

A Study on Negative Effects of Job Stress at Select IT Companies in Hyderabad

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Abstract: *The negative consequences of job stress are a quite well-understood phenomenon. Research has shown that job stressors have negative implications on an employee's job performance, physical, psychological, emotional well being. No industry could escape this trap of stress and especially the IT sector, due to the ever-demanding nature of the industry. Stress levels of employees in the IT sector is increasing constantly. This study is an empirical study to identify and classify the result of Job stress experienced by employees working in the select IT companies. The sample for the study consisted of 140 employees working in the select IT companies. Data was collected through convenient sampling technique. Reliability tests and Factor analysis were done using SPSS. Results show that the major effects of job stress can be classified into occupational strain and emotional and physical strain. Occupational strain is the negative mind-set one develops towards their job over a period of time due to some work related factors perceived as stressful. Emotional and Physical strain are the manifestations of occupational anxiety on the physical and emotional condition of an employee. IT companies have to focus on dealing with these various effects by familiarizing themselves and the employees regarding these effects so that at both individual and organizational level timely identification and management of work stress can happen by designing the appropriate interventions.*

Keywords: Stress, Strain, Job stressors, Job stress effects

1. Introduction

Stress is defined as “21st generation health epidemic” as per (Organization, Elsevier Scitechconnect, 2016). Stress is a psychiatric condition that is directly precipitated by an event that threatens a person's life or physical integrity and that invokes a response of fear, helplessness, or horror. (Roz Brody, 2017) Says the mismatch between the demands of a situation (the stressor) and the person's assessment to cope with it is called stress. Stress is burdensome and may create imbalance in the whole system. Job Stress is a global phenomenon and universal challenge which is faced by people all around the world. Every worker at some time faces stress at the work place. It is the daily stress an employee experiences due to the responsibilities, conditions, environment, or other pressures of the workplace. According to (Henderson, 2016) Health risk caused by the range of mental, behavioral, and medical chaos and sickness can be termed as job stress. According to a survey 36% of men and 44% of women want to quit their jobs because of workplace stress. This contributes to unhappiness as well as many negative health effects. The Healthcare expenditures are nearly 50% greater for workers who report high levels of stress. Sixty percent of lost workdays each year can be attributed to stress. (Stress@Work: An Introduction to Job Stress). An understanding on the various effects of job stress will help an organization to identify the intensity and presence of job stress at the workplace. This will also enable an organization to start looking for the ways in which it can handle these effects as well as the root cause.

Objective

To analyse the effects of job stress experienced by IT employees in the select IT companies.

2. Literature Review

Nowadays the word stress has become a very commonly used term. The physical, psychological and emotional reactions and responses of the body to different situations can be interpreted as stress. A process in which an individual reacts to instances which are unhealthy for his wellbeing is stress quotes (Folkman, 1984). General responses which are an outcome of various stimuli can be termed as stress says (Selye, 1936). Stress involves emotional or physical tension. It may be a constant outbreak that makes you feel angry, frustrated, or sometimes nervous. Stress is your body's reaction to a challenge or demand. In short bursts, stress can be positive, such as when it helps you avoid danger or meet a deadline. And stress can also be vice versa depending on the circumstances in Life.

Job Stress is a global phenomenon and universal challenge which is faced by people all around the world. Every worker at some time faces stress at the work place. (Ahmad, 2009).

Job stress means the daily stress an employee experiences due to the responsibilities, conditions, environment, or other pressures of the workplace.

Table 1: Effects of work stress on Employee

Year	Author	Effect	Reference
1979	Finemann	impatience, anxiety, and anger	Finemann, S. (1979). "A Psychological Model of Stress and its application to managerial unemployment", <i>Human Relations</i> , 32, 323-345.
1985	Jamal.M	employees' psychosomatic problems, job satisfaction, unproductive time at the job, and absenteeism.	Jamal.M. (1985). "Job Stress-Prone Type A behavior and personal and organizational consequences". <i>Canadian Journal of Administrative Sciences</i> , 2 (2), 360-374.
2003	E B Faragher, M Cass, C L Cooper	Job satisfaction was most strongly associated with mental/psychological problems; strongest relationships were found for burnout (corrected $r = 0.478$), self-esteem($r = 0.429$), depression ($r = 0.428$), and anxiety($r = 0.420$). The correlation with subjective physical illness was more modest($r = 0.287$).The relationships found suggest that job satisfaction level is an important factor influencing the health of workers.	E B Faragher, M Cass, C L Cooper. (2003). "The relationship between job satisfaction and health: a meta-analysis". <i>Journal in all aspects of Occupational & Environment medicine</i> , 62 (2).
2007	Chaturvedi	psychiatric morbidity and level of anxiety, depression is higher in IT sector.	Chaturvedi, S. (2007). Detection of stress, anxiety and depression in IT/ITES professionals in the silicon valley of India:a preliminary study. <i>Primary care and Community Psychiatry</i> , 12 (2), 75-80.
2007	H Hetland, GM Sandal, TB Johnsen	high exhaustion, high cynicism, and low professional efficacy, Neuroticism	H Hetland, GM Sandal, TB Johnsen. (2007). "Burnout in the information technology sector: Does leadership matter?". <i>European Journal of work and Organizational Psychology</i> , 16 (1).
2008	KK Banerjee and Shivaji	emotional turmoil, psychological imbalances, physical burnouts etc. These ultimately lead to plethora of fatal ailments like heart attacks, strokes, diabetes, asthma etc	KK Banerjee and Shivaji.(2008). The dynamics of corporate stress. <i>HRM Review</i> .
2009	Shakil	Their study found that about 100 million workdays do not remain workdays because of stress and approximately 50% to 75% diseases are because of stress.	Shakil, S. I. (2009). Impact of stress on Employee Productivity, Performance and Turnover:An Important Managerial issue. <i>International Review of Business Research Papers</i> , 5 (4), 468-477.

Source: Secondary Data

Table 2: Implications of job stress experienced by individuals on organization

Year	Author	Effect	Reference
2009	Shakil	Low employee's involvement and commitment.	Shakil, S. I. (2009). Impact of stress on Employee Productivity, Performance, and Turnover: An Important Managerial issue. <i>International Review of Business Research Papers</i> , 5 (4), 468-477.
2010	B.D, Karad CA	Prolonged stress, when not effectively managed, is causing productivity of an individual and also the functioning of an organization.	B.D, Karad CA -. (2010). "Job Stress in Information Technology Sector - the Cause and Effect Analysis". <i>Journal of Commerce and Management Thought</i> , 1 (3), 247-271.
2011	Chang	Low job satisfaction and organizational commitment	Chang, S.-I. (2011). "Work role stressors and Turnover Intentions-A study of IT Personnel in South Korea. <i>German Journal of Research in HRM</i> , 22 (3), 272-290.
2010	Coetzee, M & De Villiers, M	identified the negative effect of job stress on job satisfaction, employee commitment, job involvement and organizational citizenship behavior.	Coetzee& De Villiers. (2010). "Job demands, job resources and work engagement of employees in a manufacturing organization", <i>Southern African Business Review</i> , 14 (1), 27-57.

Source: Secondary Data

A physical and mental reaction to the circumstances in the workplace that is harmful to the health and welfare of the individual, which is determined by causes such as liberty and freedom, decision making, work pressure, hierarchy of responsibility, job safety, physical habitat and security, type and intensity of work, and bonding with acquaintances and management is occupational stress. (APA Dictionary of Psychology)The state of tension which occurs when a person senses a disagreement between the working environment challenges and their possibilities of coping.

According to (Henderson, 2016) Health risks caused by the range of mental, behavioral, and medical chaos and sickness can be considered occupational stress. Through stress management techniques and enhanced wellbeing programs, the organizations can integrate with staff and reduce health disorders.

Adverse physical and emotional responses to the work environment are termed occupational stress. (Luo H, 2016). Recently, the researches focus area was more centered on the psychological framework of the domain rather than the

physical risks ascertained, because a whole lot of economic issues are the outcome of mental problems of workers, for example, reduction in productivity, increase in absenteeism, costly treatment, and labor remuneration claims.

The global phenomenon associated with several destructive consequences such as adverse physiological and material outcomes is termed Occupational stress. Occupational Stress can be a commutable response to the outside situation, resulting in physical, cognitive, mental, and behavioral fluctuations.

Worker’s feedback to the stressors may be optimistic or pessimistic; it varies according to the power of control on the situation, the support system, expectations on them, and the individual’s single responses. Occupational stress of Job stress refers to job-related nervousness and anxiety, which affect people’s emotional and physical health (Netemeyer, 2005)

Occupational stress results from the association of the employee and the work situations. The external stimuli create a response at the internal level. The stress levels differ from person to person. The immunity is not the same for all, so accordingly, one experiences stress in a given situation. Poor management may result in more stress and efficient and effective management in less stress.

The effects of stress create psychological and behavioral problems such as anxiety, Irritability, Alcohol, and drug abuse, Feeling powerless and Low morale. The physical symptoms may include Fatigue, Headache, Stomach Problems, Muscular Aches and pains, Chronic mild illness, Sleep disturbances, Eating disorders. If exposed to the stressors for an extended period, a high chance of succumbing to chronic health problems can occur, including stroke.

(Louise C. O’Keefe, Kathleen C. Brown, & Becky J. Christian, 2014) States that job stress affects an employee’s health by increasing the risk of heart-related injuries, musculoskeletal disorders, variations in their emotions, workplace injuries, and psychological problems.

(Fatemeh Azizi Rostam, 2020) Studies on stress found the adverse effects it has on an individual’s health. Each time a stressor triggers, an individual experiences an imbalance in

the mental and physical states within him. The process of coping with the after-effects of the stressor leads to these imbalances and is evident not only in the psychological and physical conditions but also in behavior. The implications on behavior can be witnessed in smoking, overeating, and absenteeism. These behaviors, in turn, also induce many health risks. The effects of stress are categorized into physical, psychological, and behavioral. Biological effects of stress are found in high blood pressure, pains, and numbness in the neck region and other body areas. Psychologically stress impacts one’s feelings towards themselves, environment, their job. When stressed, people tend to feel more anxious, restless, fatigue, anger, mood swings, irritation, boredom, and withdrawal. Stress lastly shows its presence in the erratic behaviors exhibited for an individual. Erratic and uncontrolled behavior like overeating, absenteeism, smoking etc are some behavioral effects of being stressed. All these effects can be considered as the symptoms of being stressed. The earlier they can be identified the better for the person and also the organization.

The outcome of the interaction between stress experienced by an individual and his way of coping is termed as Strain. It is seen as the darker side of stress. Strain is also known as toxic stress at work. Strain manifests in different ways. The evidence of strain may be found in the individual’s attitude towards work, emotions an individual experiences towards himself, his work and people and the environment.

3. Research Methodology

The research tool used for the purpose of the study was a structured questionnaire consisting of 13 statements related to the various consequences of stress.

The questionnaires were administered to employees working in the select IT companies based on convenience sampling and snow ball sampling method. 140 responses were received. The time period of data collection was from January 2020 to March 2020.

The responses collected were analysed with the help of SPSS. The reliability of the questionnaire was assessed by calculating the Cronbachs value. The cronbachs of the questionnaire was in the range of recommended value of 0.900.

Table 3: Case Processing Summary

	N	%	
Cases	Valid	140	100.0
	Excluded ^a	0	.0
	Total	140	100.0

a. Listwise deletion based on all variables in the procedure. (Source: Primary Data)

Table 4: Reliability Statistics

Cronbach's Alpha	N of Items
.900	13
Source: Primary Data	

To identify the effects of stressors data analysis was done using the technique of Factor - Analysis in SPSS. Factor analysis helps in identifying underlying important factors from a list of apparently important factors. It is a method that enables analyzing the correlation between variables. KMO and Bartlett Test were run on the data to check

whether the data is sufficient for applying factor analysis technique. As the results show the KMO value is more than 0.5, data is sufficient for proceeding with factor-analysis. Also, Bartlett Test shows the significance value of 0.000 which is less than 0.05 which also confirms the data adequacy for conducting analysis using the factor-analysis.

Table 5: Total Variance Explained
Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	8.243	63.407	63.407	8.243	63.407	63.407	5.057	38.898	38.898
2	1.602	12.325	75.733	1.602	12.325	75.733	4.789	36.835	75.733

Source: Primary Data

Table 6: Variables with respective loading from Rotated Component Matrix

	Component	Component
	1	2
Sn1	0.750	
Sn2	0.825	
Sn3	0.863	
Sn4	0.836	
Sn5		0.634
Sn6		
Sn7	0.802	
Sn8	0.712	
Sn9		0.701
Sn10		0.857
Sn11		0.887
Sn12		0.810
Sn13		0.819

Source: Primary Data

Table 7: Variables with respective Factor Loadings

Factor	Variance Percentage	Variable with respective loading from Rotated Component Matrix
Factor 1	63.407	Sn1: I feel bored doing my job. Sn2: I am not able to concentrate on my job properly Sn3: I absent myself from work, even without a genuine reason Sn4: I feel like quitting this job. Sn7: I become irritable for no valid reason Sn8: My personal relations are disrupted because of excess work stress.
Factor 2	12.325	Sn5: I have become very forgetful these days Sn9: I have been withdrawing from people lately. Sn10: I have lost/gained weight in the recent past Sn11: My sleeping habits have become erratic because of my work Sn12: I constantly fear for my health Sn13: My body does not feel great as soon as I wake up

Source: Primary Data

Table 8: Factors, item loadings & Factor scores – averages

Factor	Total Variance Explained	Items & Loadings	Factor scores
Occupational Strain	63.407	Sn1 .750	4.788
		Sn2 .825	
		Sn3 .863	
		Sn4 .836	
		Sn7 .802	
		Sn8 .712	
Emotional and physical Strain	12.325	Sn5 .634	4.708
		Sn9 .701	
		Sn10 .857	
		Sn11 .887	
		Sn12 .810	
		Sn13 .819	

Source: Primary Data

4. Discussion

The negative consequence of work stress on an individual is termed as strain. Research proves that the impact of uncontrolled stress on the individual in turn affects the organization. Understanding the implications of stress on the attitude of an employee towards his work, colleagues are necessary to identify them on time to handle it. Unattended symptoms may grow uncontrollable leading to impact on the macro level of the organization. The awareness of the effects of stress towards the emotional wellbeing of an individual as well as his physical health will empower him to deal with them efficiently. Organizations also will be empowered by this knowledge as it will help them identify the presence of stress. This will enable them to not only identify the teams and departments where this is rampant but also devise mechanisms to curtail stress in the initial stages itself. Most of the time individuals fail to understand their emotional reaction towards their work. According to the present empirical study two factors have been identified that explain the effects of work stress on an individual. The first factor "Occupational Strain" consists of statements related to the attitude an individual develops towards his work as he perceives the work and the work environment as stressful. (Khattak, 2011) The occupational strain experienced by the employees will make them incapable of satisfy the demands of their work as well as their workplace. This in turn will have an adverse effect on the overall performance of the employee (Pediwal, 2011) Imbalance is caused by job stressors at the physical, psychological and emotional state of an employee. The result of this stress is evident in the turnout of employees at work. Employees experiencing work stress tend to absent themselves frequently at work. The repercussions of this are documented on the productivity of employees and in turn on the organization (Shehzad et al., 2011). The implications of these attitudes can be witnessed in the form of actions like not being available at work frequently. "Occupational strain" also covers about the influence that stress has on the attitude of employee towards his work. This factor also includes the impact stress has on the interpersonal relations of an individual at his workplace. The second factors "Emotional and Physical Strain" includes statements related to the repercussions that stress has on the physical health of the individual along with his general mental and physical health. The statements under this factor also relate to general well being of the employee and attitude of the employee towards

his life in general. (Jain, July 2012) High psychological workload, unacceptable demands with very less decision making authority to fulfill the demands leads to harmful implications physical and mental strain in an employee manifests in poor performance.

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