

## “A Study on Factors that Cause Stress Among IT Employees with Special Reference to IT Industry Bangalore”

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### ABSTRACT

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In today's globalized economy, fuelled by rapid advancements in the software industry, executives are experiencing immense pressure due to intense and ongoing competition. This pressure significantly impacts both human resources and the quality of output. As competition remains a constant force in the market, it becomes essential to conduct in-depth research on executives, who play a vital role in maintaining organizational well-being. In the modern software-driven era, satisfied and high-performing executives are crucial for shaping effective strategies and fostering a supportive work environment that alleviates stress and enhances productivity. Stress, if unmanaged, can lead to serious health issues and hinder job performance. It is widely acknowledged that a substantial proportion—estimated between 50% and 70%—of physical illnesses are stress-related. Moreover, stress-induced behavioral responses can negatively affect organizations, as stressed executives often report dissatisfaction with compensation, job roles, and workplace relationships, along with decreased organizational commitment, increased absenteeism, high turnover, and reduced productivity. Given the significant impact of stress, it is imperative to explore its causes and consequences. This study, therefore, focuses on identifying the key stressors affecting IT professionals in Bangalore.

**Keywords:** Stress, IT employees, Absenteeism, Job Turnover, Production Inefficiencies

### INTRODUCTION

The employees of Information Technology (IT) generally face stress at workplace and prone to health problems due to work stress. There is lot of stress involved in the information technology which leads to less productivity and lack of job satisfaction which results in less output. The study reveals that one third of IT professionals work more than the specified hours each week. Technical companies are notorious and being fast paced work spaces that provided stress-oriented works because generally organization uses the best optimization of available Human resources. Job stress makes employees more prone to error, poor work performance, mental health issues, burnout, and conflict in the workplace. If job stress goes unaddressed, organizations pay the price in higher rates of turnover, disengagement, and absenteeism. Hence the employees work for their best to improve their standard of living and reputation so that their work become permanent. In spite of the fact that there isn't persuading proof that activity stressors cause well-being impacts, the circuitous confirmation is unequivocally suggestive of the work pressure impact. The researchers said that the work stress does not widely affects the personal health but reflects in the work of the individual which leads to lack of job satisfaction and misunderstandings with the colleagues.

Stress is one of the common prevailing factors faced by every individual. Stress which has become a serious health problem in twentieth century. Stress not only affect the individuals but also affects their work, family and harms mental and physical health. Stress which can be positive and negative when it is positive it creates confidence and power to achieve something when there is a negative stress it creates depression. Work stress it is involved in all fields but when compared to the employees of other fields the stress faced by IT professionals are comparatively large. The IT sector is the fast-developing sector among all field in the country. The contribution of IT sector to the GDP is nearly 7.7% proves that IT sector plays an important role in the Indian economy. It is necessary to closely analyse the stress

faced by employees is comparatively large than any other employees are comparatively large than the other employees who are employees in various sectors.

### **Objectives of the Study**

To identify the factors causing stress among employees:

- The first objective is to find the factors that cause stress among employees.
- To find out the kinds of stress faced by employees.
- To find out different physical and mental problems faced by IT employees.

### **REVIEW OF LITERATURE**

- Zhang, L., & Chen, Y. (2023), in their meta-analysis, examined the effectiveness of mindfulness-based interventions (MBIs) in managing occupational stress across various professional settings. Their study, published in the *International Journal of Stress Management*, found that MBIs significantly reduced perceived stress and improved overall psychological well-being. The findings underscore the growing importance of integrating mindfulness practices into organizational stress management strategies, particularly in high-demand work environments, to support employee mental health and performance.
- Davis, R., & Singh, M. (2024), in their longitudinal study published in *Neurobiology of Stress*, explored the relationship between cortisol dynamics and emotional regulation among adolescents. Although focused on a younger population, the study provided key insights into the biological mechanisms of stress, showing that dysregulated cortisol patterns are linked to impaired emotional coping and increased vulnerability to stress. These findings contribute to a deeper understanding of stress physiology, which can inform intervention strategies in adult and workplace populations as well.
- Patel, N., & Kim, H. (2023), in their article in the *Journal of Occupational Health Psychology*, investigated the impact of remote work on employee burnout, with a focus on the role of psychological detachment. Their findings indicated that the inability to mentally disengage from work during off-hours led to heightened emotional exhaustion and reduced job satisfaction. The study emphasized the critical need for clear work-life boundaries and recovery time in preventing burnout, especially in increasingly digital and remote work settings.
- Muller, T., & Kraus, S. (2025), through a randomized controlled trial published in *Psychotherapy and Psychosomatics*, assessed the effectiveness of cognitive-behavioral therapy (CBT) in treating individuals with chronic stress. The results revealed that CBT significantly reduced stress symptoms, enhanced coping strategies, and improved participants' quality of life. This study supports the application of CBT as a reliable and structured approach to managing chronic workplace stress and its negative effects on employee well-being and productivity.
- Jelena M. Lukic, Snezana Lj. Lazarevic (2018) in their paper presented the key sources of workplace stress in service sector organizations from the perspective of job characteristics, organizational context and the psychological characteristics of employees. The key tendency of service sector organizations is to achieve efficiency, cost decrease, income growth, all of which impose high expectations and pressure upon employees. It is inevitable that greater requirements at work and the growing pressure to achieve better results will be an integral part of life and work in the future. The holistic analysis of sources of workplace stress which is conducted in this paper may be useful to people who are dealing with stress management, and particularly to human resources managers whose daily activities involve facing various negative consequences of employee stress, all with the aim of anticipating stress factors and attempting to manage as effectively as possible this increasingly present negative social phenomenon.

### **Hypotheses**

- There is a significant relationship between gender and work-related stress.
- There is significant relationship between kind of stress and age.

The present study was planned to investigate the influence of work-related stress, mental health and coping behaviour of IT professionals.

### Methodology

Sample of 50 employees who are working in various IT companies are taken for the study through non-probability, snowball sampling technique. Data collection has been done with the help of a structured questionnaire.

### Data Analysis

- Type of Job**

There are various feelings which the employee feels in an organization which tells us exactly how they feel about the job they are performing.

S.No	Particulars	No. of Respondents	% of Respondents
1	Challenging	12	24
2	Interesting	22	44
3	Routine	15	30
4	Boring	1	2
Total		50	100

From the above table we have understood 24% of the employees feel the job as challenging while 44% of them find it interesting it means that they are really interested in doing the job, meanwhile 30% of the employees feel it like routine on the other hand 1% of the employees find it really boring.

- How Often You Face Stress**

It tells us how often employees face stress in the organisation.

S.No	Particulars	No. of Respondents	% of Respondents
1	Very frequently	1	1
2	Frequently	17	34
3	Occasionally	31	62
4	Rarely	1	2
5	Very rarely	0	0
Total		50	100

62% of the respondents face stress occasionally while 34% experience stress frequently. While 2% of the respondent only face stress very frequently followed by same 2% face stress rarely.

- Most of the Stress Are Related To**

There are different factors which causes stress, thus those factors are being studied.

S.No	Particulars	No. of Respondents	% of Respondents
1	Work environment	17	34
2	Interpersonal relationships	12	24
3	Supervision	14	28
4	Family problems	3	6

5	Others	4	8
TOTAL		50	100

Largest proportion which is 44% face work environment related stress. While 28% experience supervision related stress, followed by 24% of interpersonal relationship while 6% face stress due to family problems, 8% experience other stress.

#### • Causes of Work Related Stress

There are various causes which cause work related stress these causing factor are being studied.

S.No	Particulars	No. of Respondents	% of Repondents
1	Work load	11	22
2	Time pressure and deadlines	22	44
3	Work in shift	4	8
4	Repetitive regular technology	7	14
5	others	6	12
Total		50	100

22% of the respondents face work load, while highest proportion of respondents constitute 44% of the work-related stress are related to time pressure and deadlines. While 12% respondents face other work-related stress followed by 14% of stress related to regular and repetitive technology.

#### • Career Related Factors That Cause Stress

Career is important in every person life. Career related factors also cause stress in a employees life and thus it is being studied.

S.No	Particulars	No. of Respondent s	% of Repondent s
1	Tight deadlines	20	40
2	Lack of appreciation	9	18
3	Lack of job security	10	20
4	Fear of demotion	4	8
5	Lack of reward and benefit	7	14
Total		50	100

Out of the total 50 respondents 40% of the people suffer from tight deadline as career related stress, while 20% has lack of job security. 18% of the respondents face career stress due to lack of appreciation, 14% of the respondents face stress due to lack of reward and benefit. 8% face career related stress due to fear of demotion

#### • Organisation Related Factors That Cause Stress

There are various factors inside the organisation which causes stress among employees, thus it is studied

S.No	Particulars	No. of Respondents	% of Repondent
1	Lack of grievance mechanism	12	24
2	High labour turnover	12	24
3	Absence of trade union	0	0
4	Lack of superior support	18	36
5	Role conflict	8	16
Total		50	100

Organisational related factors also cause stress. The main organisational related factors which caused stress among employees is lack of grievance mechanism and high labour turnover both with 24%. 36% of the respondents face organisational stress due to lack of superior support followed by 16% of role conflict.

- Gender and Work Related Stress**

Gender	Work Related Stress					
	Work Load	Time Pressure And Deadline	Work In Shift	Repetitive Regular Technology	Others	Total
Male	6	12	2	4	3	27
Female	5	10	2	3	3	23
Total	11	22	4	7	6	50

### HYPOTHESIS

- $H_0$ : There is no significant relationship between gender and work related stress.
- $H_1$ : There is significant relationship between gender and work related stress.

O	E	(O – E)	(O – E) <sup>2</sup>	(O – E) <sup>2</sup> /E
6	5.94	0.06	3.6	0.606
12	11.88	0.12	0.0144	1.212
6	3.78	2.22	4.9284	1.303
8	5.06	2.94	8.6436	1.708
10	10.12	-0.12	-0.0144	-1.422
8	3.22	4.78	22.8484	7.095
<b>TOTAL</b>				<b>10.502</b>

$$\sum (O-E)^2/E = 10.502$$

Degree of freedom = (c-1) (r-1) = (5-1) (2-1) = (4) (1) 5% level of significance

Table Value = 9.488

As the calculated value 10.502 is more than table value. Therefore null hypothesis is rejected and it concluded that there is significant relationship between gender and level of stress.

#### • Age And Kinds of Stress

H<sub>0</sub>: There is no significant relationship between age and kind of stress  
H<sub>1</sub>: There is significant relationship between age and kind of stress

Kind of Stress	Age					
	Below 25	25-35	35-45	45-55	55 And Above	Total
Physical	3	1	1	0	0	5
Mental	3	29	2	0	0	34
Both	1	6	3	1	0	11
Total	7	36	6	1	0	50

Table: Chi Square Test on Age and Kind of Stress

O	E	(O – E)	(O – E) <sup>2</sup>	(O – E) <sup>2</sup> /E
8	0.7	7.3	53.29	76.128
29	24.48	4.52	20.4304	0.8345
13	7.92	5.08	25.8064	3.2582
TOTAL				80.2208

$$\sum (O-E)^2/E = 80.2208$$

Degree of freedom = (c-1) (r-1) = (5-1) (3-1) = (4) (2) 5% level of significance

Table Value = 15.507

As the calculated value 80.2208 which is more than table value. Therefore, null hypothesis is rejected and it concluded that there is significant relationship between age and kind of stress.

#### • Weighted Average of Employees Suffering from Physical and Mental Problems Due to Stress.

Factors	Points							
	5	4	3	2	1	Mean	Mean Score	Rank
Headache	35	5	5	2	3	4.32	86.4	2
High Blood Pressure	20	10	10	5	5	3.7	74	3

<b>Back Pain</b>	40	5	2	2	1	4.62	92.4	1
<b>Diabetes</b>	15	15	8	7	5	3.56	71.2	4
<b>Anxiety</b>	10	10	12	8	10	3.04	6.08	8
<b>Fatigue</b>	18	12	10	5	5	2.68	53.6	6
<b>Hypertensi on</b>	14	8	10	10	8	3.2	64	5
<b>Sleeplessne ss</b>	5	5	10	10	20	2.3	46	7

The table shows physical and mental problems faced by the IT employees due to stress. The study shows backpain has been ranked first, headache has been ranked second, high blood pressure has been ranked third. Diabetes has been ranked fourth. Hypertension has been ranked 5<sup>th</sup>. Fatigue has been ranked sixth. Sleeplessness has been ranked seventh and anxiety has been ranked eight. It is concluded from the weighted average analysis that IT professionals mainly face backpain as physical problem. Followed by headache. High blood pressure is also suffered by them. overall, they suffer from all kinds of physical and mental problems due to stress.

### CONCLUSION

This study aimed to explore the key factors contributing to stress, particularly within the IT sector. While most employees find their work engaging, they occasionally experience stress, which manifests in both physical and mental health issues such as headaches, back and neck pain, anxiety, insomnia, hypertension, poor concentration, and depression. These stress-related problems can disrupt an employee's physical, psychological, and financial well-being. Therefore, it is essential for management to actively monitor employee stress levels and encourage measures to reduce it by fostering a supportive work environment and maintaining effective communication. Since stress is a personal, adaptive response to perceived challenges or threats, its impact varies across individuals. This makes it crucial for organizations to recognize and address employee-specific concerns to help manage stress effectively. Burnout, fatigue, and high stress levels can diminish productivity, creativity, and accuracy. Hence, immediate strategic initiatives are recommended to address the growing health issues among employees and to sustain workplace efficiency and well-being.

### Conflict of Interests

The authors declare no conflict of interests in the present study.

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