

"A STUDY ON THE FACTORS AFFECTING STRESS OF IT EMPLOYEES"

Dissertation submitted to St. Teresa's College (Autonomous) Ernakulam,

Affiliated to Mahatma Gandhi University in partial completion of

PGDM - BUSINESS ANALYTICS

Submitted by

SONY T K

Reg no: SM21PGDM014

Under the Supervision and Guidance of

PARVATHY P S



ST. TERESA'S COLLEGE (AUTONOMOUS), ERNAKULAM

COLLEGE WITH POTENTIAL FOR EXCELLENCE

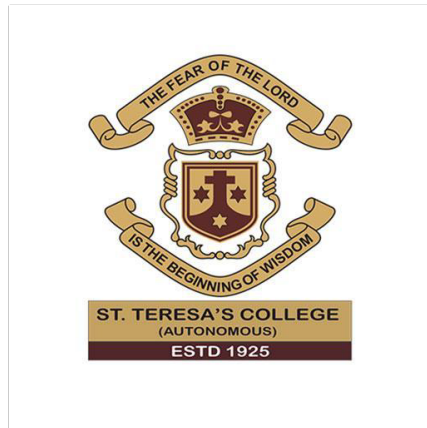
Nationally Re-Accredited At 'A++' Level (Fourth Cycle)

Affiliated to Mahatma Gandhi University Kottayam-686560

December 2022



ST. TERESA'S COLLEGE (AUTONOMOUS), ERNAKULAM



CERTIFICATE

This is to certify that the dissertation entitled **"A STUDY ON THE FACTORS AFFECTING STRESS OF IT EMPLOYEES"** is a bonafide record of the project work carried out by **SONT T K (Reg: SM21PGDM014)** final year student of **PGDM - Business Analytics** under my supervision and guidance during the academic year 2021-2023. The project report represents the work of the candidate and is hereby approved for submission.

Countersigned

Principal

MS. PARVATHY P S

Department of Management Studies

DECLARATION

I hereby declare that the project entitled **"A STUDY ON THE FACTORS AFFECTING STRESS OF IT EMPLOYEES"** submitted to **St. Teresa's College (Autonomous), Ernakulam**, is a record of an original work done by me under the guidance of Ms. Parvathy Satheesh St. Teresa's College, Ernakulam, and this project work is submitted in the partial fulfillment of the requirement of the award of the Degree of **PGDM-Business Analytics**. The result embodied in this project report has not been submitted to any other University or Institute for the award of any Degree or Diploma.

PLACE: Ernakulam

SONY T K

DATE:

ACKNOWLEDGEMENT

An undertaking of work life - this is never an outcome of a single person; rather it bears the imprints of some people who directly or indirectly helped me in completing the present study. I would be failing in my duties if I don't say a word of thanks to all those who made my training period educative and pleasurable.

First of all, I thank almighty God for his mercy and love which kept me in good health and sound mind and helped me to complete the project work successfully and gave me strength and inspiration for making this project work a great success.

I express my sincere gratitude to our Director **Rev. Sr. Emeline CSST**. I thank **Dr. Alphonsa Vijaya Joseph**, Principal, St. Teresa's College (Autonomous), Ernakulam for her valuable support and encouragement.

I am grateful to **Dr. Megha Mary Michael**, Head of the Department of Management Studies, and all other members of the faculty of the Department for all the support and help given to me in the preparation of this project. I must also thank my faculty guide **Ms. Parvathy P S**,

St. Teresa's College, Ernakulam, for her continuous support, mellow criticism, and able directional guidance during the project.

Finally, I would like to thank all lecturers, friends, and my family for their kind support and all who have directly or indirectly helped me in preparing this project report. And at last, I am thankful to all divine light and my parents, who kept my motivation and zest for knowledge always high through the tides of time.

SONY T K

TABLE OF CONTENTS

ACKNOWLEDGEMENT

LIST OF TABLES

LIST OF FIGURES

1. INTRODUCTION

1.1 Overview.....	2
1.2 Statement of Problem.....	2
1.3 Literature Review.....	3
1.4 Significance of Study.....	5
1.5 Scope of Study.....	6
1.6 Objective of Study.....	7
1.7 Research Methodology.....	7
1.8 Statistical Packages.....	7
1.9 Limitations.....	8

2. COMPANY PROFILE

2.1 Company Profile.....	9
--------------------------	---

3. DATA ANALYSIS

3.1 Descriptive Analysis.....	14
3.2 Hypothesis Testing.....	40

4. INFERENCES

4.1 Summary of findings.....	47
------------------------------	----

BIBLIOGRAPHY

LIST OF TABLES

3.1.1 gender-wise classification of respondents.....	14
3.1.2 satisfaction level on the support of hr department.....	15
3.1.3 interest of management for motivating the employees.....	16
3.1.4 encouragement to come up with new better ways of doing things.....	17
3.1.5 time spent for recreational activities.....	18
3.1.6 difficulty to find time to be with family and friends because of the job....	19
3.1.7 level of demand you put yourself at work.....	20
3.1.8 involvement of decision making at the work space.....	21
3.1.9 hurdles faced by employees at work place.....	22
3.1.10 openness to speak about the issues.....	23
3.1.11 satisfaction level of work involved.....	24
3.1.12 management provides continuous feedback to address work-related issues.	25
3.1.13 satisfaction level of cultural environment at workspace.....	26
3.1.14 salary satisfaction.....	27
3.1.15 satisfaction of lunch break and rest break of organisation.....	28
3.1.16 physical working conditions provided in the organization.....	29
3.1.17 level of job security felt by the employees.....	30
3.1.18 the medical benefits provided in the organization.....	31
3.1.19 inclusivity with top level management.....	32
3.1.20 level of superior recognition that employees think they get for their work...	33
3.1.21 satisfaction level of work responsibility.....	34
3.1.22 the quality of relationships at workplace.....	35
3.1.23 level of team spirit.....	36
3.1.24 schedule own work and make job related decisions with min supervision.	37
3.1.25 factors of motivation.....	38
3.1.26 overall job satisfaction.....	39

LIST OF FIGURES

3.1 gender-wise classification of respondents.....	14
3.2 satisfaction level on the support of hr department.....	15
3.3 interest of management for motivating the employees.....	16
3.4 encouragement to come up with new better ways of doing things.....	17
3.5 time spent for recreational activities.....	18
3.6 difficulty to find time to be with family and friends because of the job.....	19
3.7 level of demand you put yourself at work.....	20
3.8 involvement of decision making at the work space.....	21
3.9 hurdles faced by employees at work place.....	22
3.10 openness to speak about the issues.....	23
3.11 satisfaction level of work involved.....	24
3.12 management provides continuous feedback to address work-related issues..	25
3.13 satisfaction level of cultural environment at workspace.....	26
3.14 salary satisfaction.....	27
3.15 satisfaction of lunch break and rest break of organization.....	28
3.16 physical working conditions provided in the organization.....	29
3.17 level of job security felt by the employees.....	30
3.18 the medical benefits provided in the organization.....	31
3.19 inclusivity with top level management.....	32
3.20 level of superior recognition that the employees think they get for their work.	33
3.21 satisfaction level of work responsibility.....	34
3.22 the quality of relationships at workplace.....	35
3.23 level of team spirit.....	36
3.24 schedule own work and make job related decisions with min supervision.....	37
3.25 factors of motivation.....	38
3.26 overall job satisfaction	39

CHAPTER - 1
INTRODUCTION

1.1 OVERVIEW

"A STUDY ON THE FACTORS AFFECTING STRESS OF IT EMPLOYEES" Stress can be defined as any type of change that causes physical, emotional or psychological strain. Stress is your body's response to anything that requires attention or action. The workplace had become a high Stress environment in many organizations cutting across industries. Employees were experiencing high level of Stress due to various factors such as high workload, tight deadlines, high targets, type of work, lack of job satisfaction, long working hours, pressure to perform, etc. Interpersonal conflicts at the workplace, such as boss subordinate relationships and relationships with peers, were also a source of Stress. Experts believed that the dysfunctional aspects of Stress could directly impact an organization's performance and also affect the well-being of its employees. Stress at the workplace was linked to absenteeism, higher attrition, and decreased productivity. Stress led to fatigue, irritability, poor communication, and quality problems/errors. High Stress levels also affected the morale and motivation of the employees. Prolonged exposure to Stress without effective coping mechanisms could lead to a host of physical and Stress problems. For instance, Stress could lead to Stress-induced gastrointestinal problems, irritable bowel syndrome, acidity, acid reflux, insomnia, depression, heart disease, etc. Moreover, Stress could push the victim toward high-risk behavior such as smoking, drinking, and substance abuse. Stress-related illness led to increase in absenteeism and attrition affecting the profitability of the organizations.

1.2 STATEMENT OF PROBLEM

The study is aimed at examining factors that affecting it employees stress either mental or physical is a major problem faced by employees in the working environment that affects performance. This study attempts to identify the potential factors that cause stress, and how they affect the job performance. The factors are increased workload, lower salaries, unreachable target, centralized management, customer dealings, technological problem, lack of acknowledgement,

longer time frames.

1.3 LITERATURE REVIEW

The literature has suggested that there is stress in every field of life especially in the workplace, the factors May be individual, organizational, extra organizational and cultural, environmental and emotional. However Every organization should identify the causes of stress and coping strategies. Yoga, meditation, exercise are Helpful physical tools to control stress. There are organizational approaches like goal setting, selection and Placement, improved communication, participative decision making, building team work, personal wellness Programme and individual approaches like time management, assertiveness, physiological fitness, social Support network etc.. For reducing stress. But stress is a mental condition so solutions should have a Psychological base, i.e., autonomy, job security integrity, adaptability. Literatures also suggested that there are other practical stress reduced mechanisms like flexi-time or Work Life balance. Here the investigator analyses the impact of flexi-time and suggest it as a stress reduction Mechanism. Reduced related stress outcomes due to work life balance practices have been observed in many Research studies(Johnson,1995). Reduction in worker stress from conflicts between work and family roles .(White,et al 2003)

Manjari (2011)¹Conducted an exploratory study mentions the relationship between certain Independent variables like personal values of executives, work values of organization and dependent Variables are positive job outcome (satisfaction) and negative job outcome (stress and anxiety) was Studied. Demanding job conditions have negative impact on professionals as it leads to perception of Stress, anxiety and dissatisfaction among professionals. The study also suggests that organizations Need to help their employees by setting realistic demands and by training them for stress coping Strategies. Nabil (2010)²Identifies the factors affecting productivity as environmental, Organizational, Group dynamics and personal factors. The factors were later grouped based on Perception survey as timings, competence of

supervisors, salaries, materials, systems and procedures, Group dynamics and climatic conditions. The findings reveal that 15% of overtime hours can Increase productivity whereas night shifts would reduce productivity. Competence of supervisor and Team member, increase in salary, timely availability of materials, systematic procedure, skilled Members and pleasant climate can increase productivity in UAE construction industry. Ming Chu Yu (2009)³Explores employees' perception of organizational change among employees From Taiwanese governmental departments undergoing change. The results showed that Organizational change had a significant negative influence on employees trust and job involvement. Stress management workshops are suggested to provide strategies for stress relief and to improve Employees' organizational identification and job involvement.

According to the current World Health Organization's (WHO) definition, occupational or Work-related stress "is the response people may have when presented with work demands and Pressures that are not matched to their knowledge and abilities and which challenge their Ability to cope."

HSE's formal definition of work related stress is: "The adverse reaction people have to excessive pressures or other types of demand placed on Them at work."

According to Steve, (2011) stress is resulted as a reaction of an employee when certain Demands, pressures and professional aspects have to be faced at the work place which does Not match their knowledge levels there by posing a challenge and threat to the capabilities of The employee which in turn would create a struggle for existence in terms of being employed In a place.

According to Jaffe, Smith and Segal, (2007) different professional context also creates stress Conditions to the employees at the work place. When the employee feels that he / she is not Being supported by their managers / leaders or colleagues when they don't have control over The work they do or the lack in the knowledge of competing a task that would match the requirement that would meet the requirements of the given task and the constraints that they will have to face in the in doing so.

Work-related stress can be represented as individual dealt with strange working scenario with Work demands and pressures which cannot be compromised based on their knowledge and Abilities. Pressure can be seen as acceptable by an individual, and it can make the individual alert, keep Motivated, and even help them learn. It completely depends as the available resources and Personal characteristics matters. However, when these kinds of pressure become Unmanageable it leads to stress. It is quite unfortunate that pressure at the workplace cannot Be avoided due to the demands of the contemporary modern work environment. Stress can Destroy an employees' health and the business performance. It has been noted that there is confusion between pressure and stress and hence it is used to Excuse bad management practice. Stress begins in a wide range of work environment thus it Is often made worse when employees feel that they have no support from higher authority And colleagues, and find it to control over work processes Research shows that the many of the stressful type of work is that which demands excessive Pressures that are not compatible to workers' knowledge and abilities, because there is no Opportunity to practice any choice or control, and there is no support from others. Work-related stress can be caused by not properly managed work organization, by not properly Managed work design, poor management; working flocks are not happy with conditions, and Less of support from colleagues and supervisors. There is a situation where employees cannot avoid experience work-related stress. Control Can be exercised over their work and the way they do it as they support is received from Supervisors and colleagues. The involvement in machining the decision that concerns their Jobs is provided. Demands and pressures of work are tested to their knowledge and abilities.

1.4 SIGNIFICANCE OF STUDY

Stress is considered as the reaction people have to excessive pressure. The term Stress is also used to describe the individual's response to pressure. This response can be Psychological behavioral. How the individual responds to the stressor will depend on their Personality, their perceptions, and their past experience. Some stress is necessary in that it Assists us in achieving both work and personal goals. However, too much stress can make Those goals harder to achieve. People respond differently to stress. Some people function Well under significant stress while others do not. In general, stress is related to both external And internal factors. External factors include the physical environment, including the job, the Relationships with others, home, and all the situations, challenges, difficulties, and Expectations you're confronted with on a daily basis. Internal factors determine your body's Ability to respond to, and deal with, the external stress-inducing factors. Internal factors Which influence your ability to handle stress include your nutritional status, overall health And fitness levels, emotional well-being, and the amount of sleep and rest you get. Employees were experiencing high level of stress due to various factors such as high Workload, tight deadlines, high targets, type of work, lack of job satisfaction, long working Hours, pressure to perform, etc. Interpersonal conflicts at the workplace, such as bosssubordinate relationships and relationships with peers, were also a source of stress. Experts Believed that the dysfunctional aspects of stress could directly impact an organization's Performance and also affect the well-being of its employees. Stress at the workplace was Linked to absenteeism, higher attrition, and decreased productivity. Stress led to fatigue, Irritability, poor communication, and quality problems/errors. High stress levels also affected The morale and motivation of the employees. Prolonged exposure to stress without effective Coping mechanisms could lead to a host of physical and mental problems. Factors that affect motivation of employees in the workplace have also been found to have detrimental impacts on the employees' productivity. Essentially, enthusiasm at the workplace plays a very significant role in influencing individual output since it affects the physical and intellectual potentials of the personnel.

1.5 SCOPE OF STUDY

The present study begins with analyzing the various facilities and equipment available in a Company that might have an effect upon the employees. The study tries to find out if these facilities Help the employees to have a positive impact or a negative impact towards either decrease their Depression or increase their depression. Similarly there are other problems like the constant threat of Losing the job, ever-increasing competition from the new graduates who are coming out of the Colleges every year, the ever-growing technology in the field, the constant pressure from the Employers to deliver, to deliver within the time limit, not just delivering the products but making Them satisfactory, to maintain the work-life balance, to maintain the personal well-being; both Physically and mentally, etc. these are some of the problems that might lead to depression of the Employees and can create negative perception of the team leader and the company.

Similarly, not receiving satisfactory payment, no job security, no appreciation for the kind of Work that the employees do, favoritism towards one employee and neglecting some others, too Much workload, no competent team leader and so on are the overall problems faced by the Employees in the field of I.T. Companies. When the problems faced by them are clearly identified And categorized, it might be easier to provide remedies for the problems. The present study is trying To analyze all these problems and provide solutions for them. When the solutions are provided in a Concrete way, by following these solutions the companies in I.T can increase their turnover and the Employees will also be happy and lead a satisfactory life.

1.6 OBJECTIVES

- To study the various factors which cause IT employee Stress .
- To study the impact of Stress on work life balance of IT employees.

- To study how IT employees overcome their Stress.
- To identify the causes of stress among the employees and its effect on performance at their workplace.
- To evaluate management competencies for controlling and reducing stress at work

1.7 RESEARCH METHODOLOGY

Data is collected through primary and secondary sources.

- Primary data: Primary data collection is made through Google forms questionnaires from 50 respondents.
- Secondary data: Secondary data are obtained from various publications, books, Journals, websites ,magazines etc.
- Sampling size: The size of the study is 103.

1.8 STATISTICAL PACKAGES

SPSS SOFTWARE SPSS

It is a widely used program for statistical analysis in social science. It is also used by market researchers, health researchers, survey companies, government, education researchers, marketing organizations, data miners, and others. In addition to statistical analysis, data management (case selection, file reshaping, creating derived data) and data documentation (a metadata dictionary is stored in the data file) are features of the base software. SPSS datasets have a two-dimensional table structure, where the rows typically represent cases (such as individuals or households) and the columns represent measurements (such as age, sex, or household income). The graphical user interface has two views which can be toggled by clicking on one of the two tabs in the bottom left of the SPSS Statistics window. The 'Data View' shows a spreadsheet view of the cases (rows) and variables (columns). The

'Variable View' displays the metadata dictionary where each row represents a variable and shows the variable name, variable label, value label(s), print width, measurement type, and a variety of other characteristics. Cells in both views can be manually edited, defining the file structure and allowing data entry without using command syntax. This may be sufficient for small datasets. Larger datasets such as statistical surveys are more often created in data entry software, or entered during computer-assisted personal interviewing, by scanning and using optical character recognition and optical mark recognition software, or by direct capture from online questionnaires. These datasets are then read into SPSS.

M S EXCEL

In Excel, charts are used to make a graphical representation of any set of data. A chart is a visual representation of the data, in which the data is represented by symbols such as bars in a bar chart or lines in a line chart. Excel provides you with many chart types and you can choose one that suits your data or you can use the excel recommended charts option to view charts customized to your data and select one of those. However, if your data analysis results can be visualized as charts that highlight the notable points in the data, the audience can quickly grasp. It also leaves a good impact on your presentation style.

1.9 LIMITATIONS

- A single person can't do all the analysis
- The calculations of the analysis can also go wrong because of human error

CHAPTER -2

COMPANY PROFILE

Stress at the workplace is considered as one of the foremost factors affecting employees' performance employee's productivity. and it is psychological and state of being that impacts a person's adequacy, individual wellbeing and nature of work. Stress is alluded to as a condition of pressure experienced by people confronting phenomenal strains, limitations, or openings. The continuous expansion in word related pressure related issues among workers which have prompted declining interest in their positions, less responsibility and developing eagerness among the top supervisors. This is primarily because of the serious idea of the work climate, the move in work requests and monetary difficulty inferable from the financial downturn. This is maybe the overall pattern which shows diminishing execution and effectiveness. stress is a dynamic condition wherein an individual is defied with circumstance, limitation or request identified with what he wants and for which the result is seen to be both dubious and significant.

The work related stress has now been recognized as world-wide challenge for workers as wells as for the organizations. This can serious cause the workers' health and can also cause the organizations to face loses. The employees who face the problems of work-related stress can be more prone towards the low motivation, unhealthiness, less productiveness, lower satisfaction levels and less safety at workplace. This issue of work-related stress can also disturb the work-life balance and can assert the pressure on work as well as on their family life. In this case their organizations are least likely to gain required output from their workforce and consequently these organizations are less likely to be successful. It is true that the management of the company cannot protect their employees from the stress arises from outside of work but can surely safeguard from the work-related stress. Most of the successful organizations and managements keen to make their work environment healthier and safer for their employees so that the issues of work-related stress could be avoided.

In our daily lives, we get to hear of word stress from our surroundings. Even the word 'stress' can be heard nowadays in the news, in magazines, and on other social media

too. Stress is not something new for most people. Most people will experience stress at least once in life. Stress could come from various reasons. It can be from life, family, friends, and works. But the most common stress happened in the workplace. There are two types of stress management. We have acute stress and chronic stress. Acute stress is basically stress that develops within a short time frame and does not last long.

The employees of Information Technology (IT) generally faces stress at Workplace and prone to health problems due to work stress. The IT Industry are the one which involves heavy workloads and faces a lot of Hurdles regarding role recognition gender discrimination and also lack of Proper incentives. There is lot of stress involved in the information Technology which leads to less productivity and lack of job satisfaction Which results in less output. The study reveals that one third of IT Professionals work more than the specified hours each week. Technical Companies are notorious and being fast paced work spaces that provided Stress oriented works because generally organization uses the best Optimization of available Human resources. Hence the employees work for Their best to improve their standard of living and reputation so that their Work become permanent. In spite of the fact that there isn't persuading Proof that activity stressors cause well-being impacts, the circuitous Confirmation is unequivocally suggestive of the work pressure impact. The Researchers said that the work stress does not widely affects the personal Health but reflects in the work of the individual which leads to lack of job Satisfaction and misunderstandings with the colleagues.

Stress is one of the common prevailing factor faced by every individual. Stress Which has become an serious health problems in twentieth century (Abingd, 1999). Stress not only affect the individuals but also affects their work, family And harms mental and physical health. Stress which can be positive and Negative when it is positive it creates confidence and power to achieve Something when there is an negative stress it creates depression. Work stress it Is involved in all fields but when compared to the employees of other fields the Stress faced by IT professionals are comparatively large. The IT sector is the Fast developing sector

among all field in the country(Andrew et al., 2008). The Contribution of IT sector to the GDP is nearly 7.7% proves that IT sector plays An important role in the Indian economy (Mariana Simoes, 2013). It is Necessary to closely analyse the stress faced by employees is comparatively Large than any other employees is comparatively large than the other employees Who are employees in various sectors(Ahmed and Ahmed, 1992).When the job is incomplete and job cannot be completed within the stipulated Time stress arises this is one form of stress(Caplan and Jones,1975).Occupations can request a great deal and particular due dates of when things Should be finished. A few employments expect the people to have something Other than duty. Client meeting due dates and being mindful of different errands Can be a bit worrying on occasion. Usually the stress arises in software Companies because of employees nature of work night shifts, achievements, Targets and work overload (BusharaBano and Rajiv Kumar Jha, 2012). Stress in The organization originates the demand for the organization that are experienced By every people in the industry which focusing on the stress of women faced by Employees(Mohsin Aziz, 2004). The people who are employed in IT sector Faces a lot of health problems due to work overload as a result they face a lot of Physical and mental stress(Ivanveich et al., (1982).Kivimaki (2014) have explained the association between Organizational Downsizing and subsequent musculoskeletal problems in employees and Associate with changes in psychosocial and behavioural risk factors accused due To stress and due to overwork. Lack of health security in the employees have been analysed by Held (2004) And the implementation of evidences on work employees and safety Measures(Sabir and Helge, 2003). The stress also caused when there is lack of Proper supervision which is explored by Nieuwenhujisen (2007). They explored That there is supervisory behavior as a predictive factor which is return the Mental health of employees is affected (Vansell et al., 1981).

CHAPTER -3
DATA ANALYSIS & INTERPRETATION

3.1 DESCRIPTIVE ANALYSIS

3.1.1 GENDER-WISE CLASSIFICATION OF RESPONDENTS

Table 3.1.1 shows Gender wise classification of respondents

Particulars	Frequency	Percent	Valid Percent	Cumulative Percent
Female	48	46.6	46.6	46.6
Male	55	53.4	53.4	100.0
Total	103	100.0	100.0	

Table 3.1.1

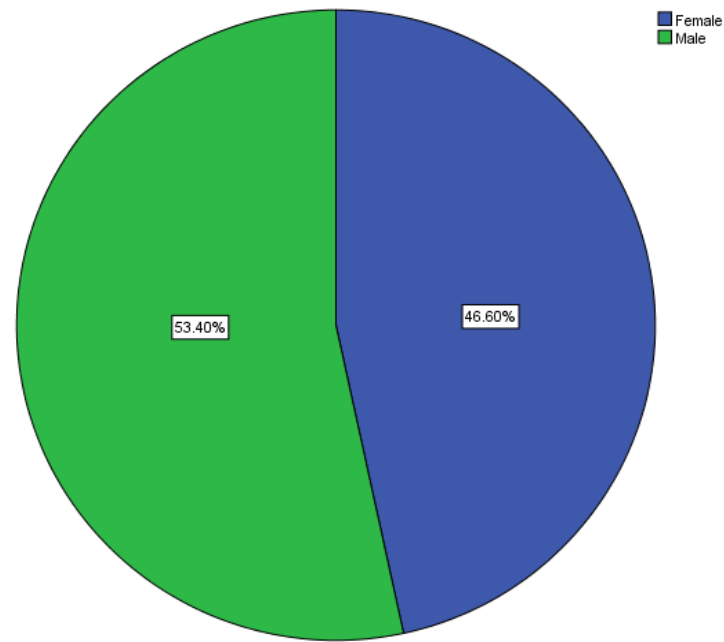


Fig 3.1

INTERPRETATION

Fig 3.1 shows Gender-wise classification of respondents. The results indicates that 55% of the respondents were male while 46.6% of the respondents were female. It is concluded that majority of the respondent were male.

3.1.2 SATISFACTION LEVEL ON THE SUPPORT OF HR DEPARTMENT

Table 3.1.2 shows Satisfaction level on the support of HR Department

Particulars	Frequency	Percent	Valid Percent	Cumulative Percent
Highly dissatisfied (1.0)	1	3.2	1.0	1.0
Dissatisfied (2.0)	8	4.2	7.77	8.7
Neutral (3.0)	36	3.2	34.95	43.7
Satisfied (4.0)	28	4.2	27.18	70.9
Highly satisfied (5.0)	30	3.2	29.18	100.0
Total	103	100.0	100.0	

Table 3.1.2

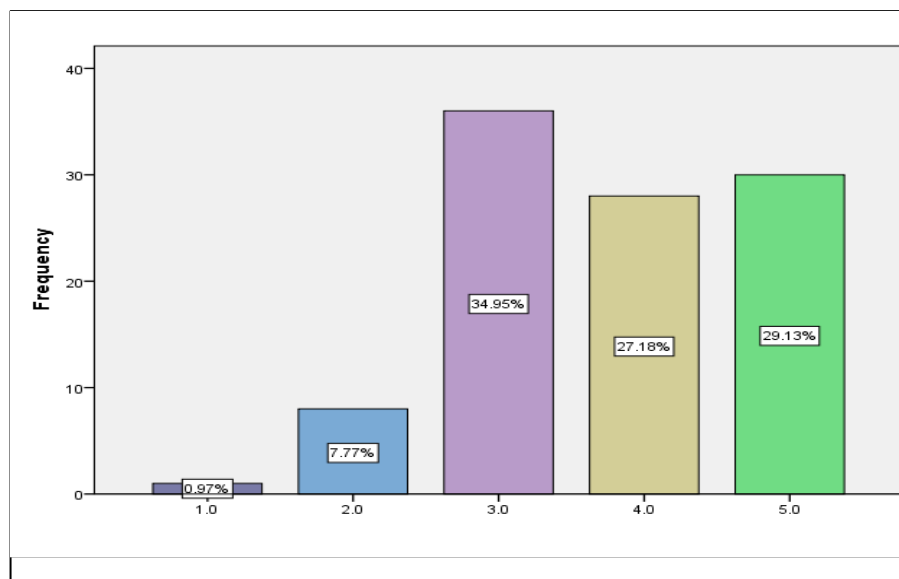


Fig 3.2

INTERPRETATION

Fig 3.2 shows Satisfaction level on the support of HR. The result indicates that 34.95% of respondents says and neutral 0.97 % of respondents says strongly Dissatisfied. It is concluded that

most of the respondents says that neutral.

3.1.3 INTEREST OF MANAGEMENT FOR MOTIVATING THE EMPLOYEES

Table 3.1.3 shows interest of management for motivating the employees.

Particulars	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree (1.0)	2	1.9	1.9	1.9
Disagree(2.0)	6	5.8	5.8	7.8
Neutral(3.0)	37	35.9	35.9	43.7
Agree (4.0)	29	28.2	28.2	71.8
Strongly agree(5.0)	29	28.2	28.2	100.0
Total	103	100.0	100.0	

Table 3.1.3

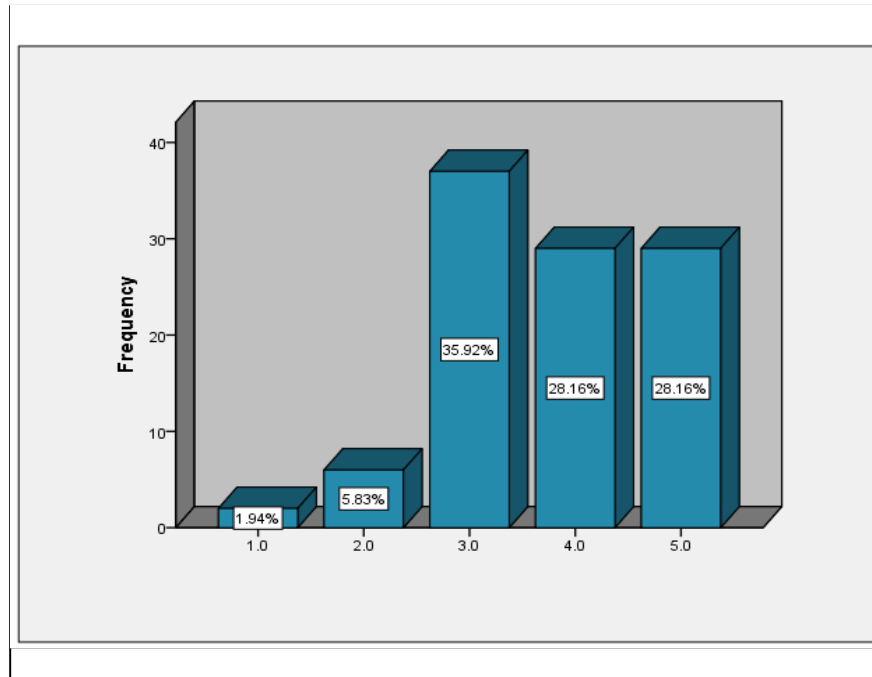


Fig 3.3

INTERPRETATION

The fig 3.3 show interest of management for motivating the employees. The result indicates that 35.92% of respondent says neutral and 1.94% of respondents says strongly disagree. It is concluded that majority of the respondents says neutral.

3.1.4. ENCOURAGEMENT TO COME UP WITH NEW BETTER WAYS OF DOING THINGS

Table 3.1.4 shows Encouragement to come up with new better ways of doing things

Particulars	Frequency	Percent	Valid Percent	Cumulative Percent
Disagree(2.0)	8	7.8	7.8	7.8
Neutral(3.0)	30	29.1	29.1	36.9
Agree (4.0)	37	35.9	35.9	72.8
Strongly agree(5.0)	28	27.2	27.2	100.0
Total	103	100.0	100.0	

Table 3.1.4.

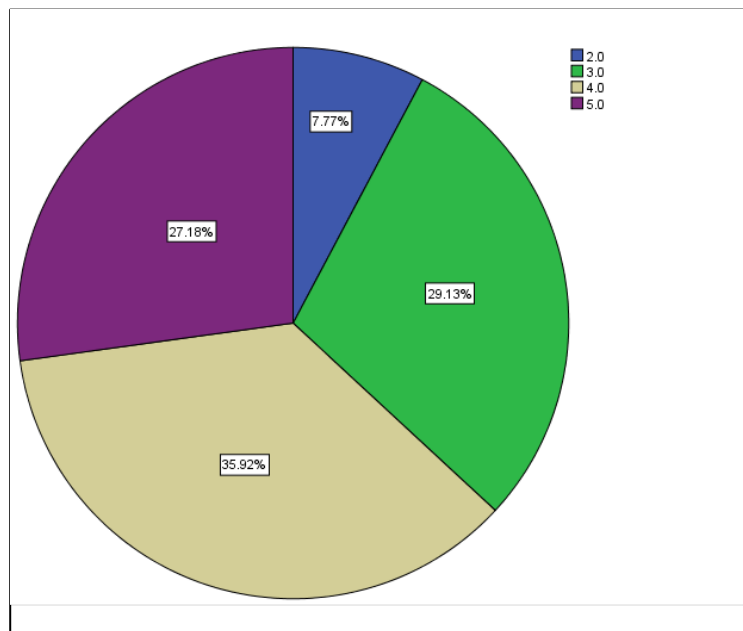


Fig 3.4

INTERPRETATION

The Fig 3.4 shows Encouragement to come up with new better ways of doing things the result indicates that 35.92% of respondents says neutral and 7.77% of respondents says disagree. It is concluded that majority of the respondents says neutral.

3.1.5 TIME SPENT FOR RECREATIONAL ACTIVITIES

Table 3.1.5 shows time spend for recreational activities

Particulars	Frequency	Percent	Valid Percent	Cumulative Percent
Maybe	48	46.6	46.6	46.6
No	19	18.4	18.4	65.0
Yes	36	35.0	35.0	100.0
Total	103	100.0	100.0	

Table 3.1.5

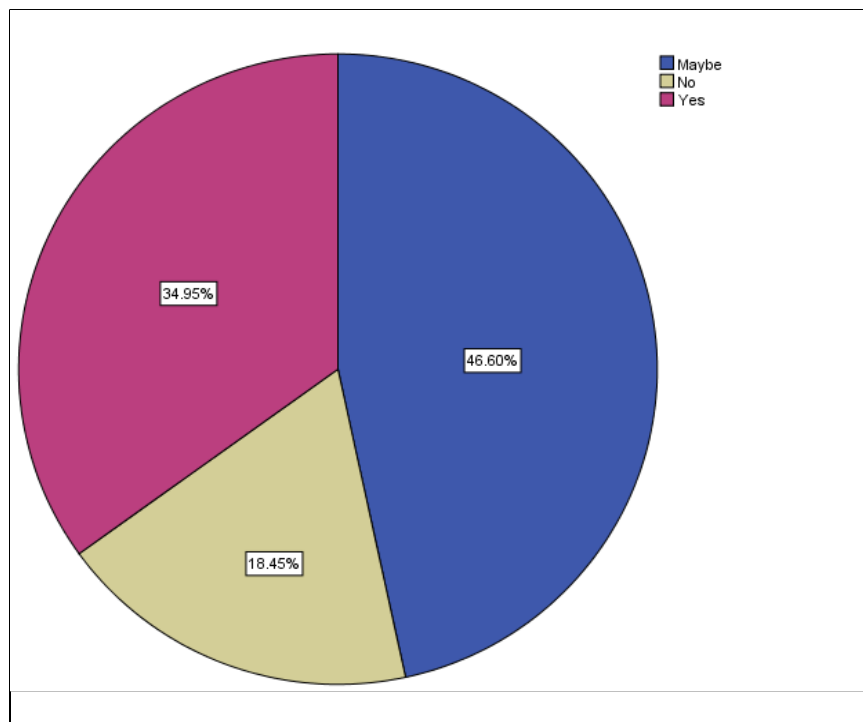


Fig 3.5

INTERPRETATION

The Fig 3.5 shows time spend for recreational activities. the result indicates that 48.60% of respondents says maybe and 18.45% of respondents says No. It is concluded that majority of the respondents says Maybe.

3.1.6 DIFFICULTY TO FIND TIME TO BE WITH FAMILY AND FRIENDS BECAUSE OF THE JOB.

Table 3.1.6 shows difficulty to find time to be with family and friends because of the job.

Particulars	Frequency	Percent	Valid Percent	Cumulative Percent
Maybe	48	46.6	46.6	46.6
No	23	22.3	22.3	68.9
Yes	32	31.1	31.1	100.0
Total	103	100.0	100.0	

Table 3.1.6

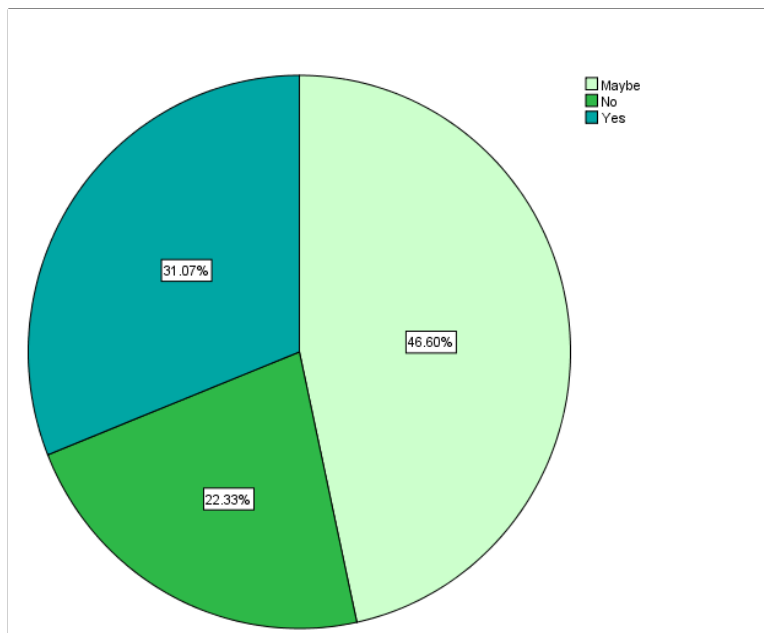


Fig 3.6

INTERPRETATION

The fig 3.6 shows difficulty to find time to be with family and friends because of the job.

The result indicates that 46.60% of respondent says yes and 22.33% of respondents says no. It is concluded that majority of the respondents says yes.

3.1.7 LEVEL OF DEMAND YOU PUT YOURSELF AT WORK

Tables 3.1.7 shows Level of demand you put yourself at work

Particular	Frequency	Percent	Valid Percent	Cumulative Percent
No	23	22.3	22.3	22.3
Yes	80	77.7	77.7	100.0
Total	103	100.0	100.0	

Table 3.1.7

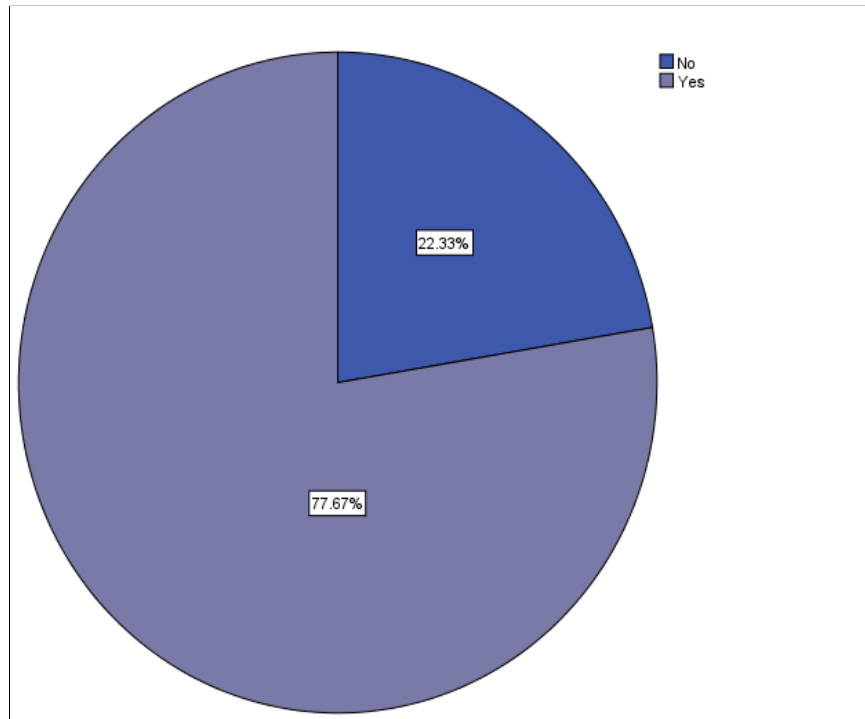


Fig 3.7

INTERPRETATION

The fig 3.56 show shows Level of demand you put yourself at work. The result indicates that 77.67% of respondent says yes and 22.33% of respondents says No. It is concluded that majority of the respondents says yes.

3.1.8 INVOLVEMENT OF DECISION MAKING AT THE WORK SPACE

Table 3.1.8 shows involvement of decision making at the work space

Particulars	Frequency	Percent	Valid percent	Cumulative percent
No	7	6.8	6.8	6.8
Occasionally	56	54.4	54.4	61.2
Yes	40	38.8	38.8	100.0
Total	103	100.0	100.0	

Table 3.1.8

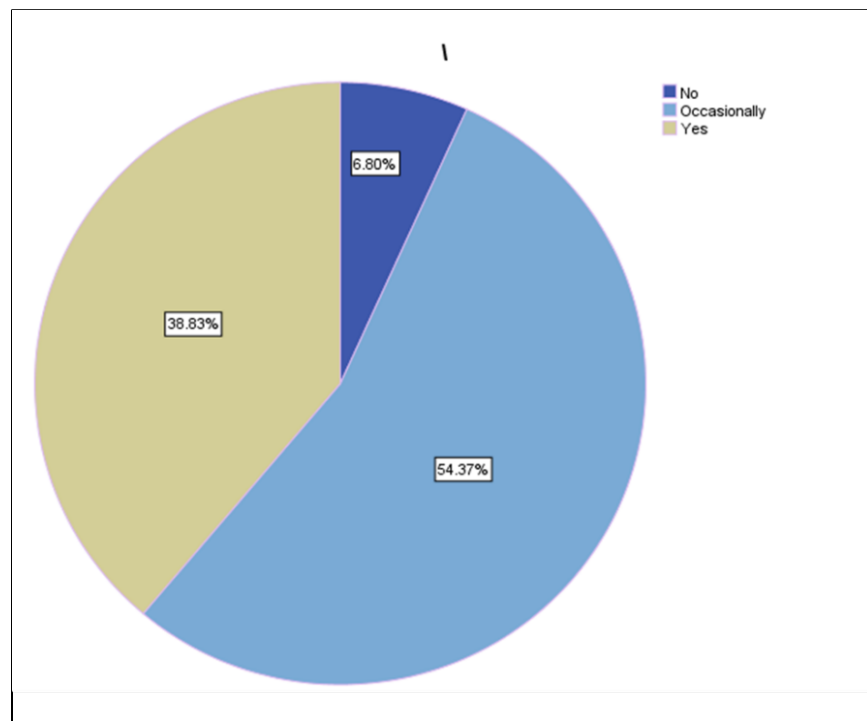


Fig 3.8

INTERPRETATION

Fig 3.8 shows involvement of decision making at the work space. The result indicates that 54.37% of respondent says occasionally and 6.80% of respondents says No. It is concluded that majority of the respondents says occasionally.

3.1.9 HURDLES FACED BY EMPLOYEES AT WORK PLACE

Table 3.1.9 shows hurdles faced by employees at work place

Particulars	Frequency	Percent	Valid Percent	Cumulative Percent
Colleagues	13	12.6	12.6	12.6
Company policy	16	15.5	15.5	28.2
Work environment	18	17.5	17.5	
None of the above	56	54.4	54.4	82.5
			100.0	
Total	103	100.0	100.0	

Table 3.1.9

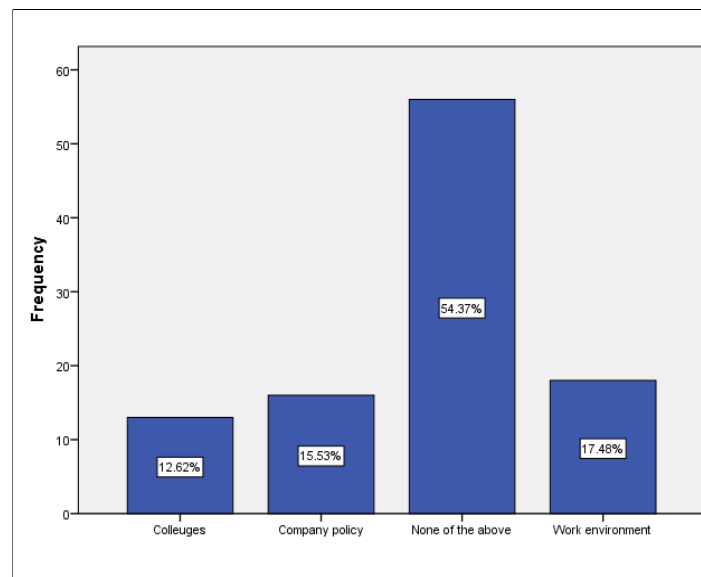


Fig 3.9

INTERPRETATION

Fig 3.9 shows hurdles faced by employees at work place. That the result indicates factor that de-motivates the employees at work at place is none of colleagues, company policy, work environment. And 17.48% of respondent says that work environment and 12.62% of respondent says colleagues.

3.1.10. OPENNESS TO SPEAK ABOUT THE ISSUES

3.1.10 shows openness to speak about issues

Particulars	Frequency	Percent	Valid percent	Cumulative percent
No	16	15.5	15.5	15.5
Yes	87	84.5	84.5	100.0
Total	103	100.0	100.0	

Table 3.110

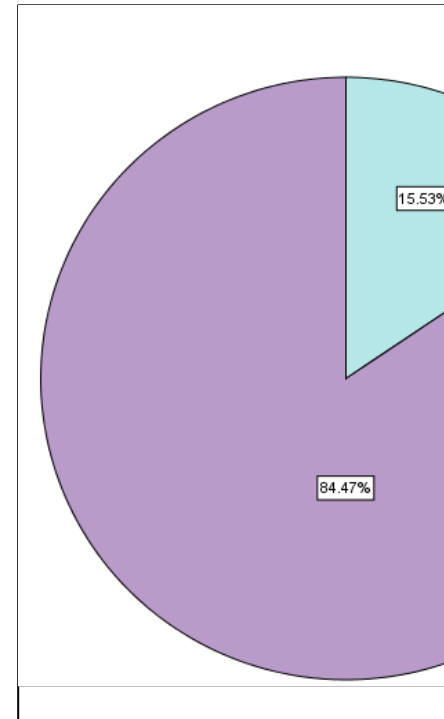


Fig 3.9

INTERPRETATION

Fig 3.9 shows openness to speak about issues. That the result indicates that 84.47% of the respondents says that yes and 15.53% of the respondents says that no. it concluded that majority of the respondent says yes.

3.1.11 SATISFACTION LEVEL OF WORK INVOLVED

Table 3.1.11 shows satisfaction level of work involved

Particulars	Frequency	Percent	Valid Percent	Cumulative Percent
	2	1.9	1.9	1.9
	5	4.9	4.9	6.8
Highly dissatisfied(1.0)	40	38.8	38.8	45.6
Dissatisfied (2.0)	30	29.1	29.1	74.8
Neutral (3.0)	26	25.2	25.2	100.0
Satisfied (4.0) To				
Highly satisfied (5.0) ta	103	100.0	100.0	

Table 3.1.11

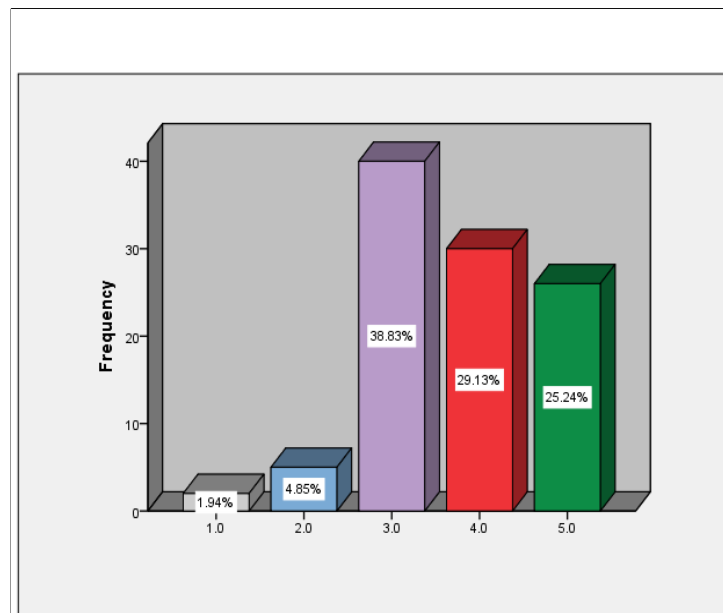


Fig 3.10

INTERPRETATION

Fig 3.10 satisfaction level of work involved. That the result indicates that 38.83% of the respondents says neutral and 1.94% of the respondents are strongly disagree. it concluded that majority of the respondent are says neutral.

3.1.12 MANAGEMENT PROVIDES CONTINUOUS FEEDBACK TO ADDRESS WORK-RELATED ISSUES

Table 3.1.12 shows measures on problem solving at workspace

Particulars	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree (1.0)	1	1.0	1.0	1.0
Disagree (2.0)	7	6.8	6.8	7.8
Neutral (3.0)	34	33.0	33.0	40.8
Agree (4.0)	36	35.0	35.0	75.7
Strongly agree (5.0)	25	24.3	24.3	100.0
	103	100.0	100.0	

Table 3.1.12

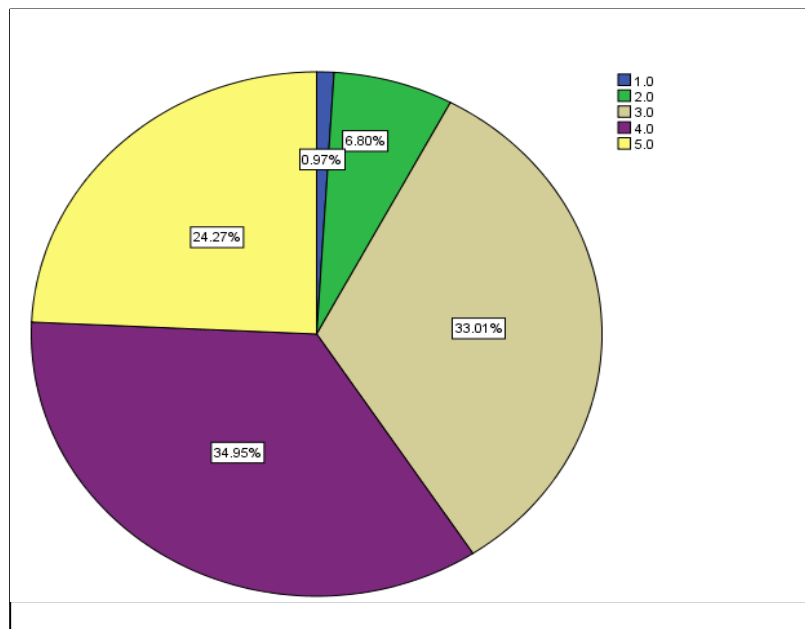


Fig 3.12

INTERPRETATION

Fig 3.12 shows measures on problem solving at workspace. The result indicates that 34.95% of respondents say agree and 0.97% of respondents say strongly disagree. It is concluded that majority of the respondents say agree.

3.1.13 SATISFACTION LEVEL OF CULTURAL ENVIRONMENT AT WORKSPACE

Table 3.1.13 shows satisfaction level of cultural environment at workspace

Particulars	Frequency	Percent	Valid Percent	Cumulative Percent
Highly dissatisfied (1.0)	2	1.9	1.9	1.9
Dissatisfied (2.0)	5	4.9	4.9	6.8
Neutral (3.0)	28	27.2	27.2	34.0
Satisfied (4.0)	42	40.8	40.8	74.8
Highly satisfied (5.0)	26	25.2	25.2	100.0
Total	103	100.0	100.0	

Table 3.1.13

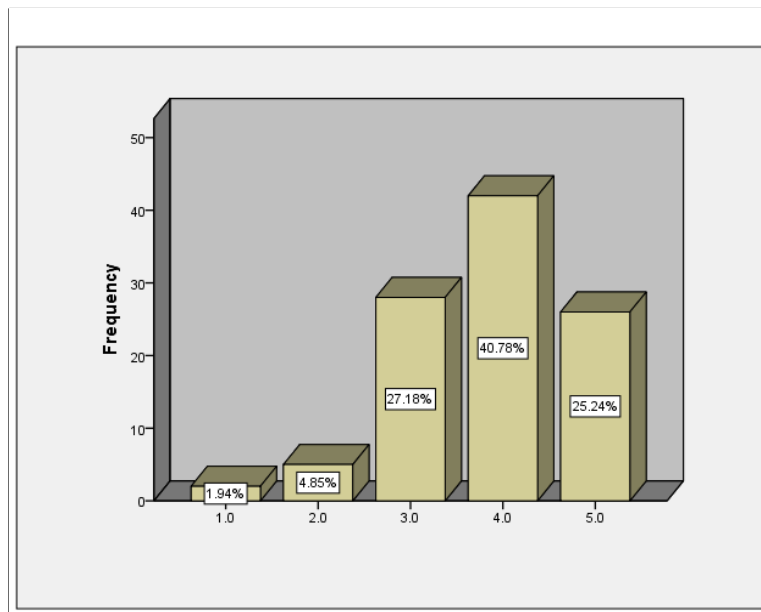


Fig 3.13

INTERPRETATION

Fig 3.13 shows measures on problem solving at workspace the result indicates that 40.78% of respondent says agree and 1.94% of respondents says strongly disagree. It is concluded that majority of the respondents says agree.

3.1.14 SALARY SATISFACTION

Table 3.1.14 shows that salary satisfaction

Particulars	Frequency	Percent	Valid Percent	Cumulative Percent
Highly dissatisfied (1.0)	8	7.8	7.8	7.8
Dissatisfied (2.0)	12	11.7	11.7	19.4
Neutral (3.0)	25	24.3	24.3	43.7
Satisfied (4.0)	46	44.7	44.7	88.3
Highly satisfied (5.0)	12	11.7	11.7	100.0
Total	103	100.0	100.0	

Table 3.114

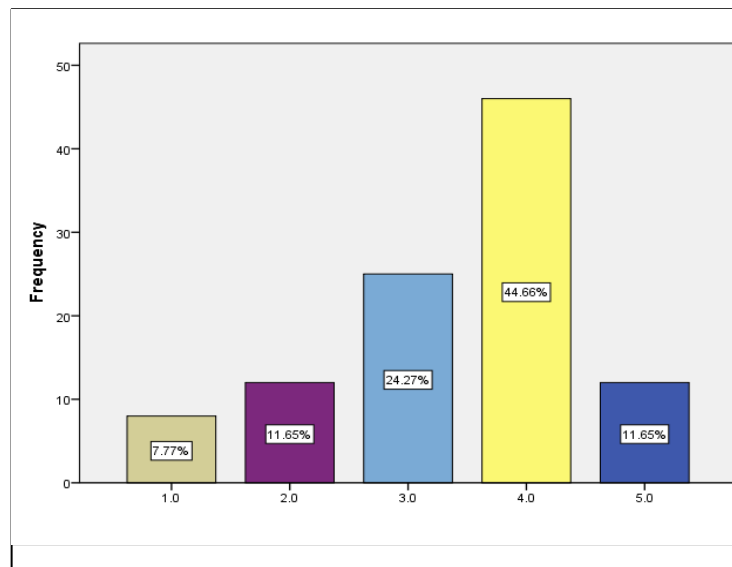


Fig 3.14

INTERPRETATION

Fig 3.14 shows that salary satisfaction. The result indicates that 44.66% of respondent says agree and 7.77% of respondents says strongly disagree. It is concluded that majority of the respondents says agree

3.1.15 SATISFACTION OF LUNCH BREAK AND REST BREAK OF ORGANISATION

Table 3.1.15 shows satisfaction of lunch break and rest break of organization

Particulars	Frequency	Percent	Valid percent	Cumulative percent
Highly dissatisfied (1.0)	3	2.9	2.9	2.9
Dissatisfied (2.0)	9	8.7	8.7	11.7
Neutral (3.0)	33	32.0	32.0	43.7
Satisfied (4.0)	38	36.9	36.9	80.6
Highly satisfied (5.0)	20	19.4	19.4	100.0
total	103	100.0	100.0	

Table 3.1.15

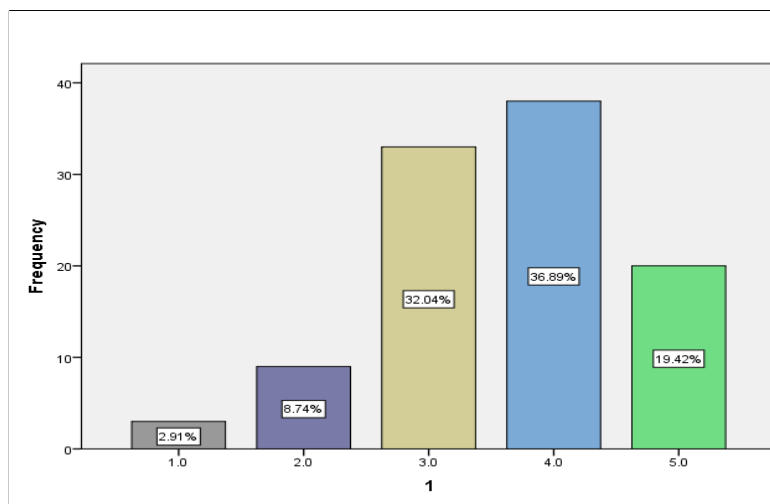


Fig 3.15

INTERPRETATION

Fig 3.15 shows satisfaction of lunch break and rest break of organisation. The result indicates that 38.89% of respondent says agree and 2.91% of respondents says strongly disagree. It is concluded that majority of the respondents says agree.

3.1.16 PHYSICAL WORKING CONDITIONS PROVIDED IN THE ORGANIZATION.

Table 3.1.16 shows physical working conditions provided in the organization

Particulars	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree (1.0)	2	1.9	1.9	1.9
Disagree (2.0)	4	3.9	3.9	5.8
Neutral Agree (3.0)	35	34.0	34.0	39.8
Strongly agree (4.0)	40	38.8	38.8	78.6
(5.0)	22	21.4	21.4	100.0
Total	103	100.0	100.0	

Table 3.1.16

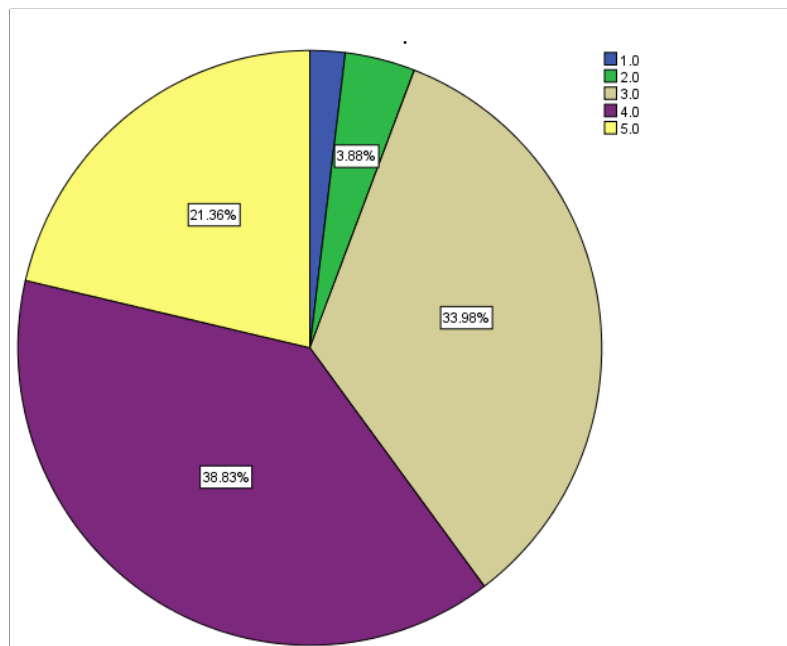


Fig 3.16

INTERPRETATION

Fig 3.16 shows physical working conditions provided in the organization. The result indicates that 38.83% of respondent says agree and 1.9% of respondents says strongly disagree. It is concluded that

majority of the respondents says agree.

3.1.17 LEVEL OF JOB SECURITY FELT BY THE EMPLOYEES

Table 3.1.17 Level of job security felt by the employees

Particulars		Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	1.0	2	1.9	1.9	1.9
Disagree	2.0	8	7.8	7.8	9.7
Neutral	3.0	32	31.1	31.1	40.8
Agree	4.0	40	38.8	38.8	79.6
Strongly agree	5.0	21	20.4	20.4	100.0
Total		103	100.0	100.0	

Table 3.1.17

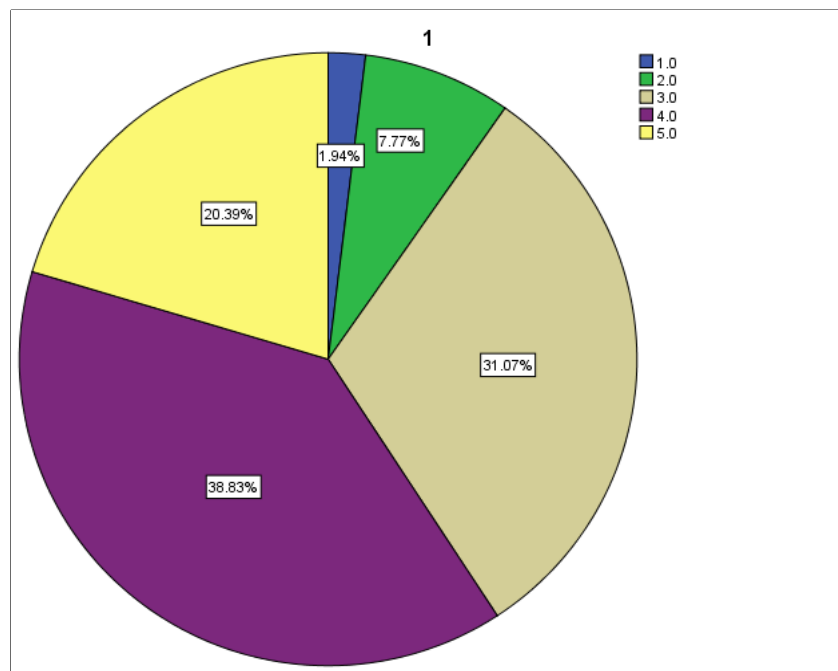


Fig 3.17

INTERPRETATION

Fig 3.17 Level of job security felt by the employees. the result indicates that 38.83% of respondent says agree and 1.94% of respondents says disagree. It is concluded that majority of the respondents says agree.

3.1.18 THE MEDICAL BENEFITS PROVIDED IN THE ORGANIZATION

Table 3.1.18 shows the medical benefits provided in the organization.

Particulars	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	2	1.9	1.9	1.9
Disagree	7	6.8	6.8	8.7
Neutral	39	37.9	37.9	46.6
Agree	33	32.0	32.0	78.6
Strongly agree	22	21.4	21.4	100.0
Total	103	100.0	100.0	

Table 3.1.18

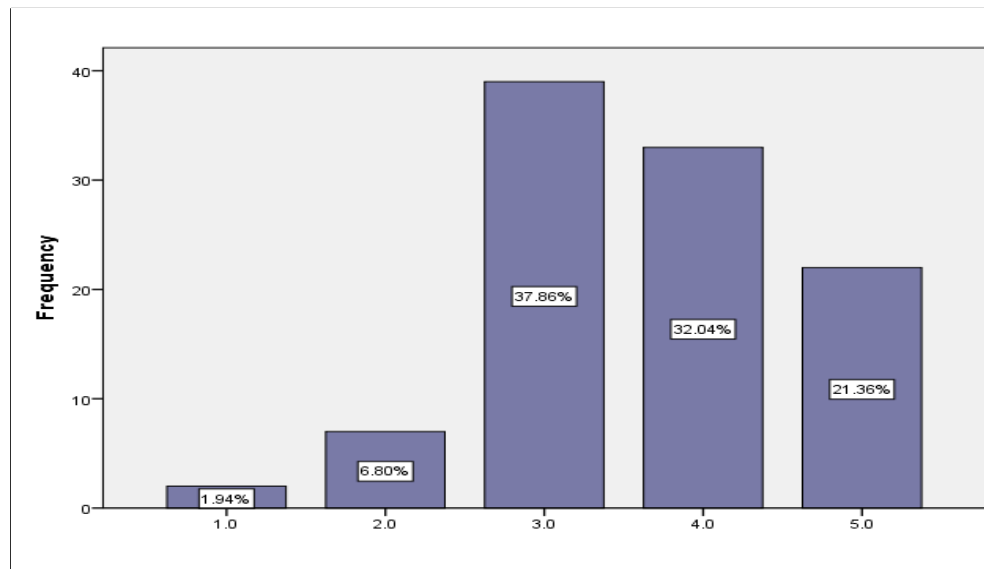


Fig 3.18

INTERPRETATION

Fig 3.18 shows the medical benefits provided in the organization. The result indicates that 37.86% respondent says neutral and 1.94% of respondents says disagree. It is concluded that majority of the respondents says neutral

3.1.19 INCLUSIVITY WITH TOP LEVEL MANAGEMENT

Table 3.1.19 shows inclusivity with top level management

Particulars	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree 1.0	1	1.0	1.0	1.0
Disagree 2.0	8	7.8	7.8	8.7
Neutral 3.0	37	35.9	35.9	44.7
Agree 4.0	35	34.0	34.0	78.6
Strongly agree 5.0	22	21.4	21.4	100.0
Total	103	100.0	100.0	

Table 3.1.19

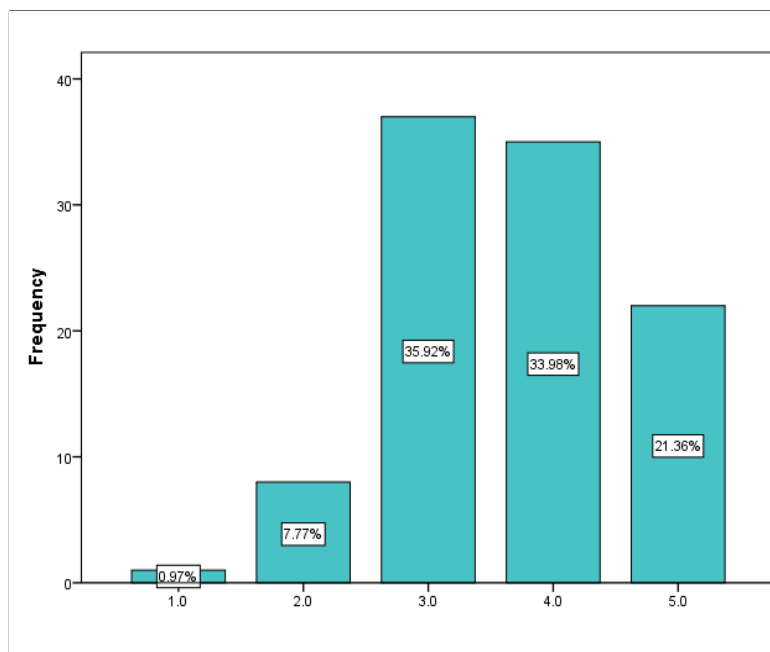


Fig 3.19

INTERPRETATION

Fig 3.19 shows inclusivity with top level management. The result indicates that 35.92% respondent says neutral and 0.94% of respondents says disagree. It is concluded that majority of the respondents says neutral.

3.1.20 LEVEL OF SUPERIOR RECOGNITION THAT THE EMPLOYEES THINK THEY GET FOR THEIR WORK

Table 3.1.20 shows Level of superior recognition that the employees think they get for their work

Particulars	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree (1.0)	2	1.9	1.9	1.9
Disagree (2.0)	5	4.9	4.9	6.8
Neutral (3.0)	39	37.9	37.9	44.7
Agree (4.0)	34	33.0	33.0	77.7
Strongly agree (5.0)	23	22.3	22.3	100.0
	103	100.0	100.0	

Table 3.1.20

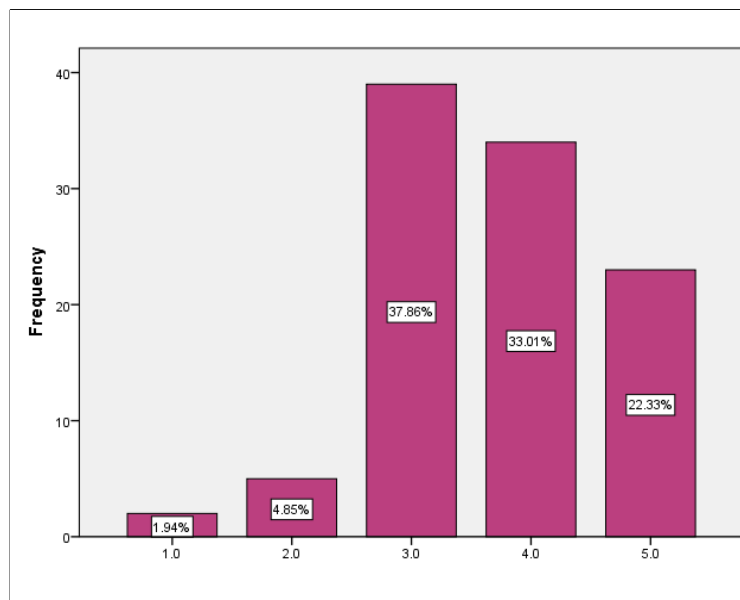


Fig 3.20

INTERPRETATION

Fig 3.20 shows Level of superior recognition that the employees think they get for their work. The result indicates that 37.86% respondent says neutral and 1.94% of respondents says disagree. It is concluded that majority of the respondents says neutral.

3.1.21 SATISFACTION LEVEL OF WORK RESPONSIBILITY

Tables 3.1.21 shows satisfaction level of work responsibility

Particulars	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree (1.0)				
Disagree(2.0)	2	1.9	1.9	1.9
Neutral(3.0)				
Agree (4.0)	2	1.9	1.9	3.9
Strongly agree(5.0)	32	31.1	31.1	35.0
	48	46.6	46.6	81.6
	19	18.4	18.4	100.0
Total	103	100.0	100.0	

Table 3.1.21

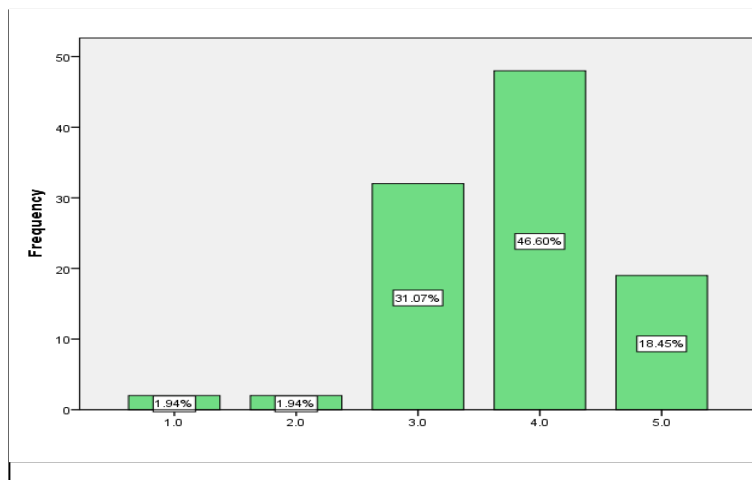


Fig 3.21

INTERPRETATION

Fig 3.21 shows recognise of work done by superior. The result indicates that 46.60% respondent says agree and 1.94% of respondents says disagree. It is concluded that majority of the respondents says agree.

3.1.22 THE QUALITY OF RELATIONSHIPS AT WORKPLACE

Table 3.1.22 shows the quality of relationships at workspace

Particulars	Frequency	Percent	Valid percent	Cumulative percent
Strongly Disagree (1.0)	2	1.9	1.9	1.9
Disagree (2.0)	3	2.9	2.9	4.9
Neutral (3.0)	40	38.8	38.8	43.7
Agree (4.0)	37	35.9	35.9	79.6
Strongly agree (5.0)	21	20.4	20.4	100.0
Total	103	100.0	100.0	

Table 3.122

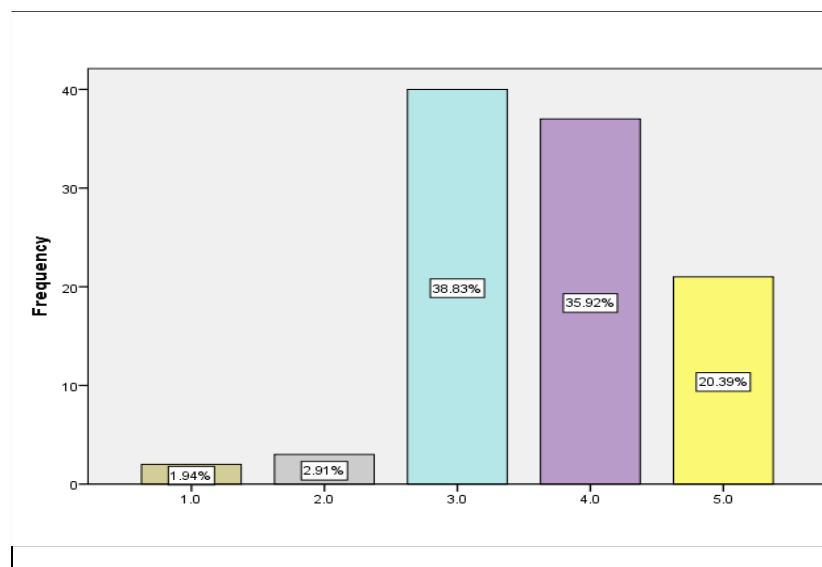


Fig 3.21

INTERPRETATION

Fig 3.21 shows the quality of relationships at workspace. The result indicates that 38.83% respondent says neutral and 1.94% of respondents says disagree. It is concluded that majority of the respondents says neutral

3.1.23 LEVEL OF TEAM SPIRIT

Table 3.3.23 shows level of spirit

Particulars	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly (1.0)	3	2.9	2.9	2.9
Disagree (2.0)	7	6.8	6.8	9.7
Disagree (3.0)	35	34.0	34.0	43.7
Neutral (4.0)	38	36.9	36.9	80.6
Agree (5.0)	20	19.4	19.4	100.0
Strongly agree Total	103	100.0	100.0	

Table 3.1.23

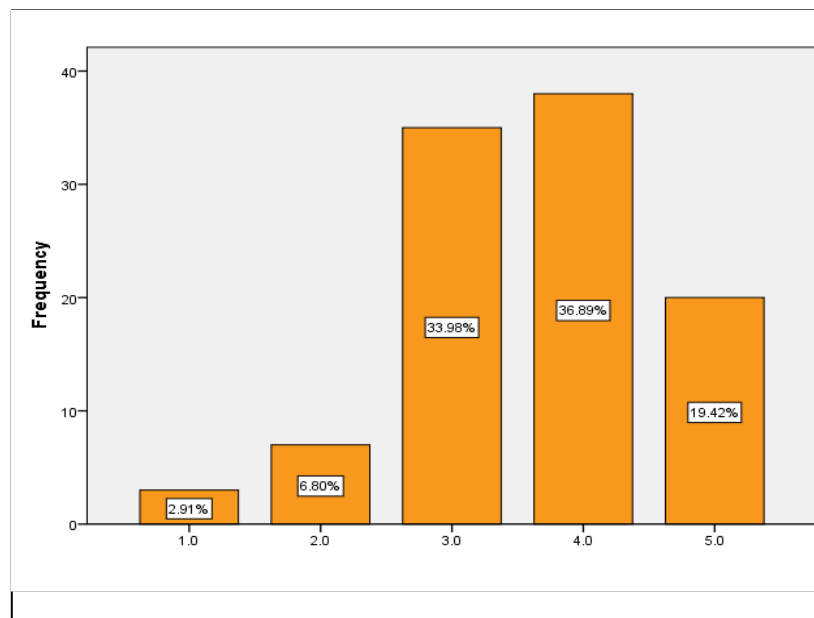


Fig3.23

INTERPRETATION

Fig 3.22 shows the quality of relationships at workspace. The result indicates that 36.69% respondents agree and 2.91% of respondents says disagree. It is concluded that majority of the respondents agrees.

3.1.23 SCHEDULE OWN WORK AND MAKE JOB RELATED DECISIONS WITH MIN SUPERVISION

Table 3.1.23 shows work schedule job related decision

Particulars	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly 1.0	1	1.0	1.0	1.0
Disagree 2.0	3	2.9	2.9	3.9
Disagree 3.0	37	35.9	35.9	39.8
Neutral 4.0	44	42.7	42.7	82.5
Agree 5.0	18	17.5	17.5	100.0
Strongly agree				
	103	100.0	100.0	
Total				

Table 3.1.23

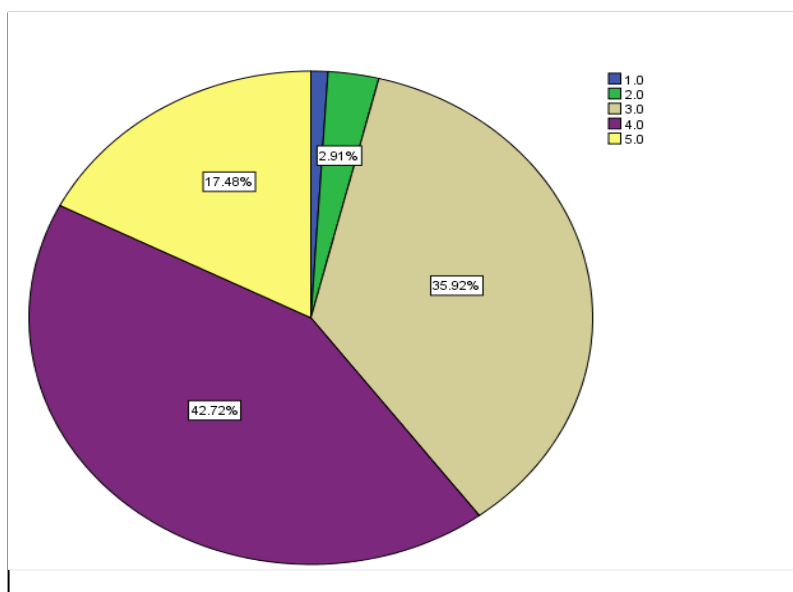


Fig 3.23

INTERPRETATION

Fig 3.23 shows work schedule job related decision. The result indicates that 42.72% respondents agree and 1.0% of respondents says disagree. It is concluded that majority of the respondents agrees.

3.1.24 FACTORS OF MOTIVATION

Table 3.1.24 shows factors of motivation

particulars	Frequency	Percent	Valid Percent	Cumulative Percent
Excellent	37	35.9	35.9	35.9
Good	29	28.2	28.2	64.1
Neutral	20	19.4	19.4	83.5
Poor	11	10.7	10.7	94.2
Very poor	6	5.8	5.8	100.0
Total	103	100.0	100.0	

Table 3.1.24

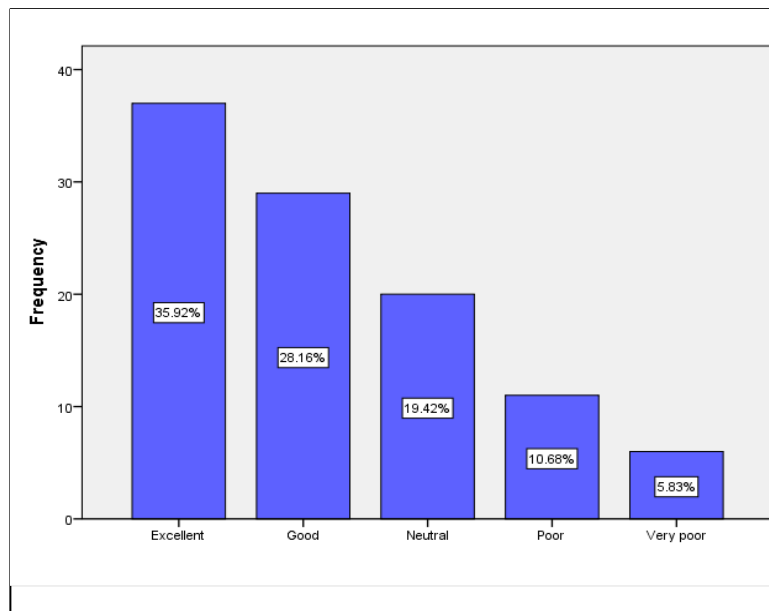


Fig 3.24

INTERPRETATION

Fig 3.24 shows factors of motivation. The result indicates that 35.92% of respondents are of the opinion that there are excellent motivational factors. 19.42% of respondents are of the opinion that there is neutral motivational factor. 5.83% of respondents are of the opinion that are very poor motivational factor. It is included that majority of the respondents have the opinion that there are

3.1.25 OVERALL JOB SATISFACTION

Table 3.1.25 shows overall job satisfaction

particulars	Frequency	Percent	Valid Percent	Cumulative Percent
No	12	11.7	11.7	11.7
Yes	91	88.3	88.3	100.0
Total	103	100.0	100.0	

excellent motivational factors.

Table 3.1.25

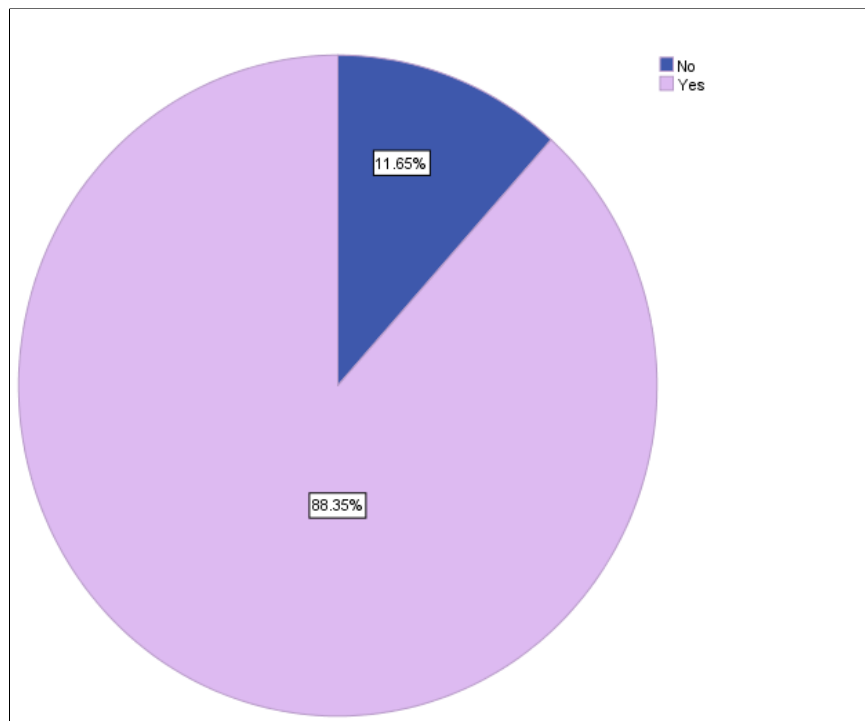


Fig 3.25

INTERPRETATION

Fig 3.25 shows overall job satisfaction. The result indicates that 88.35% respondents says yes and 11.65of respondents says no. It is concluded that majority of the respondents are satisfied in their

job.

3.2 FACTOR ANALYSIS

FACTOR ANALYSIS: WHAT FACTOR INFLUENCES A PERSON THE MOST WHILE PURCHASING A PARTICULAR PRODUCT

Factor Analysis

Factor analysis is a statistical method used to describe variability among observed, correlated variables in terms of a potentially lower number of unobserved variables called factors. A common rationale behind factor analytic methods is that the information gained about the interdependencies between observed variables can be used later to reduce the set of variables in a dataset. Here 10 variables are selected for factor analysis. These 8 variables are the Likert scale questions.

Analyzing FACTORS AFFECTING STRESS OF IT EMPLOYEES

Factor Analysis was done using the given 8 variables. And as a result, we got 2 factors that purchasing a product by reducing those 5 variables.

The KMO and Bartlett test evaluate all available data together. A KMO value over 0.5, there is substantial correlation in the data. Variable collinearity indicates how strongly a single variable is correlated with other Variables.

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		883
Bartlett's Test of Sphericity	Approx. Chi-Square	361.819
	df	28

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	4.318	53.969	53.969	4.318	53.969	53.969
2	.978	12.219	66.188			
3	.688	8.596	74.784			
4	.607	7.588	82.372			
5	.452	5.647	88.019			
6	.360	4.496	92.515			
7	.330	4.125	96.640			
8	.269	3.360	100.000			
Sig.			.000			

Since the KMO value is over 0.5, we can say that there is a substantial correlation in the data and the data is fit for the factor analysis.

Factor Analysis was done using the given 6 variables. And as a result, we got 4 factors that affecting stress of IT employees by reducing those 6 variables.

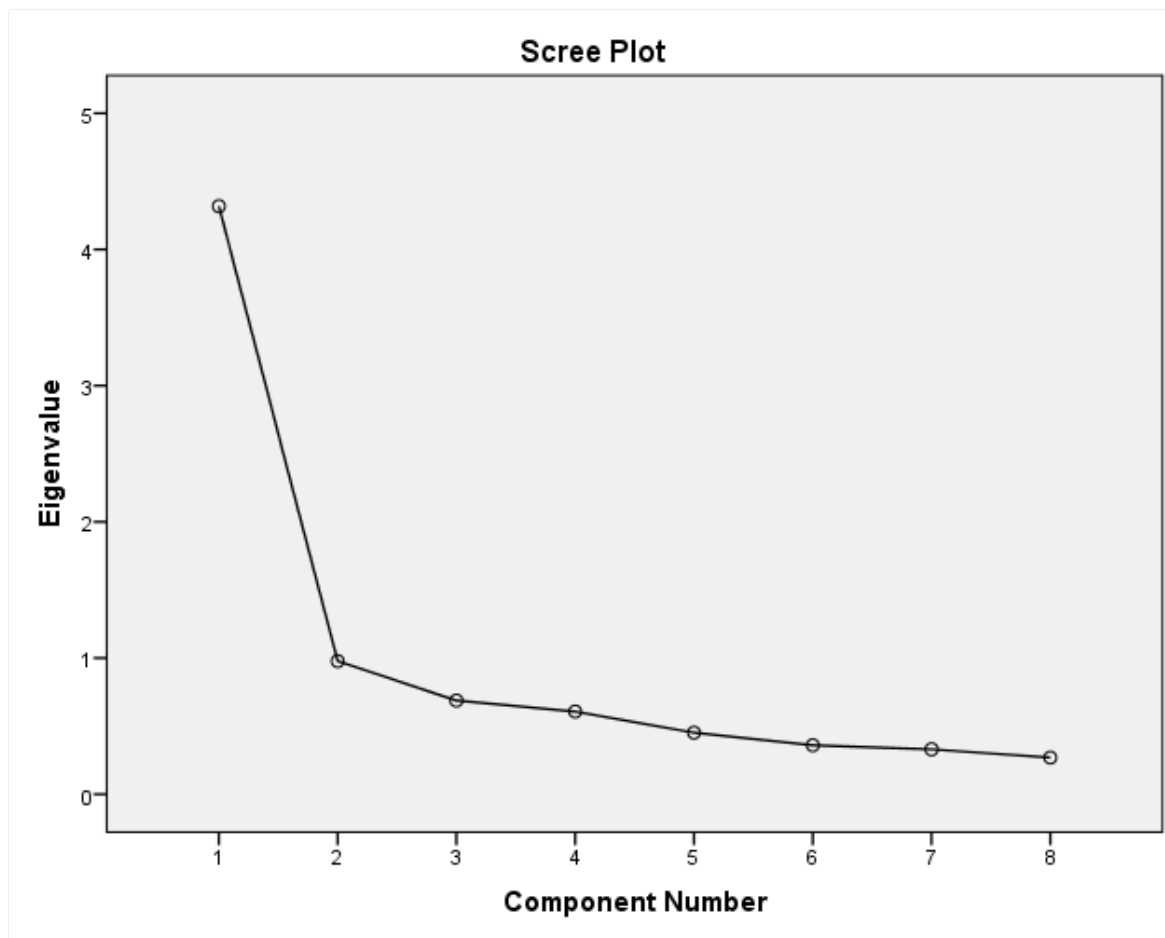
Extraction Method: Principal Component Analysis.

Source: Data analysis

Initial Eigenvalues: All the factors included in the data set are listed in the first three columns. There are a total of 8 factors in this scenario since factor analysis always extracts the same number of factors as there are variables. You may find out how much of the variance in the dataset each factor can account for by looking at the percent of variance column.

Extraction Sums of Squared Loadings: Because we instructed SPSS to apply an extraction criterion of eigenvalues greater than 1, this section only shows the elements that satisfy it. The Total column displays the eigenvalue for each factor (before rotation). The factor analysis, in this case, led to the extraction of four factors by SPSS.

SCREE PLOT



A scree plot is a line plot showing the eigenvalues of factors or principal components in an investigation in multivariate statistics. The number of factors to keep in exploratory factor analysis is decided using the scree plot. The 8 eigenvalues for our factors are shown on this graph. This can make it easier to see which elements to preserve. These plots frequently depict an area on the curve (or "elbow") where the eigenvalues level out and begin to decline. The eigenvalues above this point might still be significant enough to be kept, while the others might not.

Component Matrix^a

	Component
	1
job security of employees	.839
physical working conditions	.830
medical benefits	.818
level of superior recognition	.728
level of team spirit	.699
satisfaction of lunch break, rest breaks	.695
work schedule and job- related decisions	.652
salary satisfaction	.575

INTERPRETATION

As in the above table, the factors that affects stress of IT employees. The

employees in the organization feel secured in their job and Good physical working conditions are provided in the organization are the factors having the highest values, they can be considered for further analysis. Hence, further processing i.e., impact analysis or any other statistical analysis includes both the above variables.

The Pearson correlations between items and components, or "Factors", are contained in the component matrix. These are referred to as factor loadings, as they help us decipher which characteristics our components might represent. The most significant table in our output is this one.

Since the highest value derived is "The employees in the organization feel secured in their job".

SUMMARY OF FINDINGS

- This study also finds out that better the Stress Management better will be the work life balance of the employees.
- Stress frequently promotes personal growth or self-improvement. Stressful events sometimes force us to develop new skills, learn new insights, and acquire new strengths.
- The study also shows that majority of the people are satisfied with the work responsibility.
- The study also shows that majority of the people are satisfied with the level of team spirit.
- The study also shows that people have an excellent sense of motivation.
- This study also shows that majority of people are completely satisfied with their job.
- Majority of the people who took the survey occasionally gets to be in the decision making at the work space.
- This study shows that majority of the respondents have an openness to speak about the issues faced in the work space.

BIBLIOGRAPHY

- Nctmb, Robert, (2008), Stress Management for Success in the Workplace, Publisher Lulu.com, 65-68
- Sutherland, V.L., & Cooper, C.L (2000). Strategic Stress Management: An Organizational Approach