



# A STUDY ON JOB STRESS AND ITS IMPACTS ON THE PERFORMANCE OF WOMEN EMPLOYEES IN IT SECTOR

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## **Abstract:**

The COVID-19 pandemic has probably changed the way and contributed the higher levels of stress among employees. Job stress has turned into a typical term in the present workplace. In each organization, the primary reason for low productivity of women employee seems to be stress at new work environment emerged during lockdown. Workers need particular sort of motivation and occupation stress, lightening systems to beat the pressure in work environment. This study is concentrated to investigate the main problems causing work stress and made an attempt to how it influences work performance of the women employees working in IT organization. There are various types of Job stress in a women worker's regular day to day existence like outstanding work, job security, self-motivation, job roles, variations in compensations and hence forth. In the study, the central point considered are workload stress, Job security, shift work and its impact on job performance. The study also explores the effect of job stress related elements, viz. existing burden, professional stability, and move take a shot at workers' particular employment execution. A research was made to find out the Job stress causing factors that can be trailed by representatives and the organization to beat their activity stress and to improve their execution. The organization can find a way to control the activity feelings of anxiety of workers to build their activity execution. They may give directing, reflection program, motivations and so forth which improve the execution of the representatives over the long haul.

**Keywords:** *Stress, Women Employee, Work Stress, IT industry, Stress Management, Job Performance, Self-Motivation, Working environment.*

## **Introduction:**

Nowadays, stress has become a crucial part in every sector. Especially, the COVID-19 pandemic has presumably changed the way and contributed the more significant levels of pressure among employees working in different sectors. The condition of stress can come from various ways in which are workplace, financial, relationship, health and academic. During pandemic, the organizations, to make more efficient in use of resources, they have gone through entire restructuring and layoffs. This make unstable relationship between employer-employee and cause big deal of stress among employees. Stress alludes to the strain from the conflict between our outer climate and us, bringing about emotional and actual pressing factor.

The nature of work has gone through extraordinary changes somewhat recently and it is as yet changing at hurricane speed. They have affected most careers, going from a craftsman to a specialist, or a board pilot to a business leader. With change comes pressure will show up naturally. Occupation stress represents a danger to actual wellbeing. Work related pressure inside the lifetime of controlled workers, subsequently, influences the wellbeing of organizations. Job stress is negatively related to performance. In other words, higher the strain, lower the performance. The assumption valid now's that performance are going to be disrupted even by relatively low level of stress.

Tseng (2001) has proposed that work stress among hi-tech employees much higher than in traditional industries. This is because that has different work scope and environment. The employees in hi-tech industries got more pressure than traditional industries. Worker stress is defined as the interaction between the persons and the sources of the interaction between the individuals and the sources of their work environment, it results when higher from resources (Long, 1995). Worker stress will give the direct impact to the individual and workplace.

## **Factors Affecting Employee Performance:**

An Active employee is a blend of a decent range of abilities and productive workplace. Numerous components influence employee productivity like work from home, technological resources and work life climate that administrators should know about and should attempt to improve consistently. To get the greatest exhibition from workers, one should have to give representatives the instruments they need to succeed. To get the best presentation from representatives, there should be a type of inspiration past the regularly scheduled check. Inspiration can are accessible the state of financial impetuses, the opportunity to ask associated with organization projects, a profession way that outcomes in administration and direct inclusion from the board into the everyday undertakings. Viable inspiration can make a profitable labor, however a shortage of spurring components can leave workers looking at motivations to offer their most extreme exertion.

An Effective employee is a combination of a good skill set and productive work environment. Many factors affect employee performance like work from home, technological and work life environment that administrators need to be aware of and should work to improve at all times. To get the maximum performance from employees, one should need to provide employees with the tools they need to succeed. To get the best performance from employees, there needs to be some sort of motivation beyond the monthly pay check. Motivation can are available

the shape of monetary incentives, the chance to urge involved in company projects, a career path that results in management and direct involvement from management into the daily tasks. Effective motivation can create a productive manpower, but a scarcity of motivating factors can leave employees checking out reasons to offer their maximum effort.

Major Causes of stress in IT industry as the industry is growing so as the expectation the nature of factors which causes stress among the employees are also keep on changing over the time period. The types of stress the employees are facing that may be personal or some of them may be related to organizational factors, Although, organizational issues may handle by the company but most of the time they failed to identify the stress that the employees may be facing due to various types of personal issues.

**Change in Work Schedule:** If an employee is habituated in specific working environment or specific duration of a day then sudden change of timings or different working hours may hamper the overall productivity of the employee if the same is not being accepted by the individuals. This is a tricky HR issue which needs to be handled carefully as it may lead to employee dissatisfaction and this may ultimately leads to create a level of stress in the mind of the worker. Conflict with other group members it has been observed that most of the IT organizations are working as matrix organization module where representative from different departments comes together to form a unique group for a specific project.

**Role Overload:** It refers to a situation when a private isn't having adequate ability and skill to perform the tasks that the work demands. This also creates a stressful situation for an employee. Job Appreciation Work related stress can arise when one is not praised or appreciated for his good performance or satisfied outcomes. The lack of appreciation discourages the person to offer his best efforts at workplace and further gives tension and pressure on him.

Providing proper working condition may able to reduce the level of stress that the employees are facing. Opportunities for growth with the help of clear growth path Every employee working in an organization for better earnings and better growth which they try to achieve during the course of the time and if they failed to do, then surely it will create a pressure in their mind. So, it is important to mention the growth prospects of the employees from the beginning so that employees can get a clear picture about organizational growths that they may be achieve within a specific time frame subject to fulfillment of organizational commitments.

### **Background of the Study:**

Stress has the positive and negative effects to the individuals and their environment. It depends on the individuals whether or not they can manage the strain or not. Although some worker stress is normal, but over stress can interfere together with your productivity and impact the emotional and physical health. The power to affect stress can mean the difference between failure and success. Stress features a positive effect on employees of any organization but it depends on which is employees can deal with it, sometime it over limits and provides the negative effect to employees.

The worker stress always given the eye thanks to the very powerful effect because it can affect the workers and work behavior, and therefore the most dramatically is that the employee's health. It can consider that quite one half the physical illnesses are associated with stress. Some common illnesses that associated with stress are high vital sign, heart condition, colitis, migraine and ulcers. Stress can also make common flu, infections and colds become bad and take longer time to recover (Ahmed, A., & Ramzan, M. 2013).

The reason for selection the subject factors resulting in Work-related stress are often represented as individual addressed strange working scenario with work demands and pressures which can't be compromised supported their knowledge and skills, and it'll in fact affect the performance of the worker.

This study came to examine the impact of job stress on job performance in IT sector, and to study organizational role factors that cause stress workload, role ambiguity and role conflict. The main aim of this study to determine the impact of stress on the performance of women employees in the IT-sector in Bangalore.

### **Problem of the Statement:**

The extreme work stress also makes an employee feel don't valued and cause performance to say no, this is often because employees can't think well and obtain lazy to figure. As state by Cordes and Dougherty (1993) the emotional exhaustion, negative self-evaluations, and lowered self-esteem also are related to worker stress. The enough stress can inspire employees' potential and therefore the job performance will increase. However, job performance will directly influence by work stress (Jex, 1998). Tseng (2001) stated that hi-tech worker feel more stress then traditional industries.

After the approaching of the IT sectors, every organization began to fix targets, lowering salary, immediate retrenchment, recession, competition, unusual timing etc., makes the ladies to become more stressful than before. the ladies aren't treated properly by the male, criticism, high turnover of employees, hypertension, lack of coaching , lack of interpersonal communication between the employer and therefore the employees, the fear of losing one's job, long working hours, less time to spend with the family, harder to balance work and residential needs. Hence the study focuses on the cause, effect and symptoms of stress and to manage the strain.

The city Bengaluru is that the biggest city within the south Indian state of Karnataka. It's the fast growing place where IT sectors found its place here with more IT companies surrounding. Quite 50% of girls are working in IT sector. All 50% of the ladies employees aren't have more stress in their work, therefore the researchers specialize in those women workers as have stress.

IT industries growth is tremendous. It's an enormous opportunity of employment in future. At an equivalent time stress is that the major threat for IT industries. So so as to deal with the difficulty that how stress infects on the performance of girls employee in IT sector Bangalore this study is being chosen.

## Literature Review:

The Definition of labor Stress and therefore the Theoretical Models Sealy is that the first researcher to analyses stress via scientific methods. Although he tried to conceptualize the definition of stress, many later researchers held other views. Ivancevich and Matteson summarized and sorted the definitions of stress into three categories: stimulus, reaction and stimulus-reaction. Likewise, many researchers have had different perspectives on work stress, most of them exploring it from the connection between the work environment and therefore the worker. Stress refers to figures not having the ability to adapt to work and, therefore, involves some biological and psychological reaction. The rationale might come from the work environment or that the work does not fit the worker's ability. Many researchers studying work stress had developed various models thus far. Although some differences exist, most theories are supported the method of real work stress reaction and its outcome.

## Prominent Models Include:

**Process model of work stress:** McGrath constructed organizational stress through a four phased, closed-cycle process. The primary phase is simply just like the objective circumstance within the social environment model. When a private encounters something happening, he/she will sense its existence by the method of cognitive appraisal then choose an adequate reaction by a process of deciding. Once a reaction is set upon, it's expressed by the method of performance. Through individual behavior, he/she may change from the first state. Negative behavior implies that stress is being experienced.

**Demand-control model:** consistent with Karasek, the demand-control model can effectively anticipate job performance. He proposed that when individuals are under high work-demand and low work-control, some biological and psychological problems will occur. When individuals are under high work-demand and high work-control, they display more positive job performance levels.

**Person-environment fit model:** The person-environment fit model is predicated on the concept of interactive viewpoint, and emphasizes the interaction between person and environment, that specialize in their fitness. Consistent with the model, Kristof found work stress came from different values between the worker and therefore the organization. When one takes personal performance as their own value, and group performance because the organizational value, it can evoke work stress.

The Theory of Job Performance and Its Related Literature Campbell declaimed that job performance are often easily defined as all behaviors in work. He further acknowledged that these behaviors should make some contribution to organizational goals. Additionally, he divided performance into efficiency, production and effectiveness. Efficiency can evaluate the result of an employee's work behaviors. Production is typically wont to determine the value of efficiency.

## Analysis of Work Stress:

The work stress that hi-tech employees felt differed because of different personal attributes. This includes the following study results:

- Female employees felt more work stress from the organizational climate and staff development than their male counterparts;
- Employees with college educational background or working in administrative department encountered more stress from work responsibility and welfare than those working in other departments;
- Those who were unmarried and in an administrative management position carried a greater workload than others.

The three kinds of work stress reactions indicate that all of the dimensions of job performance have a significantly negative relation with mental reaction. However, some elements of behavioral reaction significantly attained a negative relationship. This implies that women employees tend to carry out mental reactions, apart from physical and behavioral reactions, in their job performance.

Psychologist Richard S. Lazarus described stress as “a condition or feeling that a person experiences when s/he perceives that the demands exceed the personal and social resources the individual is able to mobilize.” Beehr (1976) defined stress in very general terms as anything about an organizational role that produces adverse consequences for the individual. For most people, stress is a negative experience. However, Lazarus (1991) argued that, stress is a transaction, a dynamic process that keeps on changing according to the role played by stress moderators with the changing external economic and financial environment in different societies. Hans Seyle (1956) cited in Sengupta (2007), one of the founding fathers of stress research, first introduced the term “stress” to describe physical and psychological responses to severe conditions or influences. He used the word “stress” which is an engineering term, to describe the responses to a force that when implemented in bodies, causes deformation.

### **Impact of stress on job performance:**

Majority of the articles reviewed by these researchers mentioned about the impact of stress but many of them only talk about the impact of stress on particular aspect or dimensions of job, that means the researchers have not come across any article or report that takes a comprehensive view of the subject. Hence it is pertinent to understand as to what constitutes job performance or what are the different dimensions of job that are likely to be affected by stress. Scullen (2000) described job performance comprising of four aspects;

- i) General performance.
- ii) Human performance
- iii) Technical performance and
- iv) Administrative performance.

### **Conceptual Framework**

In this section a Conceptual framework for worker stress is developed based on the objective of the study and previous literature review on this area. A model developed based on previous theory that estimates the effects of worker stress on the job performance. Worker stress and job performance are main constructs included in the proposed research model. Their relationship is illustrated in figure below.



The previous researches by researchers found many forces are used as antecedents of stress. For this study workload stress, job security stress, and shift work stress are identified as parameter of worker stress. Physical health and mental health are the parameter of worker job performance.

### Objectives of the Study

The main purpose of this study is to identify the effects of the worker stress on the job performance. Other than that, this study also will find out the relationship between worker stress and job performance.

#### Primary Objectives:

1. To analysis the impact of job stress of women employee on their work performance.

#### Secondary Objectives:

1. To analyze the factors influencing job stress among women Employees working from home in IT sector.
2. To measure the level of job stress of women employees in IT sector.
3. To offer suggestions to the IT sector and women employees regarding the stress Management.
4. To understand the influence of job stress on productivity among the women employees.

#### Hypothesis:

A hypothesis in a scientific context is a testable statement about the relationship between two or more variables or a proposed explanation for some observed phenomenon. In a scientific experiment or study, the hypothesis is a brief summation of the researcher's prediction of the study's findings, which may be supported or not by the outcome. Hypothesis testing is the core of the scientific method.

To prove the objective of study the following hypothesis were drawn:

H<sub>0</sub> = There is no significant impact of job stress on women employee performance in IT companies in North Bangalore.

H<sub>1</sub> = There is a significant impact of job stress on women employee performance in IT companies in North Bangalore.

### **Research Methodology:**

Introduction Research methodology is a method that can used to solve research problems. It helps to studying how research is done scientifically. It explains why a research has been undertaken, how the research problem has been explained, what data have been collected, how to calculate and use various statistical measures. The population consists of women employees working in IT. The samples were selected as per convenience sampling plan. Convenience sampling plan is a non-probability sampling technique where subjects are selected based on the researchers convenient, accessibility and proximity.

**Research and Sample Design:** The study is Descriptive in Nature.

The researchers has chosen Bengaluru as the study area. Women employees working in Wipro, L&T, IBM, Capgemini and Cognizant were selected for this study based on purposive sample method.

**Sampling Technique:** Non-Probability Sampling Technique.

**Sample Method:** The Purposive Sampling method was used to pick the sample for the study.

A convenience sample is one of the main types of non-probability sampling methods. A convenience sample was made up of people who are easy to reach.

The subjects are selected just because they are easiest to recruit for the study and the researchers did not consider selecting subjects that are representative of the entire population. In all forms of research, it would be ideal to test the entire population, but in most cases, the population is just too large that it is impossible to include every individual. This is the reason why most researchers rely on sampling techniques like convenience sampling, the most common of all sampling techniques. Many researchers prefer this sampling technique because it is fast, inexpensive, easy and the subjects are readily available.

**Sample Size:** The sample size for study was 150 women employees.

**Data's used:** For the study both primary and secondary data were used.

**Method of Data Collection:** The primary data was collected from the respondents through structured questionnaire and the secondary data was collected from the published data like journals and periodicals.

### **Research Execution:**

To satisfy the objectives framed and for testing purpose, a structured questionnaire was prepared which was circulated to 20 women employees in one of the company in chosen sample and conducted a pilot study. The pilot study results are then evaluated and necessary



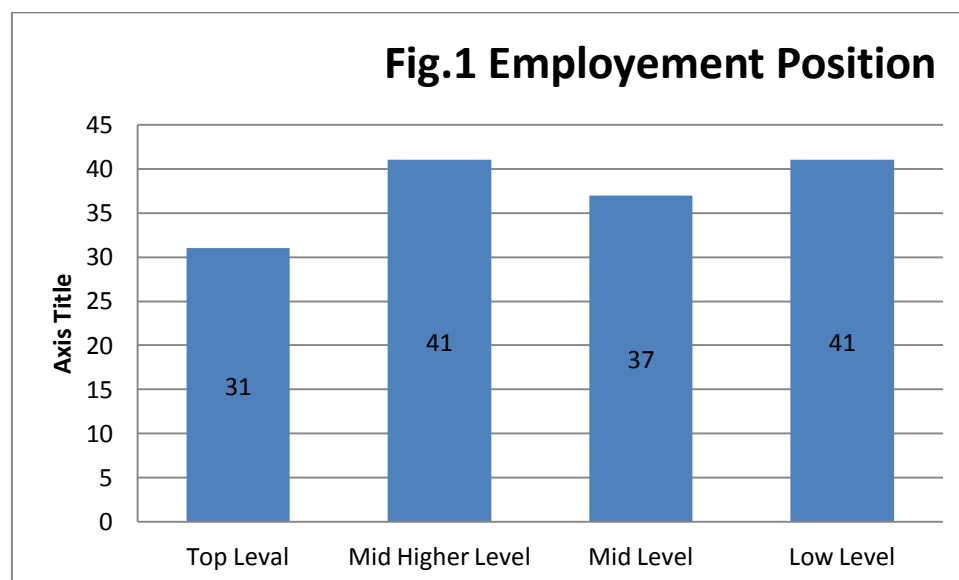
changes had been made in the questionnaire based on feedback given by those 20 employees. The researcher circulated the questionnaire designed using Google form explaining the proper objective of the research. The questionnaire was mailed to the identified women employees. A total of 182 responses were collected in which the researchers have finalized 150 completely filled questionnaire for the analysis.

### ANALYSIS OF DATA:

#### Employment Position:

Top Level	Mid-Higher Level	Mid-Level	Low Level
31	41	37	41

Table 1, Employment position hold by the respondents



**Figure 1** shows that 41 number of women employees fall under mid- higher level and the same number of women employees are also into low level of employment position. Whereas 37 number of women employees are falling into midlevel and rest 31 number of women employees are into top level.

### Data Analysis and Interpretation

#### Hypothesis:

Hypothesis testing is a statistical method that is used in making statistical decisions using experimental data. Hypothesis Testing is basically an assumption that we make about the population parameter.

**Key terms and concepts:**

- **Null hypothesis:** Null hypothesis is a statistical hypothesis that assumes that the observation is due to a chance factor. Null hypothesis is denoted by;  $H_0: \mu_1 = \mu_2$ , which shows that there is no difference between the two population means.
- **Alternative hypothesis:** Contrary to the null hypothesis, the alternative hypothesis shows that observations are the result of a real effect.

**PART A: Regression Test:**

In statistical modeling, regression analysis is a set of statistical processes for estimating the relationships among variables. It includes many techniques for modeling and analyzing several variables, when the focus is on the relationship between a dependent variable and one or more independent variable (or 'predictors'). More specifically, regression analysis helps one understand how the typical value of the dependent variable (or 'criterion variable') changes when any one of the independent variables is varied, while the other independent variables are held fixed.

**SUMMARY OUTPUT**

<i>Regression Statistics</i>	
Multiple R	0.970832
R Square	0.9425149
Adjusted R Square	0.9296618
Standard Error	3.160726551
Observations	139

ANOVA					
	<i>df</i>	<i>SS</i>	<i>MS</i>	<i>F</i>	<i>Significance F</i>
Regression	12	20802.246	1733.5	173.522	0.000
Residual	127	1268.7544	9.9902		
Total	139	22071			

**Questions use for Regression:**

	<i>Coefficients</i>	<i>Standard Error</i>	<i>t Stat</i>	<i>P-value</i>	<i>Lower 95%</i>	<i>Upper 95%</i>	<i>Lower 95.0%</i>	<i>Upper 95.0%</i>
Intercept	0	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
Shortage of help at work	-1.346	0.409	-3.289	<b>0.001</b>	-2.156	-0.536	-2.156	-0.536
Co-Workers are inefficient	1.089	0.352	3.097	<b>0.002</b>	0.393	1.785	0.393	1.785
High Levels of Time Pressure	0.177	0.313	0.565	0.573	-0.442	0.796	-0.442	0.796
Responsible for too many people/projects	0.538	0.326	1.648	0.102	-0.108	1.183	-0.108	1.183
Fear of being laid off/fired	0.330	0.371	0.889	0.376	-0.404	1.064	-0.404	1.064
Concerned about low wages	0.495	0.334	1.482	0.141	-0.166	1.156	-0.166	1.156

Worry about poor pension	-0.150	0.264	-0.570	0.569	-0.673	0.372	-0.673	0.372
Need "PULL" to get ahead	0.739	0.280	2.645	0.009	0.186	1.293	0.186	1.293
Feel chronic effects on mental health	0.406	0.345	1.178	0.241	-0.276	1.088	-0.276	1.088
Shift Work affects the family life	1.478	0.308	4.795	0.000	0.868	2.088	0.868	2.088
Shift work leads to social & domestic disruptions	-0.324	0.305	-1.062	0.290	-0.928	0.280	-0.928	0.280
Feel uncomfortable while comparing other shift workers	0.354	0.340	1.043	0.299	-0.318	1.027	-0.318	1.027

### Interpretation:

The researchers observes the following from the regression table:

1.  $P < 0.05$  is significant
2. Factors that impact the performance of women employees in IT company are a). Shortage of Help at work specially working from home b). Coworker of in efficient. c). Shift work effect the family lift. d). Need "PULL" to get ahead.

### CHI SQUARE:

A **chi-squared test**, also written as  $\chi^2$  test, is any statistical hypothesis test where the sampling distribution of the test statistic is a chi-squared distribution when the null hypothesis is true. The chi-squared test is used to determine whether there is a significant difference between the expected frequencies and the observed frequencies in one or more categories.

### CHI SQUARE TEST:

	Never	Rarely	Sometimes	Very Often	Always
I managed to plan my work so that it was done on time	30	24	40	28	28
I kept in mind the results that i had to achieve in my work	18	41	44	24	23
I was able to separate main issues from side issues at work	9	22	56	45	18
I started new tasks myself,when my old ones are finished	7	19	61	48	15
I came up with creative solutions to new problems	12	21	37	51	29
I actively participated in work meetings	2	29	70	30	19
I focused on the negative aspects of a work situation,instead of on the positive aspects	25	37	40	28	20
	103	193	348	254	152

Chi Square Calculated Value = 104.95  
Degrees of freedom =  $(R-1)*(C-1) = 24$   
Significance level = 95% (0.05)  
Tabulated Value = 36.415  
Result - Reject Null hypothesis

### **Interpretation:**

The researchers observe that from the above Chi Square test that the Chi Square calculated value 104.95 is  $>$  Chi Square calculated value 36.415 (Table Value). At significant level 0.05. Hence the researchers reject the null Hypothesis i.e., There is a significant impact of job stress on women employee performance in IT companies in North Bangalore.

### **Conclusion:**

Majority of the women employees agree that the job stress factors or job stress is affecting their performance. They cannot able to concentrate on their work properly. The women employees are following some stress coping strategies to overcome the stress. In this study, the researchers examined the relationship between work stress and job performance. The findings of this study are compelling and a number of conclusions may be drawn as detailed below.

Stress has become part of the day to day life. It cannot be avoided or overcome. Stresses sometimes are not bad. But it arises during working time depriving the work performance. The study reveals that women employees, experience stress at their workplace. Despite the age group they belong, many employees undergo job stress that affects their job performance. Significant differences were detected coming from including age, position, marriage, educational level and salary in women employees' job performance. In general, their job performance has a trend to a middle-high degree. Significant relations were found to exist between work stress and job performance. These included workload stress, job security stress and shift work stress which leads to mental and physical issues which affected the job performance of the women employees.

Since the stress from job responsibility and welfare is highest for women employees, organization should pay more attention to welfare. Moreover, organization should empower staff with the responsibility to lower work stress levels. Also, the women employees should treat stress as motivator, directing stress into positive job performance.

According to the study, women employees gained a greater sense of work stress from the organizational climate and staff development. As such, women employees should put more effort into regulating work stress. Furthermore, companies should encourage their female employees and reduce their sense of work stress.

Women employees should learn to face stress and manage it effectively. Correct stress management should start from improved health and good intrapersonal relationships. An individual needs to maintain good level of personal health, and be able to express emotions and relax.

In summary, learning how to manage stress in different working environment is an urgent issue that needs to be seriously considered not only for women employees, but also for on-the-job training.

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