A SOCIOLOGICAL STUDY OF STRESS FACEDBY WOMEN IT PROFESSIONALS IN KOCHI CITY

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MARCH 2015

A SOCIOLOGICAL STUDY OF STRESS FACEDBY WOMEN IT PROFESSIONALS IN KOCHI CITY

A thesis submitted to the Mahatma Gandhi University in part fulfillment of the requirements for the Degree of

BACHELOR OF ARTS

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DECLARATION

I, MERLIN JOSE, hereby declare that the thesis titled, **"A SOCIOLOGICAL STUDY OF STRESS FACED BY WOMEN IT PROFESSIONALS IN KOCHI CITY"**, submitted to Mahatma Gandhi University, Kottayam, in fulfillment of the requirements of degree of Bachelor of Arts in Sociology is a bonafide work carried out under the guidance of Assistant professor,Dr. SAJITHA J. KURUP, ST.TERESA'S COLLEGE, ERNAKULAM, and that it has not found the basis for award of any degree or, diploma course.

ERNAKULAM   MERLIN JOSE

CERTIFICATE

I, hereby, certify that the thesis prepared and submitted by Ms. Merlin Jose **'A sociological Study of Stress faced by women IT professionals in Kochi City"'** is her original investigation which she carried out under my guidance and supervision.

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ACKNOWLEDGMENT

Words are inadequate to express my whole hearted gratitude to **God Almighty**, the source of all wisdom and power, for guiding me kindly through each and every stage of this research initiative.

I would specially like to thank **Dr. SAJITHA KURUP**, my research guide, for her constant guidance and inspiration throughout the study.

I am extremely thank grateful to the principal, **REV.Dr.Sr.CELIN E, Head of the Department of Sociology, Dr.GLADIS MARY JOHN** for giving me the opportunity to conduct this study.

I take this opportunity to thank the librarians of ST. TERESA'S COLLEGE and others who have helped me in every way.

Last, but not the least, I wish to thank my family, friends and relatives without whose co-operation I would not have been able to complete this project.

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INTRODUCTION

CHAPTER- 1

INTRODUCTION

Information technology (IT) is concerned with technology to treat information. The acquisition, processing, storage and dissemination of vocal, pictorial, textual and numerical information by a microelectronic-based combination of computing and telecommunications are its main fields. The term in its modern sense first appeared in a 1958 article published in the hardware business review. The English word was apparently derived from the Latin stem (information) of the normative (information) this noun is in its turn derived from the veg "inform are" (to inform) in the sense of "to give from to the mind" "to deplane", "instruct", and "teach".

The first company founded to provide software products and services was computer Usage Company in 1955. The software industry expanded in the early 1960, almost immediately after computers were first sold in mass-produced quantities. IT industry expanded greatly with rise of the personal computer in the mid-1970s, which brought computing to the desktop of the office worker. In subsequent years, it also created a growing market for games, applications, and utilities. Dos, Microsoft first operating system product was the dominant operating system at the time.

Information technology is revolutionizing the way in which we live, work, study, learn , play and do business .The digital revolution has given mankind the ability to treat information with mathematical precision, to transmit it at very high accuracy and to manipulate it at will. Computers and communication are becoming integral parts of our lives. A few decades back communications used to be between people. But now inanimate objects are getting in it to the act –book can tell the cash registers how much they cost identity cards can tell the door lock whether to open or not; automated guided vehicles can tell the host computer where they are in the shop floor, what they are carrying and when they will be free, missiles can compare the land scape with their own map and hit the target with pin point precision, on the internet people engage in lively chat, discussions and play games even if they are physically in different continents.

The changes mention about in the fields of computer science and it add up to what is called the information revolution or IT revolution. The survey in this information world one must keep pace with these changes. IT professionals perform a variety of functions (IT disciplines/competencies) that ranges from installing applications to designing complex computer networks and information databases. A few of the duties that IT professionals perform may include data management, networking engineering computer hardware, database and software designing as well as management and administration of entire system. IT is starting to spread further than the conventional personal computer and network technologies and more into integration of other technologies such as the use of cell phone, television, automobiles and more, which is increasing demands of such jobs. so without gender differentiation male and female are entering to this field and also more than men women are facing many problems like job stress, frustration etc.

Women and IT

Global concerns about current and future roles of **women in computing** occupations have gained more importance with the emerging information age. Historically, women played a crucial role in the evolution of computing, with many of the first programmers during the early 20th century being female.[1] These concerns motivated public policy debates addressing gender equality as computer applications exerted increasing influence in society. This dialogue helped to expand information technology innovations and to reduce the unintended consequences of perceived sexism.

Statistics in education

In the United States, the proportion of women represented in undergraduate computer science education and the white-collar information technology workforce peaked in the mid-1980s, and has declined ever since. In 1984, 37.1% of Computer Science degrees were awarded to women; the percentage dropped to 29.9% in 1989-1990, and 26.7% in 1997-1998. Figures from the Computing Research Association Taube Survey indicate that fewer than 12% of Computer Science bachelor's degrees were awarded to women at U.S. PhD-granting institutions in 2010-11.

Although teenage girls are now using computers and the Internet at rates similar to their male peers, they are five times less likely to consider a technology-related career or plan on taking post-secondary technology classes. The National Center for Women & Information Technology (NCWIT) reports that of the SAT takers who intend to major in computer and information sciences, the proportion of girls has steadily decreased relative to the proportion of boys, from 20 percent in 2001 to 12 percent in 2006. While this number has been decreasing, in 2001, the total number of these students (both boys and girls) reached its peak at 73,466.

According to a College Board report, in 2006 there were slightly more girls than boys amongst SAT takers that reported to having "course work or experience" in computer literacy, word processing, internet activity, and creating spreadsheets/databases. It was also determined that more boys than girls (59% vs. 41%) reported course work or experience with computer programming. Of the 146,437 students (13%) who reported having *no* course work or experience, 61% were girls and 39% were boys.

More boys than girls take Advanced Placement (AP) Computer Science exams. According to the College Board in 2006, 2,594 girls and 12,068 boys took the AP Computer Science A exam, while 517 girls and 4,422 boys took the more advanced AP Computer Science AB exam. From 1996 to 2004, girls made up 16–17% of those taking the AP Computer Science A exam and around 10% of those taking AP Computer Science AB exam.

Statistics in the workforce

Women's representation in the computing and information technology workforce has been falling from a peak of 38% in the mid-1980s. From 1993 through 1999, NSF's SESTAT reported that the percentage of women working as computer/information scientists (including those who hold a bachelor's degree or higher in an S&E field or have a bachelor's degree or higher and are working in an S&E field) declined slightly from 33.1% to 29.6% percent while the absolute numbers increased from 170,500 to 185,000. Numbers from the Bureau of Labor Statistics and Catalyst in 2006 indicated that women comprise 27-29% of the computing workforce. A National Public Radio report in 2013 stated that about 20% of all U.S. computer programmers are female.

SIGNIFICANCE OF STUDY

This study aims to analyze the stress among women information technology (IT) professionals in Kakkanad, Ernakulum. By causing various body changes, the stress response prepares the individual for any exigency, giving him/her extra resources to fight that emergency or to take flight from it. At the same time, the term 'stress' implies strain, which can be caused by prolonged exposure to the stressor. Coronary heart disease, psychosomatic symptoms, and premature aging may be some of the repercussions. Huang and colleague have found that stress leads to long-term depression. The present study aims to find out the level of stress experienced by women IT professionals in a sociological perspective, and to understand the socio –economic profile, job conditions etc. Positive and negative stress is a constant influence on all of our lives. However IT women may experience more stress than men and that the sources of stress are gender-related; that is, related to the expected and actual roles of women in society, and to the fact that, despite progress, women still occupy minority status in organizations. This study, thus, focuses on the stress of women working in IT industry in Kochi City.

CHAPTER 2

REVIEW OF LITERATURE

CHAPTER – 2

REVIEW OF LITERATURE

Modern life is full of hassles, deadlines, frustrations, and demands. For many people, stress is so commonplace that it has become a way of life .Stress isn't always bad.in small does ,it can help you perform under pressure and motivated you to do your best .but when you're constantly running in emergency mode, your mind and body pay the price ,if you frequently find yourself feeling frazzled and over helmed, it is time to take action to bring your nervous system back into balance .you can protect by learning how to recognize the signs and symptoms of stress and taking steps to reduce tis harmful effects.

Stress is a normal physical response to events that make you feel threatened or upset our balance in some way .When you sense danger –whether it is real or imagined-the body's defenses kick into high gear in a rapid, automatic process known as the "fight –or fight "reaction ,or the stress response. The stress response is the body's way of protecting you .When working properly, it helps you stay focused, energetic, and alert. In emergency situations, stress can save your life –giving you extra strength to defend yourself, for example, or spurring you to slam on the brakes to avoid an accident. S tress in the workplace can be defined as the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources, or needs of the worker. Workplace stress can lead to poor health and even injury. Nearly everyone agree that the job stress results from the interaction of the worker characteristics versus working. Stress is a negative consequence of modern living. People are stressed due to overwork, job insecurity, information overload, and the increasing pace of life. These events produce distress: the degree of physiological, psychological and behavioral deviation from healthy functioning (J.C. Quick, J.D. Quick, D.L. Nelson and J.J. Harrell, 1997).Dual career families face considerable stress and strain. One problem is related to their respective locations. Always priority is given to the husband's career and the wife's career is accorded only secondary status. Another problem is decision regarding having a child. Many couples including women believe that child rearing would increase their domestic

responsibilities and act as hindrance to their work life. These problems become even more crucial if the family is a nuclear one.

Dr.V Mukundadas Thiruvananthapuram (2009) stressed the need for understanding and imbibing the contours of a new work culture, which globalization has ushered in IT field. Most of the professionals work for an average of 10 hours for their work at office except for professors and more often they carry work to their home. They spend even a part of their weekend in completing the pending office work in order to keep up to the desired expectation very little people tend to spend more than 5 hours with their family and most of them are females .women may suffer from mental and physical harassment at work place apart from the common job stress. Women may suffer from tremendous stress such as hostile work environment harassment which is defined in legal terms as offensive or intimidating behavior in the work place.

According to Das Guptha, (1988), for women in this profession, it is a forced choice, for the job in this field is very demanding in terms of time to be spent in the work place .The long and irregular office hours of the software professionals coupled with frequent travels force them to make adjustment in their aspirations and some of them become defensive as role overload still persists in their family. Adjusting to the workplace culture, whether in a new company or not, can be intensely stressful. Making one self-adapt to the various aspects of workplace culture such as communication patterns, hierarchy, dress code if any, work space and most importantly working and behavioral patterns of the boss as well as the co-workers, can be stressful for women.

Saju K Nair in his study 'A survey on life satisfaction among IT professionals' (2005) states that "73% of executives are living with family while the rest of them are living either with friends or as paying guest. Executives normally stay with relatives or friends till they could find an affordable home for themselves. It is usually, the company, which helps them to locate a residence. Those staying alone or with friends communicate with their family through phone or email. Communication with letters is now becoming less among youngsters. Due to speedy nature of the modern means of communication, letters are now becoming less common, only 39% keep daily contact with their family. The others get in touch with once or twice a week since they get only a very little time after work. It was also found that 78% of the executives preferred homemade food while 22% went for hotel food. The software professionals who visit

Pizza Hut during their work for lunch and dinner, they prefer food prepared at home. A study shows that 84% executives take food thrice a day with snacks in between. The remaining are able to take food only once or twice a day due to hectic workload. The doctors report that regular food habits contribute to many health problems among these executives. 8% claim that their work has affected their food habits. 16% of those living alone cook food either by themselves or with their friends. The remaining are forced to depend on hotels or restaurants. According to the study 8% had a high life satisfaction, 64% had an average life satisfaction and 28% had a very low life satisfaction. The study also shows that males have a higher life satisfaction than females. The study shows that 11% of the respondents with family has a high life satisfaction. The respondents staying alone, with friends or as paying guests experience only an average or low life satisfaction. That staying with family, in spite of their hectic schedule has someone to share their experience which is a relief for them. Life satisfaction increases with the time spent with the family. Those who had achieve various assets in life like vehicles, mobile phones, credit cards, lap tops, etc. were highly satisfied. The aspiration level of middle class executives knows no boundaries. The new generation feels that it should earn more and should enjoy the luxuries of life. Only 2.4% professionals did not possess any of these assets.

Monica Behr {2011} Discusses long list of lifestyle ailments that young urban Indians are being afflicted with today. The first list is long and frightening diabetes, coronary heart disease, obesity, back pain, cancers- breast, lung and oral. The causes are often the same: alcohol, tobacco, junk fatty food and a sedentary life style. The low levels of physical activity and exercise also add to the risk of getting such diseases. An article in saching.com says that it is easy to devote long hours when you are young and single. But over time when you have a family it gets though. Software engineers do not get time for their families and they lead a hectic and stress full lifestyle later in life. They eventually make themselves more like a money making for the family and their personal life.

Some of them do enjoy working even in weekends and they use it either for completing there for completing their pending works, or for skill training and female ones seemingly use it for finishing their household jobs. The persons feel that they are getting more attached to machines rather than people. Many individuals who took part in the study were of the opinion that they couldn't take part in the family gathering not because of lack of interest but they have to invest more

time for meeting their targets and deadlines some were even only interested in playing only a nominal role in his social life. The interference of professionalism in to the persons sphere as became very significant now a days.

Stress is part of life, and it affects everyone at one time or another. And to be clear, stress is not all bad. A certain amount of stress energizes people, improving performance and efficiency. It's only when stress builds too high that problems can develop So much for generalities. The sort of stress you encounter, how you perceive it, and how you react to it depend on individual factors, such as:

- Whether you are male or female
- How old you are
- Whether you are caring for an elderly or sick relative
- Your employment situation

All of these factors affect stress—and how best to respond to it—in different ways.

The physiology of the stress response is similar for everyone. But some researchers believe that there are distinct differences in the way women and men experience and respond to stress. Community surveys taken in many countries find women consistently report greater distress than men do. A study of roughly 1,100 American adults that appeared in *The Journal of Personality and Social Psychology* found that women were more likely than men to experience ongoing stress and feel that their lives were out of their control. Some researchers believe that the social responsibilities typically handled by women—including child care, care of older relatives, and housework—expose them to more abundant opportunities for distress. These responsibilities constitute the "second shift" for women who work outside the home

A study asked 166 married IT couples to keep a daily diary tracking 21 common stressors, such as arguments and overloads at home and work, for six weeks. Here's what it found:

- Wives proved 5% more likely than husbands to report days marked by "any distress" and 19% more likely to experience "high-distress" days.
- The women did not typically carry feelings of "high distress" from one day to the next, but did report facing a greater overall number of stressful situations.

- Certain demands affected men or women more. Men reacted more strongly to an argument with a child, financial woes, or work overload, for example, while women were more distressed by arguments with a spouse, transportation difficulties, or family demands.

Some interesting preliminary research suggests women and men tend to cope with stressful situations differently, too. A team of psychologists published a study in *Psychological Review* suggesting that women are less likely to fight or flee when faced with stressors. Instead, they are likely to "tend-and-befriend." "Tending" is nurturing behavior designed to protect and relieve distress. "Befriending," which may support tending, refers to seeking and maintaining social connections.

Sex hormones and the pituitary hormone oxytocin are partly responsible for gender differences in the response to stress, and suggest that the "tend-and-befriend" behavior may have held evolutionary advantages for women.

- **Effects of hormones.** Oxytocin dampens anxiety and induces relaxation. Its effects are enhanced by female sex hormones and diminished by male sex hormones. When under stress, both men and women release epinephrine and cortisol; men also release testosterone, which tends to increase hostility and aggression.
- **Evolutionary behavior.** The impulse to fight or flee in the face of danger could have disastrous consequences for women, who tend to be smaller than men and may be pregnant or caring for small children. It is intriguing to speculate on whether "tend-and-befriend" could have positive consequences for women. After all, social connections are key to reducing the damaging effects of stress.

According to Dr. Kunjumon psychologist of Lourdes Hospital some tips to avoid stress are; relax. Practicing relaxation response techniques and self-nurturing techniques will enable you to feel calmer, happier, and better able to help others. If it's too hard to find the time, consider getting extra help with some household tasks. **Protect your own health.** He suggests that a caregiver's immune function is often suppressed by the stress of caring for others. Boost your resistance by eating well, getting enough rest and exercise, and pursuing activities that bring you pleasure. **Ask for help.** Spell out to other family members what needs

to be done and what sort of help would be best. If no one offers help, ask for it. When someone offers, accept it. **Share the work.** Write out a list of smaller tasks people can do, such as calling regularly, cooking an occasional dinner, and running errands, and dole these out. Or simply ask people to check off what they can do. **Take a break.** Take advantage of regular respite care from professionals, family, and friends to give yourself much-needed breaks. **Join a support group.** Talks out frustrations with Jobs are a huge source of stress.

Physiological or biological **stress** is an organism's response to a stressor such as an environmental condition or a stimulus. Stress is a body's method of reacting to a challenge. According to the stressful event, the body's way to respond to stress is by sympathetic nervous system activation which results in the fight-or-flight response. Because the body cannot keep this state for long periods of time, the parasympathetic system returns the body's physiological conditions to normal (homeostasis). In humans, stress typically describes a negative condition or a positive condition that can have an impact on a person's mental and physical The term "stress been in use in physics to refer to the internal distribution of a force exerted on a material body, resulting in strain been in use in physics to refer to the internal distribution of a force exerted on a material body, resulting in strain. The brain plays a critical role in the body's perception of and response to stress. However, pinpointing exactly which regions of the brain are responsible for particular aspects of a stress response is difficult and often unclear. Stress is the body's reaction to any stimuli that disturbs its equilibrium. When the equilibrium of various hormones is altered the effect of these changes can be detrimental to the immune system. Much research has shown a negative effect stress has on the immune systemSelye published in year 1975 a model dividing stress into eustress and distress. Where stress enhances function (physical or mental, such as through strength training or challenging work), it may be considered eustress. Persistent stress that is not resolved through coping or adaptation, deemed distress, may lead to anxiety or withdrawal (depression) behavior.

Jobs Rated Stress Links Job stress can fray nerves, keep you up at night, and contribute to health problems such as heart disease and depression. "Chronic job strain can put both your physical and emotional health at risk," says Paul J. Rosch, MD, the president of the American Institute of Stress. Finding the source of your stress is the first step to fighting it, but that's easier said than done. Fortunately, experts have identified specific work situations that are likely to make your blood boil.

The problems begin when our stress levels reach a point where it proves detrimental to our health, to our relationships and our general well-being. The medical community often calls it the 'silent killer'. A number of experts argue that technology has, in part, contributed to higher stress levels because, while easing the burden in so many areas, technology has made multi-tasking the norm –we are expected to do more because technology allows us to do more. To mark National Stress Awareness Month, GFI has for the past three years conducted a survey among IT administrators in the US and UK. This independent study gauges respondents' stress levels at work and reveals their opinions on their main stressors, as well as how their stress level compares to that of friends and family and how it affects their personal and professional lives.

Unfortunately, despite a slight improvement (emphasis on slight), the situation hasn't changed much for the better. If anything, stress is proving to be a major reason for IT admins to take stock of their life and do something about it. (It does improve somewhat for IT admins in the UK).

GFI's study shows that 79% of IT staff is actively considering leaving their current role due to job-related stress, despite apparent economic and staffing improvements in many businesses across the US.

For the third year running, stress is contributing to job dissatisfaction among IT professionals. Despite improvements in the economy reducing budget pressures, the level of job dissatisfaction among US IT professionals has increased since 2013, when just 57% of those surveyed reported they were actively looking to leave their current role.

Key findings from the US survey include:

- 77% of all US IT staff surveyed consider their job stressful – an increase of 12% over 2013
- More than one third (38%) have missed social functions due to overrunning issues at work
- 35% also report missing time with their families due to work demands on their personal time
- One third of IT staff regularly lose sleep over work pressures

- One quarter have suffered stress-related illness, while a further 17% complain of feeling in poor physical condition due to work demands, a small improvement over 2013 (20%)
- 24% of respondents have had a relationship severely damaged or fail due to their job
- 30% feel they are the most stressed person in their social or family group

Management headache

Management was singled out as the biggest contributing factor to workplace stress; with more than one third (36%) of the sample of IT professionals surveyed citing this as the biggest source of stress. An additional 34% cited a lack of budget and staff to get the job done, despite the perceived improvement in the US job market.

Long hours, little pay

Once again, IT staff frequently work additional hours to get the job done, often without additional pay. On average, the IT workers surveyed work 8.5 hours a week more than their stated working hours, with 23% of the survey sample working between eight and 12 hours of unpaid overtime each week.

Bigger is better

While the overall number of IT staff looking to change roles is already high, in organizations with between 250 and 500 employees, it is particularly high (83%). Meanwhile, IT admins at the smallest companies with between 10 and 49 staff are not much happier, with almost 71% looking for a new role. Surprisingly, employees in the largest companies – those with more than 500 employees – are the most content, with just shy of 60% looking for an exit

IT staff hear the strangest things

In an effort to understand what it is that causes such high levels of stress among IT staff, they were queried about the most bizarre, silly or otherwise frustrating thing that management or end users had asked of them.

- David Kelleher is Director of Public Relations at GFI Software. With over 20 years' experience in media and communications, he has written extensively for business and tech publications and is an editor and regular contributor to the GFI blog.

- The joint American-Canadian study, conducted in part at McGill University, tested both mice and humans to find that when stress hormones were blocked by drugs, both the rodents and people were more empathic. For instance, students were asked to watch someone experience the pain of holding his or her hand in a bucket of ice. They were likely to rate the pain of the person they watch as high and were likely to touch their own hand in sympathy -- unless they were under stress. Then, they were far less likely to see the pain in a stranger.

- So what's an IT manager to do? Invest in a bunch of anti-stress drugs? The good news is the study also found that if the subject played a fun video game with the stranger before the test, they were more likely to be sympathetic. The researchers believe that a simple stress reducer was enough to make a person more empathic.

- With increasingly dispersed IT colleagues, often working across time zones and even across oceans, your own teams are often going to be strangers. Even if they aren't, IT workers are being asked more than ever to be part of cross-functional teams, to work more closely with "the business," and to otherwise work with strangers.

- If you manage in a group bigger than four or five people, you need to know exactly how stress is going to change the way your own team responds to each other. A new study shows that people have less empathy for strangers when they are stressed than when they aren't. And, whether we like it or not, in big teams or departments, some of the people you manage are total strangers to each other. We often advise CIOs and IT managers that the best way for IT to act is to feel the business's pain. It isn't a good time in the state of IT management for your employees to lack empathy. If they do, you're liable to hear them make fun of other departments, care less about serving them, and do less to actively reach out to teams to serve the business.

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- And if you happen to serve clients outside the office, the risk is even greater. Some people may not consider someone who works at the same company to be a stranger. But when a stressed employee goes into a client's office, all they're seeing are strangers.

- Of course, you can't always invite your clients or line-of-business executives in for a quick video game tournament. You're going to have to find a way for your team to manage stress. The American Institute of Stress says 25% of people view their job as their main source of stress in their lives. Forty percent of workers reported that their work is "very or extremely stressful." Eight in 10 report at least some stress at work. Shockingly, 14% say they have felt like striking a coworker.

- Managing workloads will help. Taking breaks, too. Encourage music and fun at work (in reasonable doses). Most importantly, you need to help your employees be aware of this issue. It is easy to pass this kind of thing off as office gossip and team-versus-team rivalry. But there will be times you need your team to buckle down and focus on the needs of someone else. Encourage them to listen to fun music on the drive to the client's place. Tell them to find their happy place before the big meeting. Just being aware of the effect of stress might be enough to overcome its ugliest manifestations.

- In other words, have a little empathy for your team. Make them happy when you need them happy the most, and they'll put their best foot forward when you need them cooperating the most. What do you think? Is empathy an important part of your management tool belt? How do you de-stress your IT team? Do you think your team could use a little more empathy for the strangers inside and outside of your company? Comment below.

- Attend Interop Las Vegas, the leading independent technology conference and expo series designed to inspire, inform, and connect the world's IT community. In 2015, look for all new programs, networking opportunities, and classes that will help IT professionals to set their organization's IT action plan. It happens April 27 to May 1. Register with Discount Code MPOIWK for $200 off Total Access & Conference Passes.

Stress is something we experience every day. It can be mild or intense. Every one of us deals with stress differently but in small doses, stress is good for us; it is what keeps us going.

CHAPTER 3

METHODOLOGY

CHAPTER 3

METHODOLOGY

A methodology is defined as a system of broad principles or rules from which specific methods or procedures may be derived to interpret or solve different problems within the scope of a particular discipline. Unlike an algorithm, a methodology is not a formula but a set of practices.

By 'methodology' we mean the philosophy of research process. This includes the assumptions and values that serve as a rationale for research and the standard criteria the researcher uses for interpreting data and conclusions. In this chapter the researcher briefly present the main objectives, variables used, the methods, techniques and tools employed for the collection of data.

GENERAL OBJECTIVE

The general objective of this research is to study about stress faced by women IT professionals.

SPECIFIC OBJECTIVES

- To study the Scio-economic profile of women IT professionals.
- To find out the job conditions that lead to stress.
- To study whether stress affect relationship with family.
- To find out whether they are satisfied with their job.

CLARIFICATION OF THE CONCEPTS:

FORMAL DEFINITION:

Stress: Very simply, stress is a person's inability to cope up with a particular situation. Occupational stress is stress involving work .according to current world health organization (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" .

OPERATIONAL DEFINITION:

The formal definition itself is accepted for operational purposes in this study.

IDENTIFICATION OF VARIABLES

Anything that has a significant influence on the study is called a variable. If one variable depends upon or is a consequence of the other is dependent variable. Antecedent to the dependent variable is termed as independent variable. In the **present** study the independent variables are Age, income, marital status, religion and education. In the study depended variables job stress among IT women.

RESEARCH DESIGN

The research design used for this study is descriptive research. The main goal of this type of research is to describe the data and characteristics about what is being studied .The idea behind this type of research is to study frequencies, averages and other statistical calculation.

Descriptive research is mainly done when a researcher want to gain a better understanding of topic.

PILOT STUDY

In order to test the feasibility of the present investigation a pilot study was undertaken in IT industries in Kakkanad .It was found that the women IT professionals are facing tremendous stress in the working place.

SAMPLE SIZE

The sample size of the study is to 50. Both married & unmarried women are taken for this study.

SAMPLING METHOD

The researcher used the simple random sampling for collecting data so repentant are selected randomly from Info Park, Kakkanad, and Ernakulam by using lottery method.

TOOL OF DATA COLLECTION

The tool of data collection is mailed questionnaire. Primary data are made use in data collection because the respondents are able to fill in the questionnaire themselves.
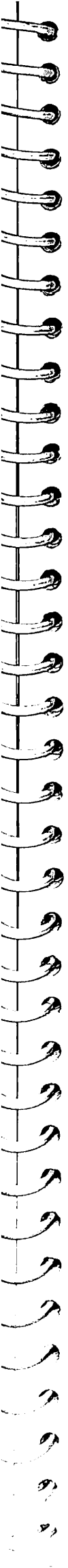
PRETEST

After the researcher prepared the questionnaire, the same was administered on women IT professionals. On the basis of pretest the questions were revised and the questionnaire was finalized.

DATA COLLECTION: Primary data is collected through field work. The researcher was asked to mail the questionnaire to the respective respondents through internet, as direct access to their place of work was highly restricted. The respondents were co-operative.

ANALYSIS AND INTERPRETATION:

The collected data were edited, coded, andtabulated.The sociological dimensions of the women IT professionals were analyzed and interpreted through appropriate statistical tools. On basis of the interpreted data findings and conclusions were made.

CHAPTER 4

ANALYSIS AND INTERPRTATION

CHAPTER 4
ANALYSIS AND INTERPRETATION

The collected data have to be processed so that intelligible conclusion are made. The SPSS software analysis was of valuable help in this regard. The purpose of analysis is to summarize the completed observation in such a manner that they yield answers to the research questions. The purpose of Interpretation is to search for broader meaning of the answers by linking them to other available knowledge.

Table 4.1

Age of the respondents

Age Group in years	Frequency	Percentage
20- 30	32	64
30- 40	18	36
Total	50	100

The above table shows the information regarding the age group of the respondents. Most of the respondents, that is, 64% belong to the age group of 20-30years and 36% of the respondents belong to the age group of 30-40 years.

Table 4.2

Distribution of the Respondents according to Marital Status

Marital status	Frequency	Percentage
Married	36	72
Unmarried	14	28
Total	50	100%

It is seen from the above table that 72% of the respondents are married. 28% of them were unmarried.

Table 4.3

Distribution of the respondents according to Religion

Religion	Frequency	Percentage
Hindu	30	60
Christian	10	20
Islam	10	20
Total	50	100%

This table shows that religious background of women in this study .60% were Hindus, and 20% each were Christians and Muslims respectively.

Figure 1

Distribution of the respondents according to Education

Education

- Degree
- Post-Graduation
- Other
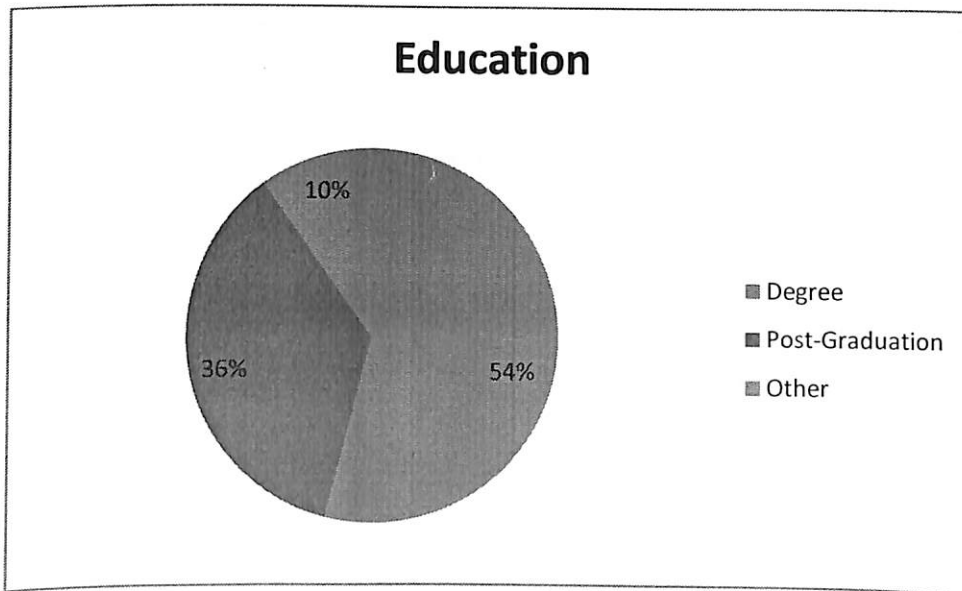
The figures show that 54% of the women were graduates, 36% of them were post graduates, and 10% have other educational qualification like Diploma in the field of Computer Education.

Table 4.4

Distribution of the respondents according to Income

Income	Frequency	Percentage
Above 60000	49	98
Below 60000	01	2
Total	50	100%

According to this income on analysis of data it was found that approximately99% of the women earn monthly income above 60000.women in IT field enjoining much freedom and security on the bases of income it provide.

Table 4.5

Distribution of the respondents with regard to the response to the query whether they selected the job on their own preference

Response	Frequency	Percentage
Yes	50	100%
No	-	-
Total	50	100%

In this study, it is found that that 100% of the women were working in this profession out of their own choice.

Table 4.6

Distribution of the respondents with regard to the response to the query whether they are satisfied with their salary

Response	Frequency	Percentage
Yes	50	100%
No	-	-
Total	50	100%

The following table shows that 100% of them were satisfied with their salary.IT field providing good income it given confidence and dignity for IT women professionals in society especially in family and in community.

Table 4.7

Distribution of the respondents with regard to the response to the query whether they get time to interact with their co-workers

Response	Frequency	Percentage
Yes	45	90
No	05	10
Total	50	100

The above table says that majority of the women (90%) get time to interact with their co-workers. Remaining 10% didn't get time to interact with co-workers. IT professionals having sound relation with their co-workers.

Figure 2

Distribution of Respondents according to their mode of Stay

STAY

36%

64%

■ HOSTEL ■ HOME ■ ■
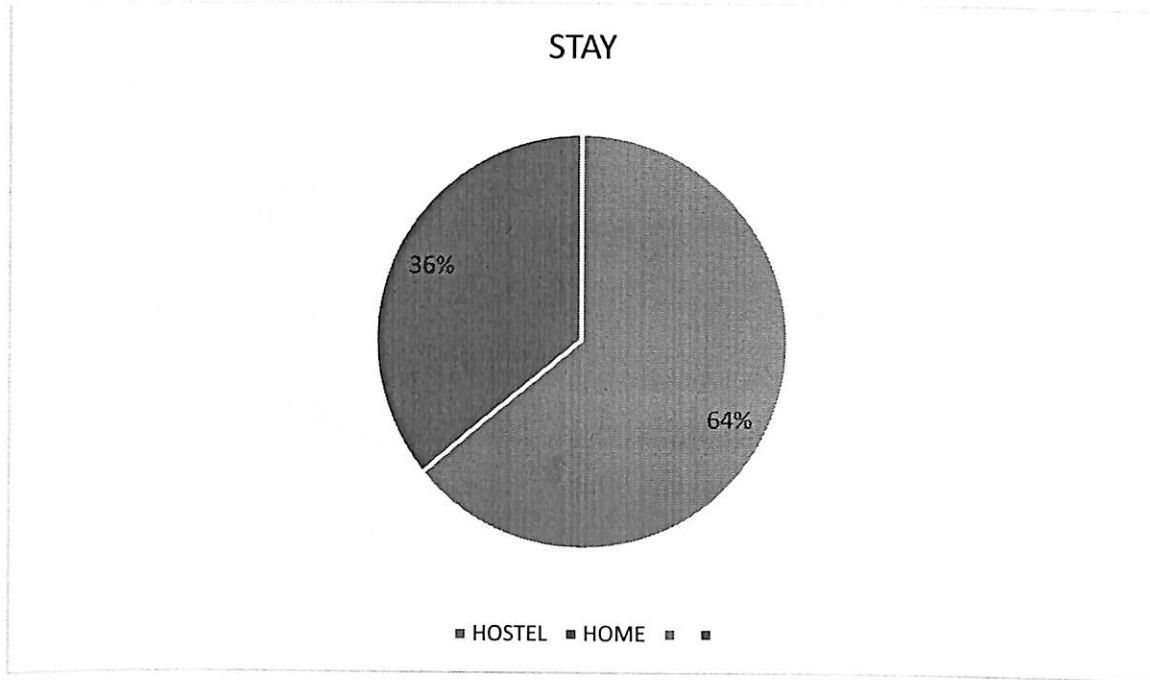
According to this table 64% of them were staying in hostel and36% were residing in their homes itself.

Figure 3

Distribution of the respondents with regard to the response to the query whether males and females get equal status in the IT field
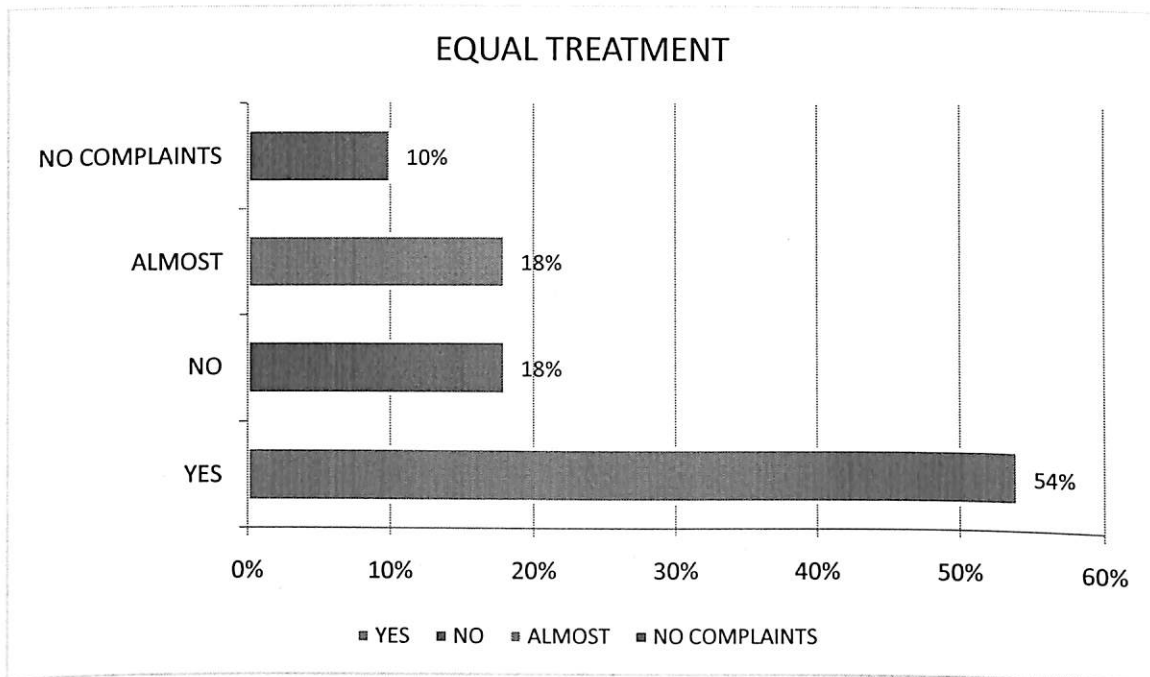
From the above table, we can understand that 54% of the women were agreed that men and women enjoy equal position in IT field. 18% of them were not satisfied in this regard. 18% of the women said that there is still a slight different treatment between men and women. And 10% said that they have no any complaints.

Table 4.8

Distribution of respondent's opinion about pup-going and pre-marital affairs.

Opinion	Frequency	Percentage
Very rare	05	10
Common	05	10
Quit a few such cases	22	44
None that I am aware of	18	36
Total	50	100

Above data shows that, pre-marital affairs exist among IT women. 10% of them commented that it is very rare, 10% said that it is common and 44% opine that quite a few such cases exist and 36% said that even if it exists, they were not aware of this aspect.

Table 4.9

Distribution of respondents according to the working Hours

Hours you work daily	Frequency	Percentage
8 hours	14	28
Below 8 hours	-	-
Above 8 hours	36	72
Total	50	100

From the above figures, we can understand that 28% of them were working 8 hours per day. 72% were working above 8 hours and none of them were working below 8 hours. IT professionals having over work and job stress.

Figure 4

Distribution of respondents according to the response to the query whether they get time for leisure or recreation

RESPONSE

■ YES ■ NO ■ ■
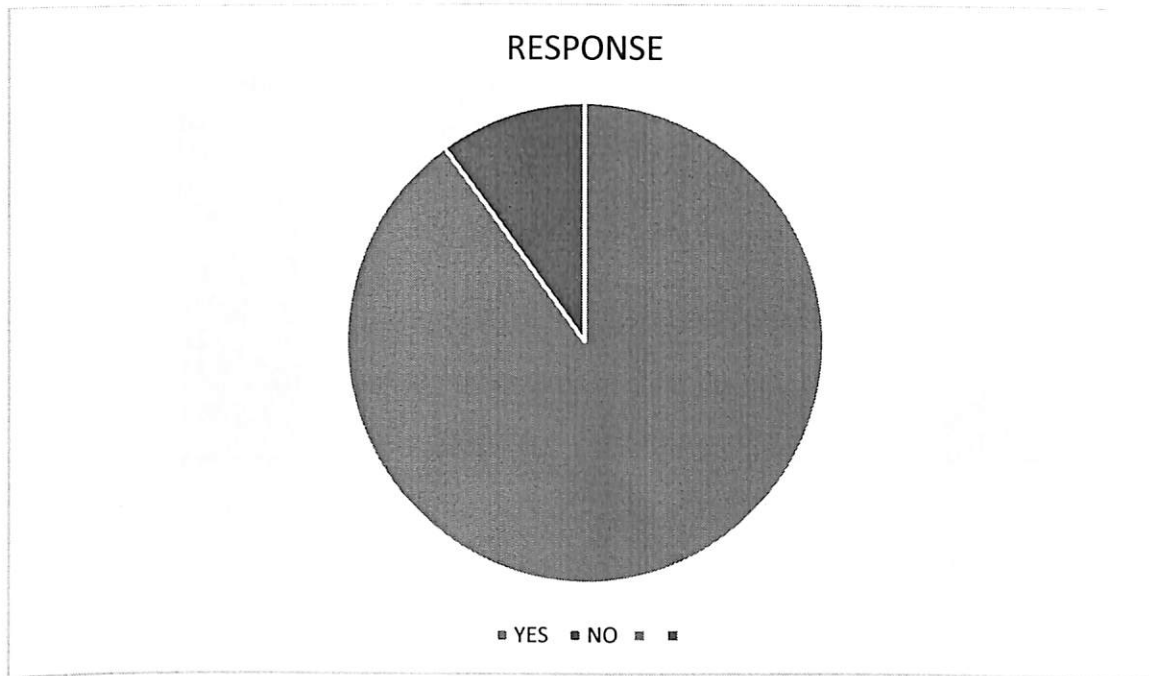
90% of the respondents said that they get time for leisure or recreation.

Table 4.10

Distribution of respondents according to the response to the query whether their work has affected their health

Response	Frequency	Percentage
Yes	14	28
No	36	72
Total	50	100

From the above table, we can see that 28% of respondents are suffering from various health problems due to their work. 72% of them were free from health problems.

Figure 5

Distribution of respondents according to their health problems due to work

HEALTH PROBLEMS
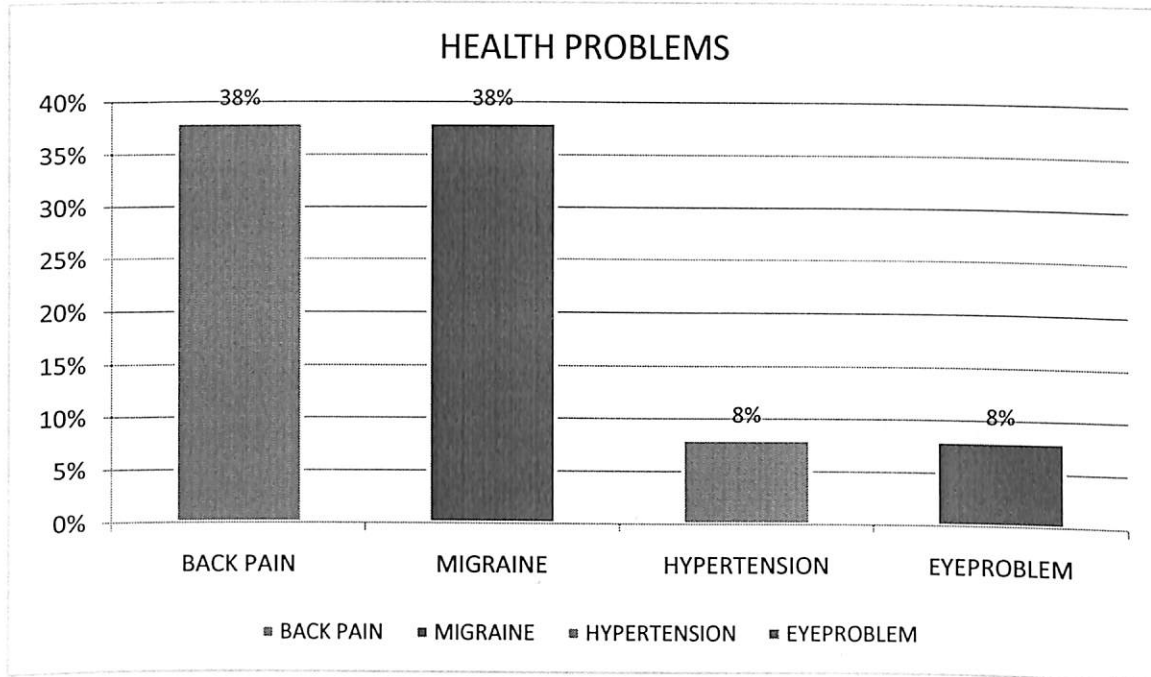
Above table shows that, 38%of them were suffering from back pain, 38% of the respondents were suffering from the problem of migraine, 08% have hyper tension, 08% of them have eye problem, remaining 08% of the respondents were suffering from other illness.

31

Table 4.11

Distribution of respondents according to the response to the query whether they take their work to home.

Continue your work in to home	Frequency	Percentage
Yes	09	18
No	41	82
Total	50	100

From the above table we can understand that the 82% of the respondents don't take their work to home. I think it affect their household job.

Table 4.12

Distribution of respondents according to the response to the query whether they face any misbehavior in their workplace

Response	Frequency	Percentage
Yes	-	-
No	50	100
Total	50	100

100% of the women respondents claim that they were safe and secure in their workplace.

Figure 6

Distribution of respondents according to the response to the query whether they get family support

family support

0 0

36%

64%

▪ yes ▪ no ▪ ▪
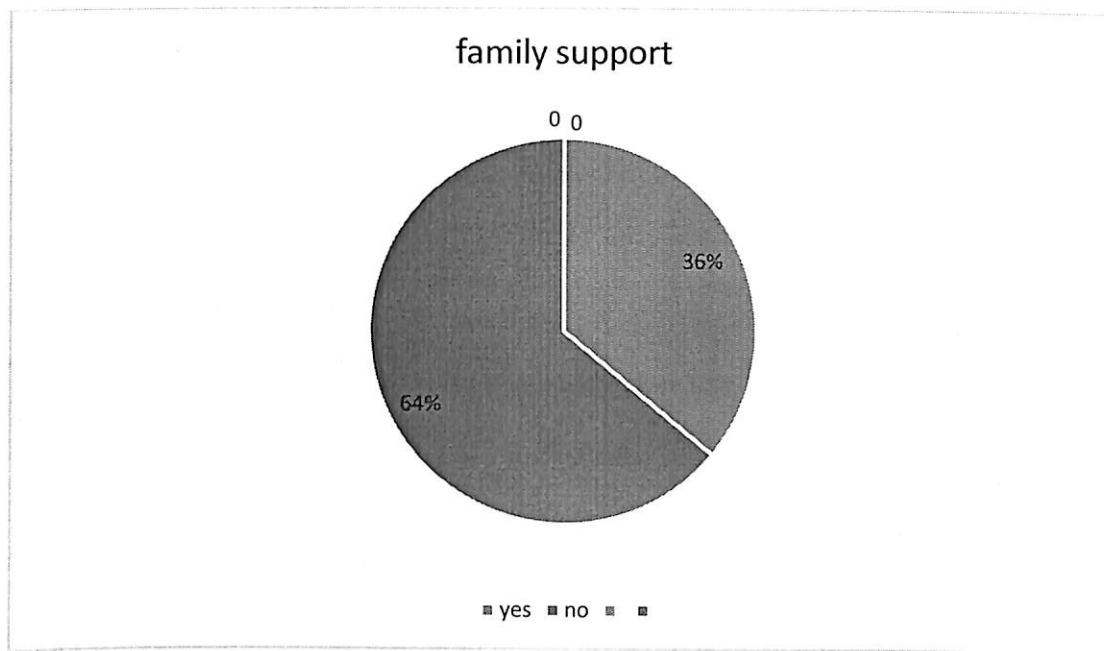
In this above table, 64% of the women are not getting family support, 36% of them have support from their family.

Table 4.13

Distribution of respondents according to the response to the query whether they get family support

	Frequency	Percentage
Yes	18	36%
No	32	64%
Total	50	100%

In this above table, 64% of the women are not getting family support, 36% of them have support from their family. Especially those who are married, and those who having children. The husband and children support them in their stressful situations.

Table 4.14

Distribution of respondents according to the response to the query whether they are able to manage both familial and work spheres

Responses	Frequency	Percentage
Manageable	23	46
Okay, with practice and patience	23	46
Though, but worth the effort	04	08
Impossible, quitting either would be best for myself	-	-
Total	50	100

Above table shows that, approximately 50 % of the women can manage both domestic and professional tasks. None of them feel that it'simpossible to manage both tasks because women is more creative and enthusiastic in nature.

Table 4.15

Distribution of respondents according to the response to the query whether they get time to take care of the family

Responses	Frequency	Percentage
Yes, every day	32	64
Whenever I get time and the mood	09	18
Seldom, because I am staying away from home	09	18
Want to, but circumstances does not allow	-	-
Total	50	100%

In this above table, 64% of the women said that they can take care of their family every day, and 36% are struggling to be there near their loved ones. However, none of them are in a position where they are estranged from family members due to their work.

Table 4.16

Distribution of respondents according to the response to the query as to who is responsible for family affairs

Responses	Frequency	Percentage
Myself	31	62
Husband/parent	14	28
Sibling/relatives	05	10
Servants	-	-
Total	50	100

Above table shows that, 62% of the respondents were in charge of family affairs, 28% of respondent's parents/husbands were in charge, 10% of the respondents siblings or relatives were in charge of family affairs.

Table 4.17

Distribution of respondents according to the response to the query whether IT as a profession is affecting their family relations

	Frequency	Percentage
Yes	-	-
No	50	100
Total	50	100

From the above table, 100% of the respondents say that their job has not affected their relationship with family. They find much joy and happiness they spend with their family it gives them peace of mind and relaxation.

Table 4.18

Distribution of respondents according to the response to the query whether they leave their parents at old age homes because of the job stress

Responses	Frequency	Percentage
Yes	-	-
No	50	100
Total	50	100

Family is most important institution in one's own life especially influence of old parents.100% of the respondents say that there is no such situation at all whereby they have to leave their parents at home because of job stress.

Table 4.19

Distribution of respondents with regard to having satisfaction in their job.

Satisfied with job	Frequency	Percentage
Yes	40	80
No	10	20
Total	50	100

From this above table, we can understand that 80% of the respondents were satisfied with their job, and 20% of them were not satisfied with their job. Even though their having stress they are satisfied in IT.

Table 4.20

Distribution of respondents with regard to preference for other jobs.

Response	Frequency	Percentage
Yes	18	36
No	32	64
Total	50	100

From the above table, 36% of the respondents were wishing to have other less stressful jobs, while 64% of them were satisfied with their job. Mostly IT professionals prefer to work in this field.

CHAPTER-5

FINDINGS AND CONCLUSION

CHAPTER -5

FINDINGS AND CONCLUSION

A sociological study about stress faced by women IT professionals is a relevant topic in the present scenario. Before conducting this study we had the perception that women IT professional are highly dissatisfied in their working field because of social, physical, psychological and emotional stress. But the analysis and conclusion shows another picture of reality. In this study it was found that even though women suffer stress these days in the IT field, they are not ready to quit this IT field. It is actually a fact that, they suffer a lot of stress in this field, but through this study it is understood that women also enjoy their work. This field gives them proper income, they can even stand in front of the society with a dignity working as IT professionals.

There is a popular perception that IT field is rampant with loose morals and unethical lifestyles. However, from this study it was found that, IT women employees are close to their family as compared to the other people in the society. Even though they get only very little time to spend with their family they are the ones who show more love and affection towards their family members.

The first objective of the study was to find out the socioeconomic profile of women IT professionals in Cochin City. Most of the respondents (64%)are under the age group of 20-30 years and 36% of the respondents belong to the age group of 30-40 years. Majority of the women IT professionals (72%) weremarried, and 28% were unmarried. Mostly the married women IT professionals are from the Hindu religion (60%), the number of women IT professionals from Christian and Muslim religion is very less; both are 20% respectively. The education background of the IT professional's shows good academic qualification from the respondents.54%women IT professionals were graduates and 30% of them were post graduate and only 10% have other educational qualification like Diploma in the field of computer education . Majority of the respondents that is 99% of women IT professionals earn monthly income above 60000. Earning high income is empowering and giving more confidence to the respondents in their life situations. All of the respondents are working in this field by their own choiceand not by compulsion, it shows that they are highly comfortable in this field. And all the respondents that is 100% are satisfied with their salary. Majority of the women that is 90% are getting time to

interact with their co-workers, but 10% were said that they are not getting time to interact with co-workers. It may be because of their hectic job or personal problem. Mostly women IT professionals prefer to stay in home but only36% of them were able to stay with their family. 64% of them staying in hostel because of transportation problems. In this era of women empowerment, 50% women IT professionals are enjoying equal position with men in the company. But 80% of them were not satisfied regarding their equal treatment with men, and 10% of them had complaint there is still exist a slight difference in equal treatment between men and women. Pre-marital affairs, dating, pub going do exist among women IT professionals. 44% opine that it is quite few such cases and 36% are not bothered about such matters, and 10% said very rare, lastly the 10% were respond it is very common in it professionals.

The second objective was to find out the job conditions of women IT professionals. From the study we can understand that 28% of them were working 8 hours per day. 72% were working above 8 hours and none of them were working below 8 hours; it shows that they are having hectic job stress and over work load .90% of the respondents said that they get time for leisure or recreation. We can see that 28% of respondents are suffering from various health problems due to their work. 72% of them were free from health problems. That, 38%of them were suffering from back pain, 38% of the respondents were suffering from the problem of migraine, 8% have hyper tension, 8% of them have eye problem, remaining 8% of the respondents were suffering from other illness.

The third objective was to find out the nature of family relations of the respondents. From the study we can understand that the 82% of the respondents don't take their work to home. 100% of the women respondents claim that they were safe and secure in their workplace. And also study shows that 64% of the women are not getting family support, 36% of them have support from their family. Approximately 50 % of the women can manage both domestic and professional tasks in this case none of them feel that it is impossible to manage both tasks. 64% of the women said that they can take care of their family every day, and 36% are struggling to be there near their loved ones. However, none of them are in a position where they are estranged from family members due to their work. 62% of the respondents were in charge of family affairs, 28% of respondent's parents/husbands were in charge, 10% of the respondents siblings or relatives were

in charge of family affairs100% of the respondents say that their job has not affected their relationship with family.

The fourth objective was to find out the job satisfaction among the respondents. We can understand that 80% of the respondents were satisfied with their job, and 20% of them were not satisfied with their job. 100% of the respondents say that there is no such situation at all whereby they have to leave their parents at old age homes because of job stress.36% of the respondents were wishing to have other less stressful jobs, while 64% of them were satisfied with their job.

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APPENDIX

Women in IT: A Sociological Inquiry

QUESTIONNAIRE

1. Name :

2. Age :

3. Marital status :

4. Religion :

5. Education :

6. Income :

7. Native place :

8. Did you choose to work in this field on your own choice?

⌒ yes   ⌒ NO

9. Are you satisfied with your salary?

○ Yes   ○ No

10. Do you get time to interact with co-workers?

○ **Yes**   ○ **No**

11. Are you staying at hostel or home?

○ Yes   ○ No

12. Is there equality in treatment of men and women IT professionals with respect to salary, working condition, opportunities and promotion?

☐ Yes   ☐ No   ☐ Almost   ☐ No complaints

13. How far is the current media image of technique women as extremely forward - thinking, pup-going and engaged in extra /pre –marital affairs true?

☐ Vary rare   ☐ Common   ☐ Quit a few such cases
☐ None that I am aware of

14. How many hours do you work daily?

☐ 8 hours   ☐ befor 8 hours   ☐ above 8 hours

15. Do you get enough time for leisure or recreation?

○ Yes   ○ No

16. Has the work you do in the company affected your health?

○ Yes   ○ No

17. If yes, do you face any of the problems mentioned below?

☐ back pain   ☐ migrain   ☐ hypertension   ☐ eye problem
☐ others

18. Do you continue your office work at home too?

… Yes … No

19. Have you faced any misbehavior from personnel in the working place?

… Yes … No

20. Do you hear complaints from family that you are not spending much time with them?

… Yes … NO

21. How do you find the double task of managing domestic and professional life?

☐ managable. ☐ okay ,with practice patience ☐ though ,but worth the effort

☐ Impossible, quitting either would be best for my

22. Do you find time to care for other members of your family?

☐ yes, everyday ☐ whenever I get time and the mood

☑ seldom beacause I am staying away from home

☐ want to circumstances does not allow

23. Who is in charge of the family affairs?

⌐ myself ⌐ husbant ⌐ parent ⌐ sibling/relatives ⌐ servents

24. Do you think a job in IT sector has adversely affected your relationship with family?

⌐ Yes ⌐ No

   (a) If Yes, How?

25. Do you think among IT professionals abandoning parents in their home town/old age homes have become common because of their job stress?

⌐ Yes ⌐ No

26. Are you satisfied with your job?

⌐ Yes ⌐ No

27. Do you wish to a job at any other fields?

⌐ Yes ⌐ No

28. Will you suggest this job to anyone else?

⌐ Yes ⌐ No

   a) If No, why?

   b) If yes, why?

29. What do you think is the future of women working in IT Industry?