



A CASE STUDY ON CAUSES OF STRESS LEVELS OF IT EMPLOYEES WITH SPECIAL REFERENCE TO ACCENTURE, INTEL, KPIT.

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Abstract: Stress is the underlying factor for the mental illness and which would hamper the productivity of employees . It is a part and parcel of psychological behavior and psychological deviations .Hence the study gives insights on various causes of stress in Accenture KPIT and Intel. The study analyses qualitative data to draw inferences on the various causes of stress levels in IT sector. The stimuli like targets, job security, and improper working conditions have laid strong impact on the emotional un wellness on the employees. The data is collected using structured questionnaire.

Index Terms - : Improper working conditions, job security, and targets.

INTRODUCTION

Stress can be defined as the condition of unfavorable conditions persisting and causing the pressure to the mental state of being due to the most challenging and also due to the complicated satiations arising from the working environment. It is something called the external force that rules the behavior of the employees.

CLASSIFICATION OF STRESS

There are two types of stress . They are discussed as follows.

- Eustress
- Distress

EUSTRESS

Eustress is often considered to be the positive stress and gives positive energy to the employees . It can be described as an type of stress which throws an opportunity to the employees to face the difficulties, complex tasks and to face challenges of the job with confidence. It acts as a spark plug where in an individual no where looses the interest to learn and his journey of work life. Which also raises the performance of the employees above the mentioned standards.

DISTRESS

Distress is something to be considered as the negative stress, through which an employee or the individual feels and experience inadequacy, insecurity, hopelessness and deep disappointment. This type of stress usually bears the negative impact on the productivity and efficiency of the employees. And might also lead to the addiction of alcohol, marital break through, and many cardio diseases.

SOURCES OF STRESS

Sources of stress can be classified into the following types. The details of the sources are discussed as below:

INDIVIDUAL LEVEL STRESSOR

Individual stress is a type of stress which is directly linked and associated with the individual's sole responsibility and personality type. The following are the types of individual type stressors.

- Personality
- Role conflict
- Role overload

GROUP LEVEL STRESSORS

The group level stress is a kind of stress which arises due to the undue constant and continuous changes in the group level behavior and also due to the inadequate managerial behavior.

The following are the different types of group level stress:

- Lack of uniformity
- Intra group conflict
- Sexual Harassment
- Status Incongruence
- Work place violence

ORGANISATIONAL LEVEL STRESSORS : The organizational level stress can be referred to the kind of stress by which an organization puts entire pressure on the employees. This causes a very high level of stress among the employees.

The following are the various types of organizational levels of stress :

- Organizational Structure
- Organizational Culture
- Organizational Leadership
- Organizational Lifecycle

LITERATURE REVIEW

- KDV Prasad (2015) the research paper highlights the ill effects on the health of the employees and their productivity at the work place. The paper entails and tries to evaluate the effects of stress on productivity of employees. The psychological factors occupational factors had made moderate effect on performance.
- Kamal Deep Bhui , Sokratic Dinos and Stephen Stansfield (2017) The paper tries to identify the causes the of stress at workplace and also examines the personnel , individual and organizational interventions the management practices also contributed to the stress levels like unfair treatment , transparency issues.
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- The paper (2018) A study focused on causes of stress levels due to the changing business dynamics and competitions which would lay down ill effects on the health of the employees of the organization mainly on IT sector
- Dr. Rashmi .R (2018) The paper aims at providing solutions to the type of stress called as “ job stress” on IT employees . The paper has considered the socio demographic factors laid to the contribution of stress levels among the employees . And also the flexible timings had proven as the remedy to the stress levels.
- B. Aarthi.M , Daniel. Solomon (2019) The research paper thoroughly examined the levels of stress employees and factors which had strong influence on the working / productivity od employees like poor working conditions, hectic work schedule and conflicts with co-workers and boss.63% of employees had high stress levels and 37% of respondents had low stress levels.
- Muhammad Eshan , Kishwar Ali (2019) The study mainly examined the impact of stress on productivity of employees . The detailed investigation was made to analyze how the work related stress had effected the productivity of employees at the workplace in the banking sector in the city of Faisalabad city.
- Prasad (2019) The empirical study was conducted to know the impact of occupational stress and as well as psychological well being on the faculty of the higher education and its effect on the virtual teaching and performance. The factors like workload, remote working had significantly influenced the well being of the employees.
- Abhijeet Rawal, Sneha Mhatre (2018) The research paper aimed with the objective to study the various causes of stress of the employees which arises from the responsibilities of complex tasks arising from the work. The paper thoroughly analyzed the various segments of stress which had put negative shade on the mental health of the employees. The results were thoroughly examined and suggestion were given.

OBJECTIVES OF THE STUDY

- To analyze the most strong stressor factor bearing an ill effect on the IT employees.
- To study the organisation's Management 's participation and involvement in assisting the employees to cope with their work stress.
- To thoroughly analyze the stress levels of employees based on their demographic factors.

SCOPE OF THE STUDY

- The study is intended and restricted to study the stress levels of only IT sector namely companies like Accenture, Intel , KPIT.
- The study does not measure the degree of each stress factor bearing an ill effect on the employees.

METHODOLOGY ADOPTED

SOURCE OF DATA COLLECTION

- Primary data collection
- Secondary data collection

Primary data collection : The primary data is been collected directly from the employees of Accenture, Intel and KPIT. The well structured and designed questionnaires were distributed via email and responses were obtained .

Secondary data collection : The secondary data is been collected from two ends one from internal and as well as outside and external sources like company websites, journals.

SAMPLE DESIGN

- **Sample size** : The sample size of 50 is adopted for the purpose of data collection and to analyze it.
- **Sampling Frame** : Data from the IT companies like Accenture, Intel and KPIT only.
- **Sampling Technique** : Simple random sampling method is used for data collection and in conjunction with convenience sampling also.
- **Sample Unit** : Each individual employee of three companies.

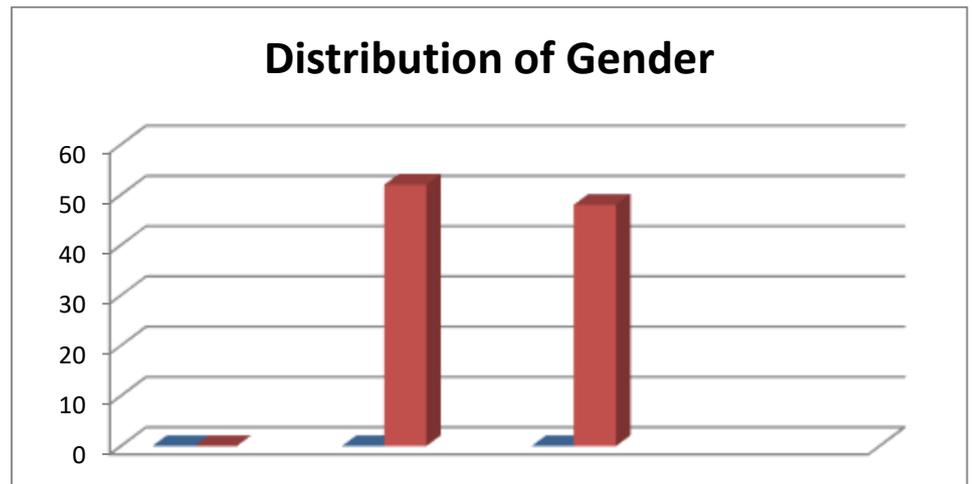
DATA ANALYSES AND INTERPRETATION

Table 1 : Gender

Gender	No of respondents	Percentage
Male	26	52
Female	24	48
Total	50	100

Graph 1:

Graph Name : Gender



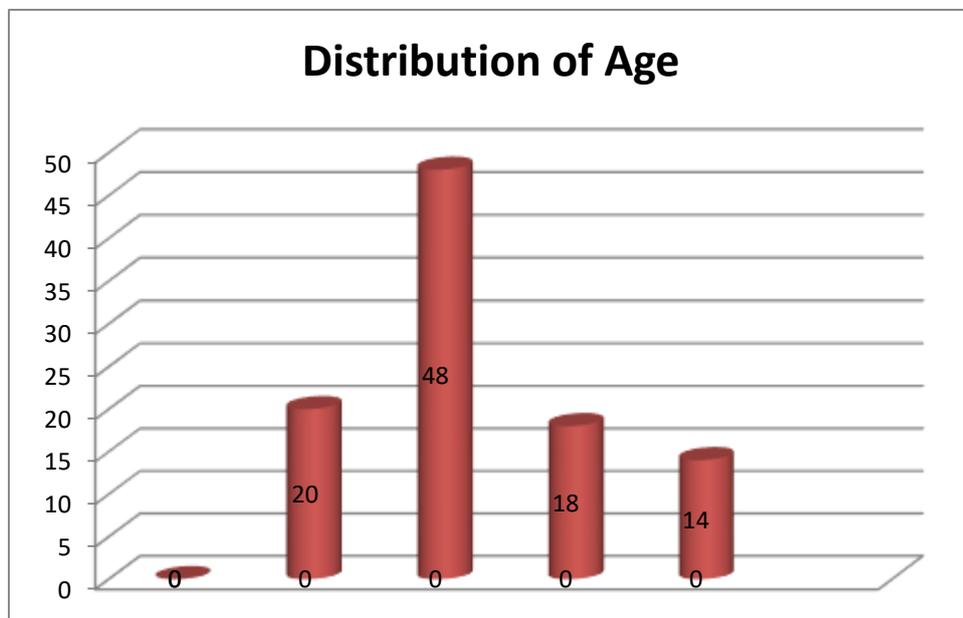
Analyses and Interpretation

- The above graph represents clearly that 52% are of male respondents and 48% are of female respondents . The table and graph are self explanatory.

Table : 2

Table Name : Age

Age	No of respondents	Percentage
18-25	10	20
25-35	24	48
35-45	9	18
45 and above	7	14
Total	50	100



Analyses and Interpretation

The above table and graph represents the distribution of age of respondents . The respondents age group between 18-25 are of 20% , 25-35 are 48%, 35-45 are 18% , 45 and above are 14% respondents.

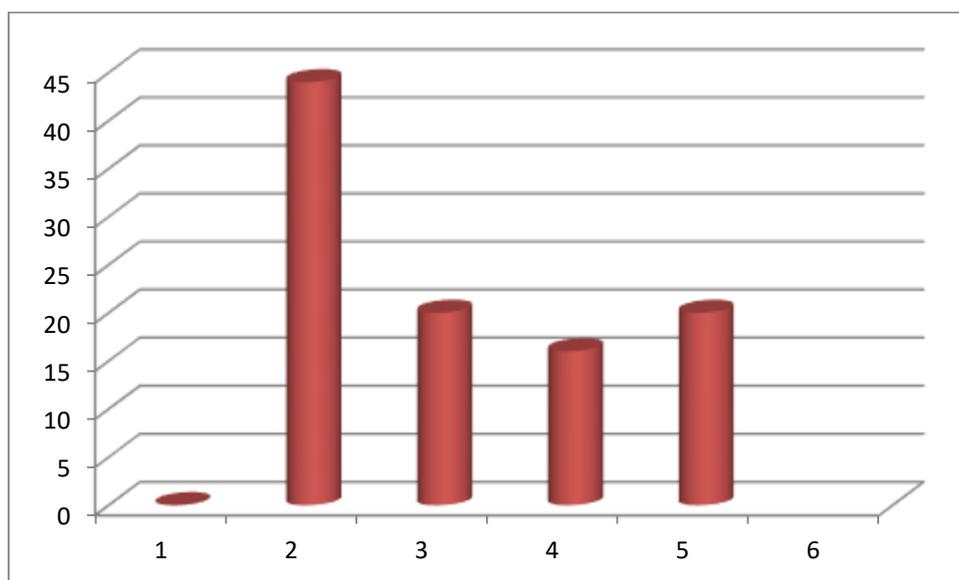
Table :3

Table Name : Stressor at work place

Particulars	No of respondents	Percentage
Targets	22	44
Situation	10	20
Role	8	16
Change	10	20
Total	50	100

Graph : 4

Graph Name : Most stressor at work place



Analysis and Interpretation

The above table and bar graph depicts that 44% of respondents said that targets as the major stressor, 20% of respondents have said situation as the stressor, 16% of respondents have told role as the stress factor, and 20% of respondents have told change as the major stressor of their job.

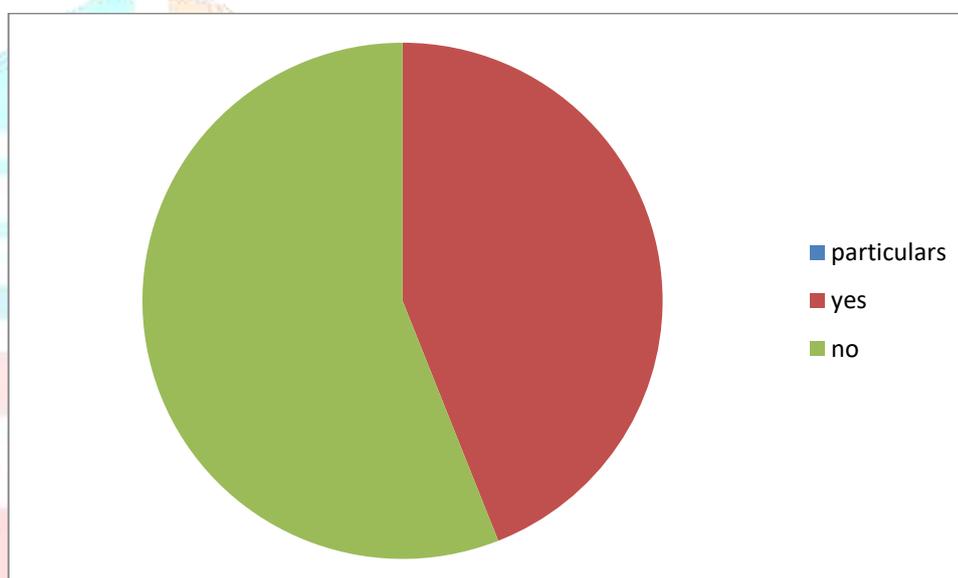
Table : 5

Table Name : Do you get support from the management in managing stress

Particulars	No of respondents	Percentage
Yes	28	44
No	22	56
Total	50	100

Graph : 5

Graph Name : support from the management.



Analyses and Interpretation

The above table and pie chart represent that 44% of respondents told that they fetch support from their management in managing their stress and 56% of respondents told that they don't fetch any support from their management.

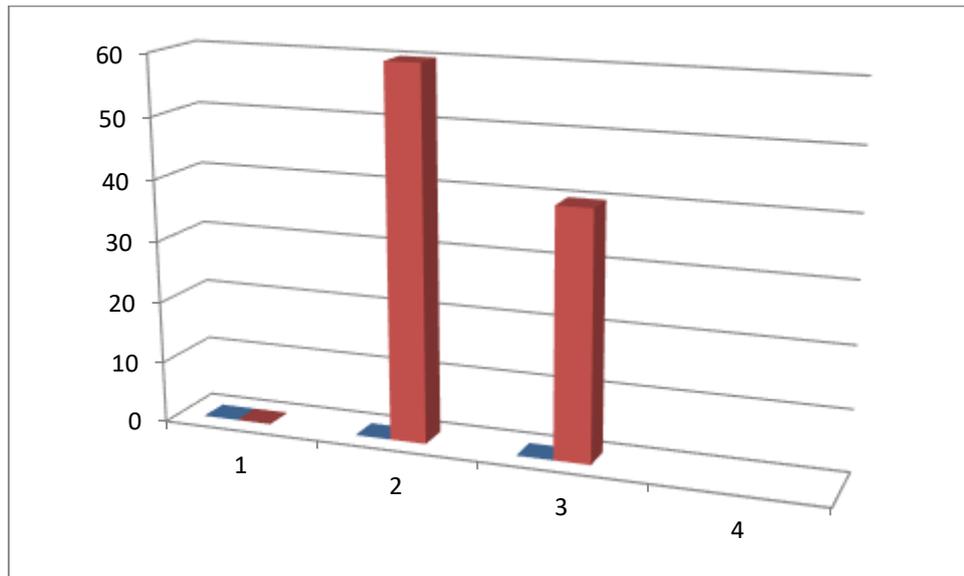
Table:6

Table Name : Does your job security factor puts you on stress.

Particulars	No of respondents	Percentage
Yes	30	60
No	20	40
Total	50	100

Graph : 6

Graph Name : Does your security puts you on stress.



ANALYSES AND INTERPRETATION

The above table and bar diagram represent that 60% of respondents mentioned that job security puts stress and 40% of respondents told that job security don't bring stress on them.

FINDINGS

1. 52% respondents are male and 48% of respondents are female .
2. Respondents of age group between 18-25 are 20% , 25-35 are 48%, 35-45 are 18% , 45 and above were 14%.
3. 76% of respondents were from IT background.
4. 50% of respondents told improper working schedule as the most unpleasant thing .
5. 44% of respondents said that targets have acted as the most strong stressor for them.
6. 56% of respondents told that they have not got any support from their management in their stress management

SUGGESTIONS

- There is a greater need for the management to focus on the stress management strategies to be adopted in order to help the employees to burst out stress which would hinder their productivity at workplace.
- The more emphasis is to be given in designing the proper job role and designations . And should match with employees caliber and strengths.
- The management should adopt the transparency in each and every aspect of their moves with the employees .

CONCLUSION

- The concept stress has arises from different causes . which some stress cause and throw impact on the employee and other stress would place a negative impact on the employees. As per the study there are different sources and causes that trigger stress levels of the employees . Hence there is a greater need for the management to assist their IT employees in managing their stress levels and contribute to their highest of their efficiency.

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BOOKS

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3. Organizational stress by Carry Cooper , 2001.