

Managing Stress at Work Place: A Case Study among Indian IT Work Force

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Abstract

Managing stress by mobilizing and enhancing internal coping strategies and learning and employing appropriate methods of responding to stressful situations are assumed solutions to the ever increasing demands of IT field. Current study focuses to extract out the reason for stress in workforce of Indian IT industry and focused on perception about stress in employees. The study identified the factors influencing stress and focuses that employer should try to evolve right balance of stress at work place so that employees can able cop up to manage stress at in personal life.

Keywords: *Stress, IT Work Force, Organizational Prospective.*

Introduction

IT careers are often characterized by hard work, long hours and tight deadlines coupled with high stressed careers, personality traits like high ambition, strong sense of time urgency, hostility, distrust and anger could play havoc on the physical and psychological well-being of the professionals. Stress is a reaction to a stimulus that disturbs physical or mental equilibrium. The distress resulting from mismanaged stress may be marked by behavioral, psychological and problems for the individual. Reduction and the management of stress is the essence of coping with stress effectively. Getting stressed at some point of time is inherent feature of human temperament. Sometimes stress has some positive effects and other time it may be harmful on the work force. Sometimes stress leads to better productivity from the employer's prospective on the other hand too much of stress can result in loss of efficiency, failure to perform well and affects the mental and physical health. Several studies have shown that employee having lower stress have lower rates of both turnover and absenteeism, have better health and like longer and they carry over the satisfaction derived out of their job to their life outside of the job. Also there is clear evidence that employee facing more stress. Skip work more often and more likely to resign, are more likely to engage in destructive behaviors that are prone to health

setbacks ranging from headache to heart diseases. Modern management has started focusing on problematic issues in stress from foundation and not from the result alone.

The concise Oxford dictionary defines stress in three different ways. The first definition is that "Stress is a constraining a impelling force". The second definition treats as an "Effort or demand on energy as in subjected to great stress". The third definition offered talks of it as "A force exerted on a body" (Toxcox 1978). Stress is an adaptive response, mediated by individual characteristics or psychological process resulting in external action or event that place special physical and or psychological demands upon a person. Job stress is 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. The Penguin medical Encyclopaedia explain stress as an influence which disturbs the natural equilibrium of the body, and includes within its reference physical injury, exposure, deprivation, all kinds of disease and emotional disturbance (Marshall Jan Copper, 1979).

In 1936, Hensley introduced the concept of stress in social science at the general adaptation syndrome. He view stress as the non-specifically induced change within biological system. It is non specific because any adaptation to a problem faced by the body, irrespective of the nature of the problem is included. Stress is defined as any influences, which disturb the natural equilibrium of the body, and includes within its reference physical injury exposure deprivation all kinds of disease and emotional disturbance. There may be numerous conditions in which people may feel stress. Conditions that tend to cause stress are called stressors. The various stressors can be categorized as individual, group and organizational.

1) Individual stressors

There are many stressors at the usual level of individual which may be generated in the content of organizational life or his personal life they are

a) Life and career changes

Stress is produced by several changes in life and career. Any change in life of an individual puts him in disequilibrium state of affair and he is required to bring a new equilibrium. In this process he experience stress life changes in career in the form of promotion demotion transfers and separation.

b) Personality type

Personality characteristics also become sources of stress. Some people are always in restless temperament and show behavior of always moving, walking rapidly, eating rapidly, talking rapidly, doing two or more things at a time, measuring success in term of quantity move aggressive and competitive and feeling boredom during leisure period.

c) Role characteristics

There may be role stress either because of role conflict or role ambiguity. Role conflicts arise because of incompatibility between job task resource, rule and policies and other people.

d) Factors influencing job stress

The factors influencing job stress are grouped and classified under the following headings

(a) Quantitative overload

Quantitative over load refers to too much of work to be done in a stipulated time. Overload seems to be greatly stress producing, which also results in other bad effects or illness.

(b) Qualitative over load

Qualitative overload means not too much of work within too short time but to perform a task that rather too complex or too difficult for ones capacity or ability. If the job is not easily manageable, it result in stress to the employees.

(c) Work under load

To little or too easy work leads to boredom, monotony and lack of stimulation, which in-terms creates stress and dissatisfaction.

(d) Changes

When the stability of the working condition is disturbed by sudden or necessary new changes, here is greater stress. Naturally a change of supervisor, or manager of company or methods of working or transfers, prospects of learning new skills or obeying new rules etc are the changes which are stress producing for workers.

(f) Role conflict

When two opposing motives clash and their simultaneous conflict arises and creates a stressful situation. So conflicting demands over lapping responsibilities results in tension, threat and dissatisfaction.

(g) Working condition

The environmental condition in which work is done can also produce stress; it is also dangerous to health. Exercise heat, noise smokes, unclean and over stacked work place work place also contributes to stress.

(h) Relationship at work

The critical relationship at work is one of the important factor that influence stress in workplace that is relationship with superiors and co-workers.

(1) Relationship with superiors

When the relationship between an employee and his sub ordinate is unhealthy it leads to frustration and produces anxiety.

(2) Relationship with co-workers

Stress among co-workers arises due to competition, jealousy, aggressions and intolerance of other views, ideas and values since most of the time is spent at the work spot, the employees need social support. Otherwise, it leads to a huge amount of stress.

(i) Career development

Career progression is very important in employee's life. When growth in career gets stagnated resulted stress and dissatisfaction. Lack of job security, fear of abundance and performance appraisal also creates stress. If an employee reaches the career ceiling or is promoted to higher position he may experience stress.

2) Organizational Stressors

The major organizational stresses are as follows

(a) Organizational policies

Organizational policies provide guidelines for action. Unfavorable and ambiguous policies may affect the functioning of the individual adversely and they may experience stress. Thus unfair and arbitrary performance evaluation may result in stress. Job description, frequent reallocation of activities, rotating work shifts, ambiguous procedure, inflexible rules, in equality of incentives.

(b) Organization structure

Organization structure provides formal relationship among individuals in an organization. Any defect in organization structure like lack of opportunity of participation lack of opportunity for advancement, high degree of specialization, excessive interdependence of various departments, line and staff conflicts etc work as stressors as relationship among individuals and groups do not work effectively.

(c) Environmental Factors

Just as environmental uncertainty influences the design of an organization's structure, it also influence stress levels among employees in that organization. Changes in the business cycle create economic uncertainties. When the economy is contracting, for example, people become increasingly anxious about their job security. Terrorism is an increasing source of environmental-induced stress in the twenty-first century. It becomes important concern among employees to attend public event at sensitive areas for skyscrapers, flying, attending large public events, and concern about security.

(d) Organizational Factors

There is no shortage of factors within the organization that can cause stress. Pressures to avoid errors or complete tasks in a limited time, work overload, a demanding and insensitive boss, and unpleasant co-workers are a few examples. We've categorized these factors around task, role, and interpersonal demands; organizational structure; organizational leadership; and the organization's life stage. Task demands are factors related to a person's job. They include the design of the individual's job (autonomy, task variety, degree of automation), working conditions, and the physical work layout. Assembly lines, for instance, can put pressure on people when the line's speed is perceived as excessive. Similarly, working in an overcrowded room or in a visible location where interruptions are constant can increase anxiety and stress. Role demands relate to pressures placed on a person as a function of the particular role he or she plays in the organization. Role conflicts create expectations that may be hard to reconcile or satisfy. Role overload is experienced when the employee is expected to do more than time permits. Role ambiguity is created when role expectations are not clearly understood and the employee is not sure what he or she is to do. Interpersonal demands are pressures created by other employees. Lack of social support from colleagues and poor interpersonal relationships can cause considerable

stress, especially among employees with a high social need. Organizational structure defines the level of differentiation in the organization, the degree of rules and regulations, and where decisions are made. Excessive rules and lack of participation in decisions that affect an employee are examples of structural variables that might be potential sources of stress. Organizational leadership represents the managerial style of the organization's senior executives. Some chief executive officers create a culture characterized by tension, fear, and anxiety.

Other effects of Stress

Drawing on role stress theory (Odeling, Evelopment, Joseph, & Koh, 2007) argue that role ambiguity and role conflict should reduce job satisfaction (Jackson and Schuler 1985) and hence increase one's intention to turnover. Similarly, factors such as workload should be positively related to turnover intention via reduced job satisfaction because of work exhaustion (Bakker et al. 2005) and work-family conflict (Greenhaus et al. 1997). Conversely, job factors such as job autonomy and involvement should be negatively related to turnover intention via enhanced job satisfaction because of enhanced intrinsic motivation. Stress has also been found to impair the immune system, which explains why we are more prone to infection (including colds and flu) when we are stressed. It may intensify symptoms in diseases that have an autoimmune component, such as rheumatoid arthritis. It also seems to affect headaches and irritable bowel syndrome, and there are now suggestions of links between stress and cancer. Stress is also associates with mental health problems and, in particular, anxiety and depression. Here, the relationship is fairly clear: the negative thinking that is associated with stress also contributes to these. Stress should be increasingly recognized as a disease so that people recognize it and seek treatment and lifestyle changes. This should not be interpreted as admission of guilt or weakness or inability to cope. It is a way to identify the problem and plan measures to overcome this.

Managing Stress: Generic Organizational Prospective

a) The A-B-C strategy is often used by psychologists for effective stress management. The beauty of this strategy is that it can be used by the layman as a form of self-help tool for making the necessary modifications in his life.

A for awareness

Be aware of the various factors internal or external which increase your stress levels. When you are

feeling under pressure next time, make a note of what caused it and how you could have coped with this situation better. Talk to your trusted colleagues or friends and get their perception of you as a person.

B for balance

All stress, as we have already discussed, is not bad. Without stress, we would be uncompetitive and lose out in the real world. This is what spurs us to achieve and progress and gives us milestones to measure our success and worth. Still, a balance has to be achieved between the positive and the negative stresses. It is okay to take on additional responsibility during times of need such as financial or family pressures in spite of the stress which you suffer, but if this is prolonged and taking a toll of your mind or your body, it is better to reduce things or do them in moderation.

C for coping and control over your life

This is where you learn to make those changes in your environment or yourself to cope better and combat the negative stressors. These include stress management techniques and include changing or modifying your thinking, behavior and lifestyle

b) Action-oriented

To be able to take an action-oriented approach, we must have some power in the situation. If we do, then action-oriented approaches are some of the most satisfying and rewarding ways of managing stress. These are techniques that we can use to manage and overcome stressful situations, changing them to our advantage

Assertiveness gives you a higher self-esteem and feeling of self-control.

- Get organized: Make lists and prioritise objectives and activities. Keep them achievable and enjoyable. Avoid chaos in the workplace.
- Start writing a diary to release pentup feelings, talk to a close friend or trusted colleague, appoint a mentor and listen.
- Use humour and develop an ability to laugh at yourself. As rightly said, 'humour is the best medicine'. Humour is a good stress reducer, relaxes muscular tension, increases the levels of endorphins or the "feel good factors" in the body and improves breathing and circulation. It also keeps you healthy and feeling younger. Join a laugh club in your area.
- Diversion and distraction: In a tense situation take time out to think logically.

Walk away from the situation for some time. You will be surprised by the way you feel even 15 minutes later. Practice slow deep breathing to relax your muscles. The age-old remedy of counting till 100 when you are anticipating an explosive outburst of your emotions helps effectively to calm you down.

- Diet control: Control your diet. Avoid comfort eating when you are stressed. It is a well known scientific fact that if you can beat your craving for 15 minutes, the craving normally disappears. Use distraction in such situations. Or keep a fruit handy. Avoid smoking at all. Avoid alcohol or drink only in moderation. It is quite easy for a liking to become an addiction in times of stress. Avoid excess caffeine and restrict salt intake.
- Regular exercise dissipates pent up energy from the fight-or-flight response. Regular exercise is a good de-stressor which reduces the heart rate and makes the heart beat more effectively, reduces blood pressure, releases endorphins and strengthens our immune system. It also improves one's self-image, increases social contact and promotes good quality sleep. It is recommended that you exercise at least thrice every week for an hour with activities of medium intensity.
- Sleep: Scientists recommend eight hours of sleep daily. Try and sleep at the same time daily, avoid heavy meals or exercise just before bedtime. Instead, take a relaxing hot bath and a glass of warm milk to relax you completely. This gives you better ability to cope each day. Avoid sleep deprivation or deficit which causes irritability, easy fatigue and increased stress.
- Leisure activities: It provides an outlet for relief and relaxation, improves social contact and reduces aggression. Avoid spending too much time in front of the idiot box. Having at least one meal a day with the entire family at the table is pleasurable and an effective anti-stress agent.
- Alternative medicine: As more and more people recognize and seek changes to their faulty lifestyle, many traditional

medicinal system are making a comeback. Newer therapies are being explored and harnessed to enable people to achieve and yet relax and enjoy their life at the same time. Yoga, massage therapy, acupressure and acupuncture, meditation, aromatherapy, herbalism, reflexology, homeopathy and hypnosis are making a comeback. Pet therapy has taken off in a big way. New counseling techniques and psychotherapy, bio-feedback and modern drugs are being used in the extreme cases with good results.

Indian IT Industry

In this modern society, in the changing and challenging times there is a need of an efficient stress management system. With advent of India a favorite software outsourcing destination, Indian IT companies need to evolve efficient HR process and conflicting work pressures. 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. Employees in IT sector are facing lot of problems in their family, social, physiological, official problems etc. There had been several studies for stress and ways to overcome the same.

Objective of the Study

The term stress is a relative term and it differs from persons to persons. The matters which give stress to one person need not give stress to another person also even it give stress that may be indifferent level.

The following are the main objectives of the study

1. To study the level of stress in accordance with personal factors.
2. To study the level of stress in accordance with family factor.
3. To study the level of stress in accordance with official factors.
4. To study the association between the personnel profile factors and level of stress in accordance with personal factors, family factor, official factors and various measures.

Research Methodology

Methodology of research indicates the general pattern of organizing the procedure for gathering

valid and reliable data for the purpose of investigation (Kothori 1996). IT professionals were selected in the research study working at different hierarchical level from June to August 2015. A total of 100 respondents were selected from national capital region selected. Convenience sampling was used to select the sample of the study. Before conducting a final survey pilot test was conducted on 20 respondents to identify gaps and finalize the questionnaire. The questionnaire was prepared keeping in view the objectives of the study. The data was collected through 'the personal contact' after approaching the respondents personally and explaining in detail about the survey objectives and purpose of the study.

Literary Contributions

Regarding stress management the various researchers found out in various stress in Employees in general are as follows:

Menon (2012) from his study of 60 samples found 80% suffered from stress. Employee's customer, Employee-administrator and Employee administrator rules and regulations were the most significant factors related to stress and assess personality types and stress levels of the selected IT professionals and to examine the relation between their personality types and stress levels. Other important factors were customer characteristics, administrative incompetence and inflict and professional disillusionment and isolation.

Beech & Burns(1984) has noted four basic approaches to stress measurement. They are self-report, performance based measurement, psychophysiological and Biochemical measurements. The self-reports measures of stress from the major source of information. Heavy reliance placed on self-reported measures is because they (1) Provide economy of professional effort, (2) Are amenable to actual scoring procedures (3) Are brief and cost effective and (4) Provide the only data from the person as to how he/she experiences the stress.

Occupational stress studies information technology (IT) professionals aiming to measure the level of occupational stress and studying the relationship between occupational stress level of IT professionals and a) gender, b) age, c) work experience and d) stress management courses.

Jakulla (2012) studied the shop floor workers experiencing more job stress and lower mental health. But these two groups did not differ in their coping behavior. The executives are better with work home balance.

Dhanam (1976) has reported the results of his investigation of Bank employees stress, based on an analysis of data which included the reports of 658 employees in private and Govt. bank in the U.K. The study reported that investigation indicates that employee's stress can no longer be dismissed as a short term characteristic of adjustment problems during the probationary year or immediately following promotion.

Dounham (1978) identified two main types of common stress responses among employees. The first according to him is frustration, and associated with headaches, stomach upsets, sleep disturbances, hyper — tension and body reashes, and in prolonged cases depressive illness. The second is anxiety, and is associated with feelings of inadequacy, loss of confidence, confusion in thinking and occasionally panic.

Friedman (1974) recognized that in both males and females severe sustained stress can effect deficits in sexual and reproductive functions which appear to mediate through central control of endocrine rhythms or responses.

Hodges (1976) has reported the number of male Employees dying while approaching the end of a career in management had doubled in the previous ten years and the number qualifying for a breakdown pension had more than trebled.

Ayriacou and Svtcliffe's findings (1978) on Employees in the united kingdom revealed that factors of pupil behaviour were must stressful. They identified three other clusters of stressful events, including poor working conditions, time pressures and Rigid organizational ethos. Job security, Employees victimization and role conflict were specific problems employees were experiencing.

Lazarus (1981) suggests that coping requires the use of positive factors which he calls uplifts. He lists 10 uplifts which are most frequently used relating well with spouse, relating well with friends, completing a task; feeling healthy; getting enough sleep, eating out, meeting responsibilities, visiting, telephoning or writing to some one, spending time with one's family, having pleasurable activities at home.

Argolis(1974) have found a number of significant relationship between symptoms or indicators of physical and mental ill health with role ambiguity in their representative national sample (n = 1496). The stress indicators related to role ambiguity were depressed mood, lowered self-esteem, life dissatisfaction, job dissatisfaction, low motivation to work, and intention to leave job. These were not

very strong relationships but, nevertheless, statistically significant and they do indicate that "lack of role clarity" may be one among many potential stressors at work.

Maslow (1968) proposed a hierarchy of needs or drives, in order of decreasing priority or potency. (1) Physiological needs (2) Safety needs (3) Belonging needs and love (4) Esteem needs (5) Self actualization. Maslow presented evidence for his view in a study of "Self actualizing people" — ie. a group of normal, successful and superior people. Some were famous people like Lincoln, Rousevelt, Einstein others were chosen from among his own friends.

Briefly, he found that the self actualizing people showed superior perception of reality, greater acceptance of self, others and nature, more profound interpersonal relations, more democratic character structure and richness of feeling etc. (such behavior is inversely proportional to experience of stress).

Mathew(1986) analysis showed that even though type — 'A' construct grew out of research implicating stress and negative feeling in coronary Heart disease, these have often been ignored in studies of Type 'A'. Being Type 'A' does seem to place one at higher risk for injury or death from stroke and from physical trauma but the evidence linking Type 'A' to other stress related disease is weak and mixed.

Menon (2012) from his study of 60 samples found 80% suffered from stress. Employees customer, Employee-administrator and Employee administrator rules and regulations were the most significant factors related to stress. Other important factors were customer characteristics, administrative incompetence and inflict and professional disillusionment and isolation. The physical body denies co-operation to fulfill the inner ambitions of achieving maximum. Time stress has far-reaching consequences and has per collated in to all aspects outlines. Anything that causes a change in life is stress. Be it a good or bad change, both is stress. Early in the century, medical students were taught that "if you know. Syphilitics you know medicine that is because of all pervading effects of the disease the same can be said about stress. Since it can contribute to or mimic just about any symptom one can think or stress as an unavoidable consequence of life.

Data Analysis

Level of Stress Regarding the Family Factors

The level of stress regarding the family factors has been made as a dependent variable. The independent variable which affects the dependent variable was studied with various factors like Age, Sex, Experience, income, Educational qualification, designation and nature of Work.

1) Demographic Profile regarding stress and Family Factors

Age is a crucial factor in decision making. In this study, age has been classified into three categories

namely young, middle age and old. The respondents of below 30 years were categorized as young respondents, the age group between 31 years and 45 years were categorized as middle aged respondents and the above 45 years were classified as old aged respondents. The distributions of sample respondents according to age and family factors with level of stress are shown in the following table.1. It could be noted from the table that stress among the young respondents was ranged between 5 and 13 with an average of 9.94.

Table No. 1
Relationship of Age and family factors

AGE	No. of Respondent	%	Average	Range		SD
				Min	Max	
Young (<31)	35	35	9.94	5	13	2.10
Middle(31-45)	43	43	10.14	3	15	2.77
Old (>40)	22	22	10.27	7	13	1.91
Total	100	100	10.10	3	15	2.36

Source: Field Data

The middle-aged respondents were ranged between 3 and 15 with an average of 10.14. On the other hand, the old aged respondents were ranged between 7 and 13 with an average of 10.27. Thus, it is inferred from the above analysis that old respondents have more stress regarding the family

factors at the maximum level. With a view to find the degree of association between ages of the respondents and level of stress, a two-way table was prepared and the results are shown in the following table.2.

Table No. .2
Relationship of Age and Level of Stress

	Level of Stress		Total
	Low	Medium	
Young	12	23	35
%	34.3%	65.7%	100%
Middle	16	27	43
%	37.2%	62.8%	100%
Old	6	16	22
%	27.3%	72.7%	100%
Total	34%	66%	100%
	34.0%	66.0%	100%

Source: Field Data

The percentage of medium level of stress was the highest (72.7) for the old age group. The percentage of low level of stress was the highest (37.2) for the middle age group. In

order to find the relationship between the age of the respondents and the level of stress, a chi-square test was used and result of the test is shown in the following table.3.

Table No.3

Relationship between the age of the respondents and the level of stress

Factor	Calculate Chi-Sq value	Degree of freedom	'P' Value	Remarks
Age	0.642	2	0.725	Non-significant

Source : Field data

It is noted from the above table that the 'p' value is greater than 0.05 and hence the result is not significant. Hence the hypothesis 'age of the respondents and the level of stress are not associated' hold good. From the analysis it is concluded that there is no close relationship between the ages of the respondents.

Relationship of Gender and Level of Stress Regarding family factors.

Through this venture it is understood that there is no disparity among the masculine and feminine gender. The level of stress according to the gender of the respondents was studied under two heads, such as male and female. The sample consists of 76 male and 24 female users. The distribution of sample respondents according to the gender and are shown in the following table 4

Table No. 4

Relationship of Gender and Level of stress

Sex	No of respondent	%	Average	Range		SD
				Min	Max	
Male	76	76	10.24	5	15	2.17
Female	24	24	9.67	3	13	2.87
Total	100	100	10.10	3	15	2.34

Source : Field data

It is identified from the above table that the stress among the male respondents was ranged between 5 and 15 with an average of 10.24 whereas female respondent's level of stress was ranged between 3 and 13 with an average of 9.67. Thus, the table reveals that the maximum stress was among the male respondents in the study area.

With a view to find the degree of association between sex of the respondents

and the level of stress, a two-way table was prepared and the results are shown in the following table.5. It is found from the above table that the percentage of medium level of stress was the highest (66.7) among the male respondents and the lowest (65.8) among the female respondents. The percentage of low level of stress was the highest (34.2) among the female respondents and the same was the lowest (33.3) among the male respondents.

Table No. 5

Relationship of Gender and Level of Stress

		Level of stress		Total
Gender		Low	Medium	
	Male	8	16	24
	%	33.3%	66.7%	100%
	Female	26	50	76
		34.2%	65.8%	100%
Total		34	66	100
		34%	66%	100%

Source: Field Data

In order to find the relationship between the sex of the respondents and the level of stress a chi-square test was used and

result of the test is shown in the following table.6.

Table No.6

Relationship between the sex of the respondents and the level of stress

Factor	Calculate Chi-Sq value	Degree of freedom	'P' Value	Remarks
Age	0.006	1	0.937	Non-significant

Source: Field data

It is noted from the above table that the 'p; value is greater than 0.05 and hence the result is not significant at 5% level. Hence the hypothesis' sex of the respondents and the level of stress are not associated' was hold good. From the analysis it is concluded that there is no close relationship between the sex of the respondents and the level of stress.

Influencing factors towards the stress

The factors that will influence the respondents towards the stress were classified in five factors. They are "Family factors", "Social factors", "Psychological factors", "personal factors" and "official factors". Weighted Average method was employed to study the ranks offered by the respondents.

The following table gives the details of the preference of the factors towards the stress.

Table No. 7

Influencing Factors towards Stress

Factor	1	2	3	4	5	Weighted total	Weighted average
Family	30	26	18	14	12	252	2.52
Social	8	12	18	30	32	366	3.66
Psychological	16	24	26	28	6	284	2.84
Personal	20	20	18	24	18	300	3.00
Official	28	18	20	4	32	298	2.98

Source Field Data

It could be noted from the above table that among the five factors "family" was ranked first. It is followed by the "psychological". "Official" was ranked third and the factor "personal" was ranked fourth and finally "social factor".

The study was aimed at measuring the factors influencing stress of IT employees. An attempt was made to find out the problems encountered by the respondents. The study was conducted among 100 respondents in two IT Organizations.

Findings

- It is inferred from the analysis that middle and old aged respondents have more stress regarding the overall factors at the maximum level.
- From the analysis it is concluded that there is no close relationship between the income of the respondents and level of stress.
- From the analysis it is concluded that there is no close relationship between the nature of the Work and level of stress. Thus, it is inferred from the above analysis that the respondents working in both IT companies have equal stress.

- It is found that there is close relationship between the experience of the respondents and level of stress. It is inferred from the analysis that the respondents have experience of 5 — 10 have stress at the maximum level.
- It is found from the analysis that even though there is no close relationship between the designation of the respondents and level of stress, scale-2 was having stress at the maximum level regarding the overall stress.
- The percentage of medium level of stress was the highest for the old age group.
- The study reveals that the maximum stress was among the male respondents in the study area.
- It is found from the analysis that all the income groups have more or less equal stress regarding family factors.
- It is inferred from the analysis that the respondents working in IT have stress due to family problems at the maximum level.
- From the analysis it is concluded that there is close relationship between the nature of the Work of the respondents and level of stress.
- It is inferred from the analysis that the respondents having 5 - 10 years of experience have stress at the maximum level.
- It is inferred from the analysis that clerks were having stress at the maximum level.

Findings Relating to the Stress due to Psychological Problems

- It is concluded that there is close relationship between the ages of the respondents; it is found that middle aged respondents have more stress regarding the psychological factors at the maximum level.
- It is concluded that there is no close relationship between the sex of the respondents and the level of stress.
- It is concluded that there is no close relationship between the education of the respondents and level of stress.
- From the analysis it is concluded that there is no close relationship between the income of the respondents and level of stress.
- From the analysis it is concluded that there is no close relationship between the

experience of the respondents and level of stress.

- It is found from the analysis that scale-2 were having stress at the maximum level.

Implications of the Study

Stress Management in IT refers to one of three forms of stress Management practice: a) Employee Assistance Programmes b) Stress Management Training and c) Stress reduction. Employee Assistance Programmes generally refer to the provision of employee counseling service by an organization. Stress Management training programmes designed to provide employees with better coping skills for example through meditation, bio-feedback, muscle relaxation and stress inoculation. The third type of practice stress reduction refers to those organizational interventions, which are aimed at lowering the level of stressors experienced by the employees. Work redesign, job enrichment, employee welfare facilities, job relocation etc. are some of the measures included in this category.

Conclusion

The study is a rewarding exercise in the sense that, in addition to identifying the factors, which influence the stress, it also brought out the problems encountered by the respondents from various angle. This has enabled the researcher to give certain practical solutions to the problems encountered by the respondents in IT Organizations.

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