Stress Management for Employees in Select It Companies in Chennai City**

**Ms. R. Sindhu Premalatha**

Assistant Professor

SRM Institute of Science and Technology Ramapuram Chennai

**Mr.V. Praveen Kumar**

Assistant Professor

SRM Institute of Science and Technology Ramapuram Chennai

### **ABSTRACT**

Employee stress management is the strategy of providing employees with an environment and resources that reduce pressures and tensions in the workplace. This process may involve discovering the cause of employees' stress and devising a plan to address the origin. Once employer develop a plan, they can communicate it to his employees and train all of them so as to relieve tension and pressure at the workplace. The researcher while designing the research article sequentially followed certain procedures in research methodology. Descriptive and Analytical Research Design was used for this research. Employees of selected IT companies in Chennai City were surveyed for data collection. Both primary and secondary sources have been used in this research. Total Sample Size is 100 employees who are the part and parcel of different selected IT companies in Chennai City. Convenient Sampling Method was adopted. Five Point Likert Scale were used for measuring the responses of questions. IT companies selected for this research include Infosys, Cognizant, TCS and HCL Technologies.

*Keywords: Physical Symptoms, Psychological Symptoms, Behavioural Symptoms, Meditation and Yoga*

### **1. INTRODUCTION**

Stress is the natural reaction of our body has when changes or challenges occur. It can result in many different physical, emotional and behavioral responses. Everyone experiences stress from time to time. Stress is a normal part of life, and it may manifest itself in different ways. However, stress is not always bad; in fact, it can be a motivator, which helps the body prepare to prepare for potentially dangerous and life-threatening situations. Stress, from a biological perspective, is defined as a reaction to change or a process of responding to any kind of perceived threat. Usually, stress stimulates the release of hormones such as adrenaline, cortisol and noradrenaline, which in turn, induces several changes in the body that prepare it for fight or flight situations.

## CAUSES OF STRESS

Physical Symptoms	Psychological Symptoms	Behavioural Symptoms
Aches and pains.	Anxiety or irritability.	Alcohol use disorder.
Chest pain or a feeling like heart is racing.	Depression.	Gambling disorder.
Exhaustion or trouble sleeping.	Panic attacks.	Overeating or developing an eating disorder.
Headaches, dizziness or shaking.	Sadness.	Participating compulsively in sex, shopping or internet browsing.
High blood pressure (hypertension).	.	Smoking.
Muscle tension or jaw clenching.		

## 2. STRESS MANAGEMENT

Stress management is the range of techniques, strategies, and therapies designed to help people control their stress. This can include lowering acute stress, but it is often aimed at lowering chronic stress to improve health, happiness, and overall well-being. Stress can be effectively managed in many different ways. The best stress management plans usually include a mix of stress relievers that address stress physically and psychologically and help to develop resilience and coping skills. Stress management is crucial for maintaining overall well-being. When stress levels become overwhelming, it can have a negative impact on both physical and mental health. Recognising the symptoms of stress and implementing effective techniques can help individuals regain control and find balance in their lives. Stress management entails recognizing, comprehending, and responding effectively to stressors to preserve mental and emotional balance. It encompasses the adoption of strategies and techniques to assist individuals in dealing with stress and reducing its adverse effects. Stress can emanate from different origins, including work, relationships, financial pressures, or personal expectations. The goal of stress management is to provide individuals with the tools and mindset needed to address stress positively and constructively.

## 3. TECHNIQUES FOR EFFECTIVE STRESS MANAGEMENT

- Deep breathing
- Eating a healthy diet
- Getting enough sleep

- Guided visualization
- Hobbies and leisure activities
- Meditation
- Mindfulness
- Positive thinking
- Progressive muscle relaxation
- Psychotherapy
- Social support
- Yoga

#### **4. RESEARCH OBJECTIVE**

- To discuss the Causes of Stress and Effective Management of Stress among the IT Employees in Chennai City

#### **5. RESEARCH PROBLEM**

IT employees often experience excessive stress which make them become emotionally exhausted, leading to a lack of motivation that further negatively affect company culture. In some IT organisations, employees aren't motivated to work and get little satisfaction from their job, it obviously harms job performance and create a stressful environment for everyone. Besides, it triggers symptoms like a drop in work performance, depression, anxiety and sleeping difficulties. It is important for IT companies to recognise work-related stress as a significant health and safety issue. Work-related stress in IT companies is a growing problem that affects not only the health and wellbeing of employees, but also the productivity of organisations.

#### **6. IMPORTANCE OF RESEARCH**

Stress management is necessary for maintaining physical and mental health, improving cognitive function, fostering healthy relationships, preventing burnout, and enhancing the quality of life. It is an essential aspect of self-care and well-being, and incorporating stress management techniques into our daily lives and routines can have a great benefit. Effective stress management plays a vital role in enhancing overall well-being among IT employees. It helps individuals lower the risk of developing mental health disorders like anxiety and depression. Additionally, it contributes to better physical health by reducing the likelihood of stress-related conditions such as high blood pressure or heart disease.

## 7. REVIEW OF LITERATURE

**Christopher, D. S. (2022)**<sup>17</sup> examined that Stress is a feeling of physical or emotional tension, which vary based on the circumstances of each person. It is the outcome of an event or thought that makes an individual feel frustrated, anger and nervousness. Stress causes Physical as well as psychological problems. To avoid such problem stress management is recognized as one of the cornerstones to have a pleasant and success in current work culture. It helps to manage stress by providing solutions to deal with anxiety and maintain good health. The objective of this paper is to find out the various reason causing stress & factors useful for coping up with it. We have used factor analysis & ANOVA to analyze the results.

**Bhaskar, H. L., & Alam, S. (2023)**<sup>18</sup> signified the Work stress having significant problem in the insurance sector and it is a big challenge for companies to manage work stress in order to reduce health care costs, increase satisfaction and improve productivity. Employee turnover and work stress are very common issues in insurance sector and understanding the nature and level of stress are very complex. Thus, the main objective of this research paper is to ascertain various factors causing stress among employees and coping strategies practicing by them to reduce and manage stress. Another aims are to identify the stress symptoms, levels, and expectations from the management to make workplace stress free; and to ascertain the effect of stress on certain demographics of Employees like job performance etc. A survey questionnaire was developed and randomly distributed through personal visit for the study. Data were collected from a total of 165 respondents from 11 different insurance companies in Kanpur. 100 suitable and completed questionnaires were used for data analysis.

**Alias et al. (2019)**<sup>12</sup> described about the common challenges the employees may face or experience when they work anywhere in the world. The issue regarding work-related stress is one of the serious problems that are faced by workers in Malaysia. Besides, the demands of the contemporary work environment stress are common at the workplace. However, the physical and mental wellbeing of the employees can be jeopardized if the job stress is still uncontrollable. There are several factors of job stress, such as work overload, role conflict, role ambiguity, and workfamily conflict. The purpose of this study is to examine the relationship between the antecedents of job stress and job stress. A total of 113 manufacturing employees were surveyed through a self-administered questionnaire. The analysis revealed only three (3) predictors of job stress, namely work overload, role conflict, and role ambiguity were positive and significantly influenced job stress. Only the predictor of work-family conflict has no significant relationship with job stress. As role conflict is the most significant factor to job stress, it further proposed that it is essential for organizations to explain clearly to the employees their job role, job responsibilities, organization policies, and guidelines, organization expectations to help them to set a clear objective to contribute to the organizational success. Further, the manager needs to pay more attention to care about the amount of work given to reduce work-related stress and they must provide clear instructions to their subordinates about the tasks, duties, and responsibilities granted to the employees.

**Tiwari, P., Savalia, J. K., & Vajpeyi, A. P. (2021)**<sup>13</sup> said that Occupational stress has become one of the most serious health issues in the modern world. In this paper, authors attempted to identify the

causes of the occupational stress among the employees working in the Information Technology (IT) sector. Through this study an attempt has been made to assess the impact of yogic intervention as a stress management technique among the IT employees. The study was conducted among 30 IT professionals from the age group of 30 to 50 years old, who were not involved in any formal exercise program. The participants in yoga group received a weekly 60-minute yoga class for 12 weeks. The paired T-test results showed a significant decrease in role overload, role ambiguity, role conflict, Unreasonable group and political pressure, under participation, poor peer relations, Strenuous working condition, and overall occupational stress after the yogic intervention. However, there was no significant change in responsibility for persons, powerlessness, Intrinsic improvement, low status, and unprofitability after yogic intervention. This study found that Seventy percent of the IT employees who participated in the survey were suffering with very high stress due to four main factors namely stress among IT employees are Role overload, Unreasonable group/Political pressures, Under participation and Strenuous working conditions.

## **8. RESEARCH QUESTION**

- What are the causes of stress and effective management of stress among the IT Employees in Chennai City?

## **9. RESEARCH HYPOTHESIS**

- Causes of Stress and Effective Management of Stress do not significantly differ.

## **10. RESEARCH METHODOLOGY**

The researcher while designing the research article sequentially followed certain procedures in research methodology. Descriptive and Analytical Research Design was used for this research. Employees of selected IT companies in Chennai City were surveyed for data collection. Both primary and secondary sources have been used in this research. Total Sample Size is 100 employees who are the part and parcel of different selected IT companies in Chennai City. Convenient Sampling Method was adopted. Five Point Likert Scale were used for measuring the responses of questions. IT companies selected for this research include Infosys, Cognizant, TCS and HCL Technologies.

## **11. STATISTICAL TOOLS USED**

- One Way ANOVA
- Weight Mean Ranking Method

## **12. DATA ANALYSIS AND RESULT DISCUSSION**

### **13.1 One Way ANOVA for the Causes of Stress and Effective Management of Stress**

In order to ascertain the significant differences between Causes of Stress and Effective Management of Stress, One Way ANOVA is applied.

**Table 1**

**One-way ANOVA for the Assessment of Significant Differences Between Causes of Stress and Effective Management of Stress**

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	8.974	3	2.991	3.734	.013
Within Groups	93.026	116	.801		
Total	101.325	119			

**Inference**

Since the computed value (0.013) is less than level of significance (0.05), the formulated null hypothesis is rejected. Hence, there is a significant difference between all the causes of stress and effective management of Stress.

**13.2 Computation of Weighted Mean for the variables of Effective Management of Stress**

**Table 2**

**Weighted Mean for Ranking the variables of Effective Management of Stress**

Stress Management Strategies	Weighted Mean	Rank
Meditation	54.63	III
Deep Breathing	29.16	V
Healthy Diet	62.22	I
Yoga	58.48	II
Physical Activities	49.32	IV

From the above table, five important variables reducing the stress level among IT employees are taken in to consideration. These variables encompass Meditation, Deep Breathing, Healthy Diet, Yoga and Physical Activities. Healthy Diet ranks first followed by involving in Yoga which ranks secondly. In the same way, Meditation ranks third while Physical Activities rank fourth and finally Deep Breathing ranks last.

**13. FINDINGS**

- Causes of Stress and Effective Management Stress are significantly different which means that there are varied causes of stress but not all the strategies cannot be used for effective management of stress.
- In the last finding, though there are different strategies in effective management of stress the most effective strategy is Healthy Diet as compared to other stress management strategies.

**14. SUGGESTIONS**

IT companies must organize various programmes related to effective reduction of stress among their employees. employees must be made to attend the yoga classes at regular intervals so that they can

mitigate their stress level. Similarly, feedback should be collected from the employees attending the yoga classes for rating the effectiveness of yoga classes. Apart from this, counselling programme should be conducted in the company itself and senior most employees will have to rope in along with experts from the specialized field. This also works well in reducing the stress level among the employees. Employees should be taken to tourist places and other entertainment places for the effective relief of stress and events also can be held for lessening the stress among the employees.

## 15. CONCLUSION

Stress occurs while discharging duties and responsibilities at the work place whereas employees feel stressed when they are with their families. Employees should experience the stress at the ideal level. Excessive Stress leads to paralyse the entire performance of the employees in particular and organization performance in general. IT companies should collect the indispensable information relating to Stress Level of Workers at regular point of time and they should act wisely and promptly.

## REFERENCES

1. Tiwari, P., Savalia, J. K., & Vajpeyi, A. P. (2021). Causes of occupational stress among IT employees and impact of yogic intervention.
2. Alias, N. E., Sehat, N. S., Othman, R., Marmaya, N. H., & Koe, W. L. (2019). Determinants of Job Stress in Affecting Employees' Life: A Study on the Malaysian Manufacturing Sector. *International Journal of Academic Research in Business and Social Sciences*, 9(7), 614-627.
3. Christopher, D. S. (2022). An Assessment of Stress among Employees Working in Organization. *Specialusis Ugdyimas*, 1(43), 6261-6269.
4. Bhaskar, H. L., & Alam, S. (2023). Determination of Factors Causing Stress & Coping Strategy: A Study on Employees in Insurance Sector. *Disruptive Business Environment*, 109.
5. Sulsky, L. & Smith, C. (2005) *Work Stress*. Belmont, CA : Thomson Wadsworth
6. Wainwright, D. & Calnan, M. (2002) *Work stress: The making of an epidemic*. Buckingham : Open University Press