

## AN EMPERICAL STUDY ON STRESS MANAGEMENT BY IT EMPLOYEES IN HYDERABAD

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### **ABSTRACT**

*The present globalized economy and rapid changes in field of software have put the IT professionals in enormous pressure due to more competitions. This competition reflects on IT employees and quality output. The competition is continuous process and it has sustained its popularity in the market. Under these circumstances, IT professionals undergo stress, which needs to be considered and it has become a matter of concern for the employees of IT organization. The main purpose of the research is to understand job stress and its nature among the IT employees in Hyderabad. The objectives of the study is to find causes of stress, effects of stress and coping strategies adopted by the employees as well as IT Companies. To test hypothesis researcher used statistical tools like chi-square to test the association between socio-economic variables and stress coping strategies, factor analysis to identify the factors causing job stress.*

**Keywords:** *stress, causes, effects, IT, employees.*

### **1. INTRODUCTION**

Stress is a physiological and psychological imbalance. Stress arises when individuals think that they cannot adequately cope with the demands being made on them or with threats to their wellbeing. Stress occurs from an imbalance between demands and resources. Stress is the body's way of reacting to any situation and it can have serious effect on an individual's life. Yet, people do not realize the importance of stress management in their lives. Effective people can stay in control of life, without panicking even under stressful situations. They cope with stress by planning work, taking regular breaks, and rejuvenating them.

### **1.2. STRESS–DEFINITION**

**“Stress is the demand made upon the adaptive capacity of mind and body”**

It isn't easy to find an acceptable definition of stress. Different people takes different meanings . . . be it professionals, psychologists, doctors, engineers, management consultants, all use the word stress in their own distinctive ways. Management consultants talk in terms of organizational challenges, psychologist in terms of human behavior and doctors in terms of psychological mechanism.

The word ‘stress’ is defined by the Oxford Dictionary as “a state of affair involving demand on physical or mental energy”. It is a condition or circumstances (not always adverse), which can disturb the normal physical and mental health of an individual

Hans Selye, (1936) the father of stress has defined stress as a “non-specific response of the body to any demands made upon it”. Stress is a psychological reaction to problems, threats, opportunities and challenges faced by an individual when the outcome is both important and uncertain. Everyone experiences stress on a regular basis. Executives of software Companies, particularly the executives are highly prone to stress due to:

- i. Pressure to learn a large number of business operations in a limited time.
- ii. Heavy demands on their time to complete assignments and preparing for presentations and discussions.
- iii. The challenges of adjusting in the new environment.
- iv. Pressure to meet high expectations from self and higher authorities.
- v. Uncertainties about future task.

Facing problems is a day-to-day affair for executives in any organization. Problem solving, needs creative and scientific approaches. The opinion about, the problem solving ability of the executives underlines the need for their highly dynamic mental status. There are certain behavioral patterns which can hamper the dynamism of individuals. Executives' leadership style, if understood has got an important role to play, in solving organization problems. Every effective leader is expected to have emotional balance.

### **1.3. STRESS - POSITIVE, NEGATIVE OR NEUTRAL**

Hans Selye (1936)-the father of stress said that stress is the essence of life and absence of stress is death. Without stress, there would be no life. Stress is not always necessarily harmful. He says, “Stress is not necessarily something bad. It all depends on how you take it”. Stress can be therefore negative, positive or neutral. As a positive influence, stress can help and compel us to action. It can result in exploring new things in an exciting new perspective. As a negative influence, it can result in feelings of distress, rejection anger and depression which in turn can lead to health problems such as headaches, stomach upsets, rashes, insomnia, ulcers, high blood pressures, heart disease and stroke. Stress is a fact of life. But too much stress can affect a person's physical, mental and emotional health. Proper planning can help people to manage stress in their lives. They must begin by making choices that support their values and develop a personal plan to take charge of their lives. Stress is something that occurs all the time and affects everyone, one way or another, at least some time. Stress can be a good thing. It can be a source of motivation to help get something done or help one to react quickly to a potentially worse situation.

### **1.4 TYPES OFSTRESS**

Prof. D.M. Pestonjee(1999) a well-known expert on stress research, classified stress into four main categories that people experience. Mainly there are four types of stress that people experience.

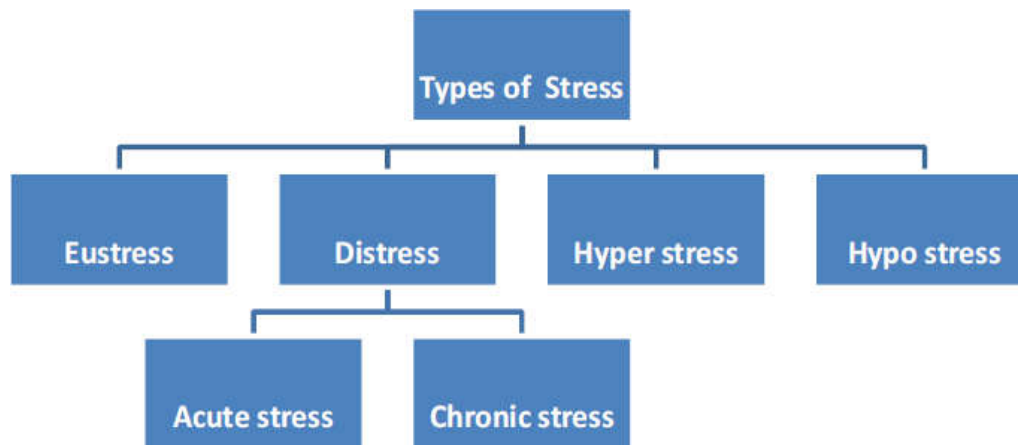


Fig: 1.1 Types of stress

A). Eustress or positive stress occurs when person's level of stress is high enough to motivate him to move into action to get things accomplished. B). Distress or negative stress occurs when person's level of stress is either too high or too low. It causes physical psychological behavioral problems. Distress creates feelings of discomfort and unfamiliarity. There are two types of distress: Acute stress is usually for a short time and may be due to work pressure, meeting deadlines, pressure or minor accident, over exertion, increased physical activity, fearing something you misplaced, or similar things. Symptoms of this type of tension are headache, back pain, stomach problems, rapid heartbeat, muscle aches or body pain. Acute stress can arise in anyone's life and it is highly treatable and manageable. Chronic stress is prolonged stress that exists for weeks, months or even years. Someone who is constantly relocating or changing jobs may feel distress. While acute stress can be thrilling and exciting whereas chronic stress is not. Chronic stress destroys bodies, minds and lives. It's the stress of poverty of dysfunctional families of being trapped in an unhappy marriage or in a depressed job or career. The worst aspect of chronic stress is that people will get used to it. They forget it is there. People ignore chronic stress as it's old, familiar and sometimes almost comfortable, whereas people are immediately aware of acute stress because it is new. C). Hyper stress occurs when a person is pushed beyond what he or she can handle. Hyper stress results from being overloaded or over worked. When an individual is hyper stressed, even little things can trigger a strong emotional response. D).Hypo stress is just of reverse of hyper stress. Hypo stress occurs when a person is bored or unchallenged. One who experience hypo stress are often restless and uninspired.

## 1.5 CAUSES OF STRESS

There may be numerous conditions in which people may feel the stress. Conditions that reasons to cause stress are called stressors. The various stressors can be grouped into three categories as follows:

- 1) Individual stressors: There are many stressors at the level of individuals which may be generated in the context of organizational life or his personal life.
- 2) Group stressors: Group interaction affects human behavior. Following are the major group of stressors: Lack of group cohesiveness; Lack of social support and conflict; Group interaction may become stressing for the individual, be it interpersonal conflict; Among the group members or intergroup conflict.

3) Organizational stressors: (Pestonjee.D.M – 1999): An organization is composed of individuals and groups and therefore individual and group stressors may also exist in organizational context. Organizational policies provide guidelines for action. Unfavorable and ambiguous policies affecting adversely may lead to stress.

## 1.6 EFFECTS OF STRESS:

PravinDurai(2010) explained the effects of stress in two major perspectives as follows:

I To an Individual, stress has effects in physical ailments like headache, Indigestion, Insomnia, Heart trouble. There will be mental effects also like anxiety, irritability, lack of clear thinking, Inability to relax, frustration; loneliness etc., and behavioral effects of stress will be excessive smoking, drinking alcohol, speech disturbances

II To an Organization, Low productivity, poor quality, higher costs, increased absenteeism, low job satisfaction, accident proneness, poor interpersonal communications.

## 1.7 COPING WITH STRESS

“Nothing gives one person so much advantage over another as to remain always cool and unruffled under all circumstances”, Thomas Jefferson (2001) Individuals and organizations cannot remain in a continual state of stress. Some actions become necessary. Coping with stress involves an adaptive response to stress so as to reduce the stress producing factors. Some common methods of managing stress are given below:

Managers should identify sources of stress and their effects, adopt a de-stressing routine like going for a walk at the end of the day, spend time with family, friends, make time for vacations, practice mind relaxation techniques like deep breathing, meditation etc., sleep for at least 6-8 hours, plan, prioritize, and delegate work, try to maintain a work-life balance.

Managers should not ignore symptoms like frequent headaches, coughs and colds, take on too many responsibilities or demands that are outside your capabilities, use drugs, tobacco, alcohol to handle stress, use self-medication, wait for deadlines to approach, set unrealistic goals.

## 1.8 STRESS MANAGEMENT

Stress management means nothing but dealing with stress in a positive way to ensure good health and general wellbeing. Although stress in a changing world is inevitable executives have options on how to manage it. Stress management includes regular relaxation, physical exercise, talking with others, making time for social activities and reasonable self-statement. To master change, workers need to identify the need for stress management and develop strategies for reducing the impact of stressful changes at work. Learning changes at work. Learning to lower the stress load will enable staff to function and adapt more effectively.

Stress management helps executives to cope when change threatens to become overwhelming. Ideally one would like to see change unfold in a systematic way that allows one to remain calm, confident and optimistic. Stress can cause unpredictable and immeasurable problems to an individual and also to the organization. It can cause job-related problems like negating safety norms, indifferent job performance, quality compromises, not caring for others and surroundings, forgetfulness, uncharacteristic clumsiness, defying authority, defensiveness and violent behavior. Stress is an inevitable outcome of modern day complex life, in organizations after the arrival of software companies in India.

## 2 REVIEW OF LITERATURE

**Rosasa J. H. A, Blevins R. C. , Gaoch. , Teng W. Y. & White J.(2011)**, reveals the levels of stress that differ by occupational position, and not by age and gender. The analysis shows that female had more stress rates than males. The main problems faced by students due to stress are sleeping problems, depression and irritability.

**Charu M. (2013)** stated that higher stress is directly proportional to quality of work life for IT professionals. He outlined few factors namely fair pay structure, steady role demands, supervisory support, congenial job environment, capability fit of the job, role autonomy and stress that directly affect the quality of work life. The main cause of stress amongst the employees of IT industry is the rapid change in technology

**Kavitha(2012)**, research titled —Role of stress among women employees forming majority workforce at IT sector in Chennai and Coimbatore, focuses on the organizational role stress for the employees in the IT sector. She found in her research that, women face more stress than men in the organization and she viewed to be more specific married women faces more stress than the unmarried women

**Bhatti N. ,Shar H. A., Shaikh F. M. &Nazar M.S.(2010)**, classified stressors broadly into two main types-a)Extra-Organizational and b) Intra- Organizational Stressors. According to his study he predicted that the major causes of stress are firstly workload that causes 25% of stress, secondly timings that results 16% of stress, thirdly climate that causes 11% of stress.

**Singh A. P.& Singh S.(2009)** study emphasizes on the phenomenon of Job Satisfaction in the organizations. According to him, Job Satisfaction is directly related to Stress and Work culture that an Organization provides. Study identified three sectors in which stress originates and classified stress into two main types i.e. eustress and Distress. Further, he pointed the importance of positive stress and positive events for better performance and satisfaction of employees

**Karthik R.(2013)** said employee's performance at work is influenced by stress that can be either positive or negative. The employee's performs better if they face low to moderate amount of stress. Hence, it aims at reducing the level of stress rather than eliminating stress completely.

**Christopher Orpen(2001)** conducted the research on "Occupational stress, personal strain and its adverse effects". Personal strain manifests itself as anxiety and depression with life added restlessness, excessive drinking, smoking, social withdrawal and inability to concentrate. Impact of stress on individual at each stage requires attention to ease their mind providing work enjoyment.

**Hayashi(2006)** focused a study on "Job stress and absenteeism". He stated that almost 10% of the workforce suffers from work related stress at one point of time and about 7 million working days are lost each year due to work force stress.

**Margaret Francis(2007)** in her empirical study has made comments on "Stress Personality Relationship" Stress had been a noted problem among students for it evokes negative thoughts and feeling in a person. There has been a study of how personality influences stress which led to the finding that significant differences exist between low and high categories of stress. Low extraversion, high anxiety, etc., are leads to higher stress. Thus study proves that personality factors have an impact on stress. 16 PF Personality Test and perceived stress scales were used as a guidance and support to publish their research.

**Lakshmiram.D and Mishra.P.K(2008)** was given notes and comments on “Occupational stress among working women in Software Companies” after they made a study. They comment that profession has a major effect on the experience of occupational role stress. Women are particularly prone to experiencing stress as they shoulder more responsibilities at home and seek perfection in work. There are various types of occupational role stress (ORS) of which eight of them have important effects. Research suggests that women experience certain stresses to a greater degree than men

### **3. RESEARCH METHODOLOGY**

The study conducted among IT professionals in Hyderabad, India. There were 100 samples selected randomly from IT companies in Hyderabad. Primary data collected based on scheduled questionnaire which consist following sections: Section one for the questionnaire is framed to obtain the general information about the employees. Section two deals with factors causing stress due to different inter personal relationships, work environment, organizational culture and climate. Section three and four deals with various effects of stress, measures taken by employees and company to deal with stress. To test the hypotheses statistical tools like factor analysis and chi-square test were used.

#### **3.1 OBJECTIVES OF THE STUDY**

- To understand the conceptual framework of stress and stress management techniques prevailing in an individual and organization in general.
- To examine the association between demographic details of the employees and their different stress coping strategies.
- To identify various factors causing stress among the employees of IT companies.

#### **3.2 HYPOTHESES**

Ho<sub>1</sub>: There is no influence of demographic variables on stress management measures taken by employees in IT companies.

Ho<sub>2</sub>: The selected variables are not causing stress among IT professionals.

#### **3.3 LIMITATIONS OF THE STUDY**

- The study is confined to the employees of IT companies in Hyderabad city only.
- The present study is largely dependent on primary survey among various respondents there may be a chance of less accuracy of data due to their busy schedule.

#### 4. DATA ANALYSIS

In the present research, the reliability of questionnaire was determined by using Cronbach's coefficient alpha.

Table 4.1 Reliability Statistics

|                  |                 |
|------------------|-----------------|
| Cronbach's Alpha | Number of Items |
| .903             | 60              |

As per Table 4.1, the reliability coefficient indicate that the scale for measuring is quite optimum. An alpha value of 0.7 or above is considered to be the criterion for demonstrating internal consistency of new scale and established scales respectively.

#### 4.1 There Is No Influence Of Demographic Variables On Stress Management Measures Taken By Employees In IT Companies.

4.1.1 Null Hypothesis: There is no significant association between age and coping strategies adopted by IT employee

##### Age \* Stress Coping Strategy

Table 4.2 Crosstab

| Count |             | Stress Coping Strategy |      |           |           | Total |
|-------|-------------|------------------------|------|-----------|-----------|-------|
|       |             | AVERAGE                | GOOD | VERY GOOD | Excellent |       |
| Age   | <24 YEARS   | 8                      | 30   | 32        | 0         | 70    |
|       | 24-30 YEARS | 0                      | 4    | 17        | 4         | 25    |
|       | 31-36 YEARS | 0                      | 0    | 5         | 0         | 5     |
| Total |             | 8                      | 34   | 54        | 4         | 100   |

Table 4.3 Chi-Square Tests

|                              | Value               | df | Asymp. Sig. (2-sided) |
|------------------------------|---------------------|----|-----------------------|
| Pearson Chi-Square           | 24.883 <sup>a</sup> | 6  | .000                  |
| Likelihood Ratio             | 27.997              | 6  | .000                  |
| Linear-by-Linear Association | 16.044              | 1  | .000                  |
| N of Valid Cases             | 100                 |    |                       |

a. 7 cells (58.3%) have expected count less than 5. The minimum expected count is .20.

**Inference:** The cross tabs table above confirming that there are 70 per cent of respondents are below 24 years with good or very good stress coping strategies but not excellent. The respondent's age between 24 to 30 years agreed that they are coping stress better than the other classifications. The Chi Square analysis indicating that the null hypothesis rejected which means there is a significant association between age and stress coping strategies adopted by employee individually.



4.1.2 Null Hypothesis: There is no significant association between gender and coping strategies adopted by ITemployee.

**Gender \* Stress Coping Strategy**

**Table 4.4 Crosstab**

| Count  |        | Stress Coping Strategy |      |           |           | Total |
|--------|--------|------------------------|------|-----------|-----------|-------|
|        |        | AVERAGE                | GOOD | VERY GOOD | Excellent |       |
| Gender | MALE   | 2                      | 12   | 13        | 0         | 27    |
|        | FEMALE | 6                      | 22   | 41        | 4         | 73    |
| Total  |        | 8                      | 34   | 54        | 4         | 100   |

**Table 4.5 Chi-Square Tests**

|                              | Value              | df | Asymp. Sig. (2-sided) |
|------------------------------|--------------------|----|-----------------------|
| Pearson Chi-Square           | 2.917 <sup>a</sup> | 3  | .405                  |
| Likelihood Ratio             | 3.897              | 3  | .273                  |
| Linear-by-Linear Association | 1.318              | 1  | .251                  |
| N of Valid Cases             | 100                |    |                       |

a. 3 cells (37.5%) have expected count less than 5. The minimum expected count is 1.08.

**Inference:** The cross tabs table above confirming that there are 27 per cent of respondents is male with good or very good stress coping strategies but not excellent. The female respondent’s have excellent coping strategies better than male. The Chi Square analysis indicating that the null hypothesis is accepted which means there is no significant association between gender and stress coping strategies adopted by employee individually

4.1.3 Null Hypothesis: There is no significant association between years of marital status and coping strategies adopted by ITemployee.

**Marital Status \* Stress Coping Strategy**

**Table 4.6 Crosstab**

| Count          |         | Stress Coping Strategy |      |           |           | Total |
|----------------|---------|------------------------|------|-----------|-----------|-------|
|                |         | AVERAGE                | GOOD | VERY GOOD | Excellent |       |
| Marital Status | SINGLE  | 8                      | 34   | 38        | 0         | 80    |
|                | MARRIED | 0                      | 0    | 16        | 4         | 20    |
| Total          |         | 8                      | 34   | 54        | 4         | 100   |



**Table 4.7 Chi-Square Tests**

|                              | Value               | df | Asymp. Sig. (2-sided) |
|------------------------------|---------------------|----|-----------------------|
| Pearson Chi-Square           | 29.630 <sup>a</sup> | 3  | .000                  |
| Likelihood Ratio             | 34.450              | 3  | .000                  |
| Linear-by-Linear Association | 22.074              | 1  | .000                  |
| N of Valid Cases             | 100                 |    |                       |

a. 3 cells (37.5%) have expected count less than 5. The minimum expected count is .80.

**Inference:** The cross tabs table above confirming that there are 80 per cent of respondents unmarried with good or very good stress coping strategies but not excellent. The married respondents had better coping strategies than unmarried respondents. The Chi Square analysis indicating that the null hypothesis rejected which means there is a significant association between marital status and stress coping strategies adopted by employee individually.

4.1.4 Null Hypothesis: There is no significant association between educational qualification and coping strategies adopted by IT employee.

**Education Qualifications \* Stress Coping Strategy**

**Table 4.8 Crosstab**

Count

|                          |                               | Stress Coping Strategy |      |           |           | Total |
|--------------------------|-------------------------------|------------------------|------|-----------|-----------|-------|
|                          |                               | AVERAGE                | GOOD | VERY GOOD | Excellent |       |
| Education Qualifications | DEGREE                        | 8                      | 31   | 31        | 4         | 74    |
|                          | PG                            | 0                      | 1    | 17        | 0         | 18    |
|                          | PROFESSIONAL                  | 0                      | 2    | 0         | 0         | 2     |
|                          | COMBINATION OF 2 OR MORE QUAL | 0                      | 0    | 6         | 0         | 6     |
| Total                    |                               | 8                      | 34   | 54        | 4         | 100   |

**Table 4.9 Chi-Square Tests**

|                              | Value               | df | Asymp. Sig. (2-sided) |
|------------------------------|---------------------|----|-----------------------|
| Pearson Chi-Square           | 25.350 <sup>a</sup> | 9  | .003                  |
| Likelihood Ratio             | 31.520              | 9  | .000                  |
| Linear-by-Linear Association | 5.687               | 1  | .017                  |
| N of Valid Cases             | 100                 |    |                       |

a. 11 cells (68.8%) have expected count less than 5. The minimum expected count is .08.

**Inference:** The cross tabs table above confirming that there are 74 per cent of respondents pursued degree had good, very good, excellent and better stress coping strategies than other classifications. The Chi Square analysis indicating that the null hypothesis rejected which means there is a significant association between educational qualification and stress coping strategies adopted by employee individually.

4.1.5 Null Hypothesis: There is no significant association between years of work experience and coping strategies adopted by IT employee.

#### Work Experience \* Stress Coping Strategy

**Table 4.10 Crosstab**

| Count      |           | Stress Coping Strategy |      |           |           | Total |
|------------|-----------|------------------------|------|-----------|-----------|-------|
|            |           | AVERAGE                | GOOD | VERY GOOD | Excellent |       |
| Experience | <2 YEARS  | 8                      | 34   | 36        | 0         | 78    |
|            | 2-5 YEARS | 0                      | 0    | 11        | 4         | 15    |
|            | >5 YEARS  | 0                      | 0    | 7         | 0         | 7     |
| Total      |           | 8                      | 34   | 54        | 4         | 100   |

**Table 4.11 Chi-Square Tests**

|                              | Value               | df | Asymp. Sig. (2-sided) |
|------------------------------|---------------------|----|-----------------------|
| Pearson Chi-Square           | 39.183 <sup>a</sup> | 6  | .000                  |
| Likelihood Ratio             | 40.103              | 6  | .000                  |
| Linear-by-Linear Association | 17.620              | 1  | .000                  |
| N of Valid Cases             | 100                 |    |                       |

a. 7 cells (58.3%) have expected count less than 5. The minimum expected count is .28.

**Inference:** The cross tabs table above confirming that there are 78 per cent of respondents possess less than 2 years of experience with good or very good stress coping strategies but not excellent. The respondent's years of experience less than 2 years has better coping strategies than other classifications. The Chi Square analysis indicating that the null hypothesis rejected which means there is a significant association between years of experience and stress coping strategies adopted by employee individually.

## 4.2 Identifying the factors causing stress among IT professionals by factor analysis

### Factor Analysis

**Table 4.12 KMO and Bartlett's Test**

|  |                    |          |
|--|--------------------|----------|
| Kaiser-Meyer-Olkin Measure of Sampling Adequacy. |                    | .623     |
| Bartlett's Test of Sphericity                    | Approx. Chi-Square | 1740.831 |
|  | df                 | 171      |
|  | Sig.               | .000     |

Kaiser suggested that KMO value must be greater than 0.5 as acceptable value for factor analysis. Table 4.8 indicates the KMO and Bartlett's Test value is 0.623 with Bartlett's significance value is .000 (less than 0.05) which confirmed that the test is reliable.

**Table 4.13 :Communalities**

|   | Initial | Extraction |
|---|---------|------------|
| stress is caused by your role in organization policy                              | 1.000   | .566       |
| stress is caused by relationship with supervisor                                  | 1.000   | .672       |
| stress is caused by relationship with sub-ordinates                               | 1.000   | .848       |
| stress is caused by relationship with colleagues                                  | 1.000   | .858       |
| stress is caused by physical environment in office like working conditions        | 1.000   | .603       |
| stress is caused by physical environment in office like Temperature               | 1.000   | .790       |
| stress is caused by physical environment in office like noise                     | 1.000   | .757       |
| stress is caused by physical environment in office like lightening                | 1.000   | .763       |
| stress is caused by physical environment in office like crowd                     | 1.000   | .721       |
| stress is caused by physical environment in office like privacy                   | 1.000   | .677       |
| Do you get stressed when someone finds fault at your work?                        | 1.000   | .841       |
| Do you get stressed when your work is not recognized?                             | 1.000   | .680       |
| Do you get stressed because of long working hours?                                | 1.000   | .780       |
| Do you get stressed because of heavy workload?                                    | 1.000   | .802       |
| Do you get stressed, if you get transferred to other locations?                   | 1.000   | .870       |
| Do you get stressed, when you are given targets to be completed in specific time? | 1.000   | .808       |
| Do you feel stressed because of your parents or spouse or children?               | 1.000   | .867       |
| Do you feel stressed because of your financial situations?                        | 1.000   | .885       |
| Do you feel stressed because of any other home conditions?                        | 1.000   | .905       |

Extraction Method: Principal Component Analysis.

Table 4.13 showing that all the variables selected for the analysis are strongly loaded. The values shown in the extraction column shows that variable variance that is explained by retained factors. A high extraction value shows that the variable is fit for factor analysis while low extraction value, which is normally below 0.5, shows that the variables aren't fit for factor analysis. Therefore according to the results particularly family, financial and home conditions are showing high from the table and organization policy, working conditions, boss – subordinate relationship and keeping privacy in office matters showing less among all selected variables.

#### **Total Variance Explained for factors causing stress**

From the table 4.14, it is found that the eleven values are converted into five major factors. These nineteen variables explain 77.332% of the total variance. It shows all the factors extractable from the analysis along with their Eigen values, the percent of variance attributable each factor and the cumulative variance of the factor and the previous factor. Notice that the first factor account for 33.544% of the variance, the second factor counts for 18.365% and third one count for 12.789%. All the remaining factors are of little significance. If the cumulative per cent is more than 60%, it is sufficient to describe the analysis in social sciences. Therefore only three factors are going to consider for this study.

Table 4.14: Total variance explained

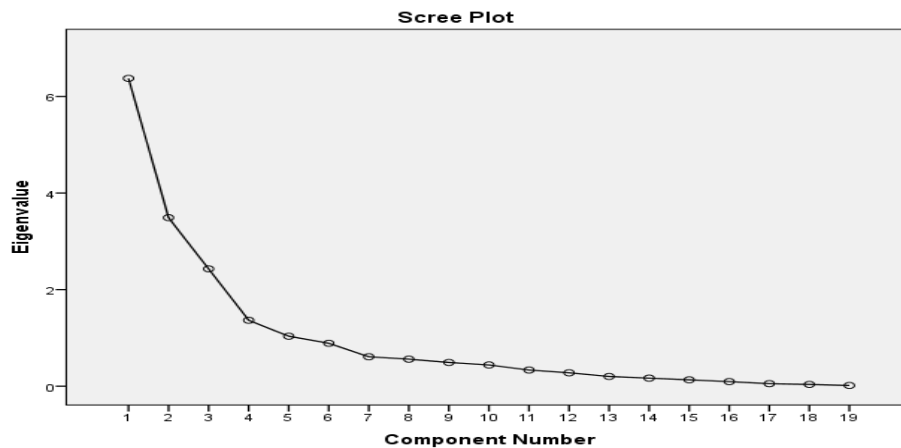
| Component | Initial Eigenvalues |               |              | Extraction Sums of Squared |               |              | Rotation Sums of Squared |               |              |
|-----------|---------------------|---------------|--------------|----------------------------|---------------|--------------|--------------------------|---------------|--------------|
|           | Total               | % of Variance | Cumulative % | Total                      | % of Variance | Cumulative % | Total                    | % of Variance | Cumulative % |
| 1         | 6.373               | 33.544        | 33.544       | 6.373                      | 33.544        | 33.544       | 4.446                    | 23.402        | 23.402       |
| 2         | 3.489               | 18.365        | 51.909       | 3.489                      | 18.365        | 51.909       | 3.236                    | 17.029        | 40.431       |
| 3         | 2.430               | 12.789        | 64.697       | 2.430                      | 12.789        | 64.697       | 3.141                    | 16.532        | 56.963       |
| 4         | 1.366               | 7.188         | 71.885       | 1.366                      | 7.188         | 71.885       | 1.946                    | 10.243        | 67.207       |
| 5         | 1.035               | 5.447         | 77.332       | 1.035                      | 5.447         | 77.332       | 1.924                    | 10.125        | 77.332       |
| 6         | .889                | 4.679         | 82.011       |                            |               |              |                          |               |              |
| 7         | .610                | 3.211         | 85.222       |                            |               |              |                          |               |              |
| 8         | .560                | 2.946         | 88.169       |                            |               |              |                          |               |              |
| 9         | .492                | 2.591         | 90.759       |                            |               |              |                          |               |              |
| 10        | .440                | 2.317         | 93.076       |                            |               |              |                          |               |              |
| 11        | .335                | 1.763         | 94.840       |                            |               |              |                          |               |              |
| 12        | .278                | 1.462         | 96.302       |                            |               |              |                          |               |              |
| 13        | .202                | 1.064         | 97.366       |                            |               |              |                          |               |              |
| 14        | .168                | .883          | 98.249       |                            |               |              |                          |               |              |
| 15        | .132                | .697          | 98.946       |                            |               |              |                          |               |              |
| 16        | .096                | .504          | 99.449       |                            |               |              |                          |               |              |
| 17        | .052                | .275          | 99.725       |                            |               |              |                          |               |              |
| 18        | .037                | .197          | 99.922       |                            |               |              |                          |               |              |
| 19        | .015                | .078          | 100.000      |                            |               |              |                          |               |              |

Extraction Method: Principal Component Analysis.

Screen plot

The screen plot in the Figure 4.1 shows Eigen values and the values greater than 1 suggests that only 5 factors are suitable for extraction. These values also represent the amount of variance accounted for each factor. The five factors with Eigen values exceeding 1, explained 33.544 percent, 18.365 percent, 12.789 percent, 7.188 percent and 5.447 percent of the variance respectively of the 77.332 percent of total variance explained by the factors prior to rotation. But only first three are considering for this study purposively.

Fig 4.1 Screen plot



## Rotated Component Matrix

**Table 4.15: Rotated Component Matrix<sup>a</sup>**

|   | Component |      |      |      |      |
|---|-----------|------|------|------|------|
|   | 1         | 2    | 3    | 4    | 5    |
| Do you feel stressed because of your parents or spouse or children?               | .928      |      |      |      |      |
| Do you feel stressed because of your financial situations?                        | .925      |      |      |      |      |
| Do you feel stressed because of any other home conditions?                        | .919      |      |      |      |      |
| stress is caused by relationship with sub-ordinates                               | .627      |      |      | .567 |      |
| stress is caused by relationship with supervisor                                  | .559      |      |      |      |      |
| Do you get stressed when someone finds fault at your work?                        |           | .825 |      |      |      |
| Do you get stressed because of heavy workload?                                    |           | .816 |      |      |      |
| Do you get stressed when your work is not recognized?                             |           | .796 |      |      |      |
| Do you get stressed because of long working hours?                                |           | .718 |      |      |      |
| Do you get stressed, when you are given targets to be completed in specific time? |           | .631 |      |      | .583 |
| stress is caused by physical environment in office like lightening                |           |      | .805 |      |      |
| stress is caused by physical environment in office like working conditions        |           |      | .740 |      |      |
| stress is caused by physical environment in office like Temperature               |           |      | .640 |      | .510 |
| stress is caused by physical environment in office like crowd                     | .523      |      | .637 |      |      |
| stress is caused by physical environment in office like noise                     |           |      | .569 | .506 |      |
| stress is caused by physical environment in office like privacy                   |           |      | .559 |      |      |
| stress is caused by relationship with colleagues                                  | .576      |      |      | .700 |      |
| stress is caused by your role in organization policy                              |           |      |      |      |      |
| Do you get stressed, if you get transferred to other locations?                   |           |      |      |      | .901 |
| Extraction Method: Principal Component Analysis.                                  |           |      |      |      |      |
| a. Rotation converged in 14 iterations.   |           |      |      |      |      |

According to the table 4.15 there are five variable relating to family, financial, home and office relations (with sub-ordinates and supervisor) are falling in factor one. Work failures, workload, lack of work reorganization and work targets are falling in factor two. In the third factor variables like work condition and environment are falling. Therefore based on the above factorization first factor named as 'Physical Factors', second factor named as 'Psychological Factors' and third factor named as 'Environmental Factors'.

## 5. RESULTS AND DISCUSSIONS

The study used two different variables named measures taken by individual to cope with stress and demographic variables like age, gender, years of experience, marital status and education qualification. By using these variables the research was focused on that there are any differences appearing among coping strategies adopted by employee individually and demographic variables. Respondent's of age between 24 to 30 years agreed that they have better coping strategies. The female respondent's have excellent coping strategies better than male. Married respondents have better coping strategies than unmarried respondents. The respondent's years of experience less than 2 years have better coping strategies than other classifications.

The main factor for causing stress is when the employee is relocated i.e. when the employee is transferred; other main factor is home environment like financial problems. Organization policy, working conditions, boss – subordinate relationship and keeping privacy in office matters are factors causing less stress among the IT employees.

## 6. CONCLUSION AND SUGGESTIONS

Most of the employees in a private organization get stress due to work performance, dictatorial management policies, irrational promotional policies, and workload disproportionate to salary and favoritism. Employee's personal health and family circumstances are crucial factors for the quality of work life and stress free environment. Physiological and psychological problems are main reasons for the poor performance of employees. Stress is mainly caused by 'Physical Factors' like family and office relations (with sub-ordinates and supervisor), 'Psychological Factors' like work load, lack of work reorganization and the last factor is environment factors like working conditions in IT company.

Most of the employees are satisfied with the stress management techniques taken by management, But organizations has to take up more steps to treat different employees differently as psychological well being and health of employees is needed in future because it is that “ **A healthy employee is a productive employee**”.

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