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A study on job stress of it women employees in selected it companies: With special reference to Coimbatore city

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Abstract
World was made as a place to live in where people has to work and earn to lead a peaceful life, but today the world has become a place where stress and depression go hand in hand in the place of work and it has spread in to the generation that even young people are a part of it. Though stress is found in humidity, air, metals and animals, it has a special place in human beings in the world we live in. Nature has made the world so beautiful to have a peaceful life where it is been destroyed and deteriorated in the name called stress. Stress could be taken in a positive and a negative manner, if taken positive it is the measure to achieve in life and taking us to the next level of life and if taken negative, it makes people to destroy themselves at a level that is beyond our imagination. Stress causes depression, leading to blood pressure, mental illness, fatigue, anger, insomnia, heart attack, silence etc., that affect human health in a greater level which might lead to death of a human being. Though there are practices like yoga are made to reduce stress, people complain that they develop stress again after finishing the practice.

Keywords: Job stress, women employees, Coimbatore city

Introduction
This study concentrates on the Information Technology sectors where people work in day and night shift in rotation basis. It affects the health of both male and female employees working in those kinds of organizations. The study takes in to consideration only the women employees working in the IT sectors in the city of Coimbatore. It is considered that stress level increased after IT came in to existence, fixing target within a specified limits and people started running towards attaining the goal in a specified period of time led them in stress. However, the study tries to bring out the women stress working in Information Technology sector in the Coimbatore city.

Stress
Stress plays an important role of cause for all diseases. It is a state of mental and emotional strain or tension resulting from adverse or demand circumstances and also called strain, pressure, tension, nervous tension, worry, anxiety, nervousness and more. It is caused in metals and also in humans, but due importance is given to the human beings. Stress affects both physical and psychological health of the person, in turn affect the organizational health and wealth where he works. The performance of the employee depends upon the physical and mental health in this modern world where they work towards target, that too it is found at a higher rate in IT sectors. However, the study covers the stress of women employees working in Information Technology industry in the city of Coimbatore.

Information technology sector
The IT sector has revolutionized the Indian economy, creating considerable employment opportunities, generating wealth and significant foreign exchange, and driving massive social changes. Software-drive IT is today at the top of India's national agenda. It is an instrument and a model for the modernization of the Indian economy'.
Though stress is found in all areas of job, the employees in IT sectors work round the clock 24/7 even without holidays and they calculate these for overtime.

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Sometimes they are asked to work more than 12 hours, leading to sleepless nights and restless situation. In these context women are also get affected than the men both physically and mentally as they play a balanced life between job and family household works. Situation becomes much worse when they want to take care of their children, which they find very difficult in managing both the lives. All these factors make the women in more stress than before.

Significance of the study
The standard of living depends on the income of the families; all people are trying to increase their standard of living. They are in need of savings for their retirement. Both male and female earning helps to living financial freedom, especially women income helps for saving and purchase gold and etc. Women don't want to waste their education, so the women ready to work in all fields. IT sector gives decent jobs to women, even decision making authority also given to women employees because of their sincerity and dedication. When they come out for jobs they are prone to many kinds of stress as they work 24/7, targeted work, tension, gender bias, lack of security, family constrains, social constrains, lack of training, sexual harassment at work place etc., Women have more work and responsibility in house, especially married women. The women have more stress at work place and house than men. This study is important to measure the level of stress facing by the women employees in IT sector.

Statement of the problem
Denise Horner Mitnick's "Stress of working employee", Assumption creates anxiety, anger, fear, stress in case of women employees where they have taken up the jobs in an environment which asks for targeted performance within a limited time. After the coming of the IT sectors, every organization started to fix targets, cutting down salary, immediate retrenchment, recession, competition, unusual timing etc., makes the women to become more stressful than before. The women are not treated properly by the male, criticism, high turnover of employees, hypertension, lack of training, lack of interpersonal communication between the employer and the employees, the fear of losing one's job, long working hours, less time to spend with the family, harder to balance work and home needs. Hence the study focuses on the cause, effect and symptoms of stress and to manage the stress.

The city Coimbatore is the second biggest city in the south Indian state of TamilNadu. The study focused in the area called Coimbatore. It is the fast growing place where IT sectors found its place here with more than 15 IT companies surrounding Coimbatore. More than 50% of women are working in IT sector. All 50% of the women employees are not having more stress in their work, so the researcher focus on those women workers as have stress.

The Following Questions
❖ How often you face health problem due to stress?
❖ What are the factors influencing job stress?
❖ What is the main reason for Stress?
❖ Working hours not enough to do the assigned work and meeting deadlines.

Scope of the study
The study is focused on the stress level of women employees working in IT sectors In Coimbatore city. The organizations give too much of stress on them leading them under many physical and mental health issues. The scope is limited Two IT Companies in Coimbatore city. For the research, some factors are taken for study like, personal factors, health factors, environment, surrounding, physical and mental factors are taken into consideration among the women employees of IT sectors in Coimbatore city.

Objectives
1. To analyze the factors influencing job stress among women Employees in IT sector.
2. To measure the level of job stress of women employees in IT sector
3. To analysis the impact of job stress of women employee on their performance.
4. To offer suggestions to the IT sector and women employees regarding the Stress Management.

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.

Methods of data collection
The investigator decided to use both primary and secondary methods for data collection.

Sample design
The researcher has chosen the Coimbatore as the study area, based on the second highest sales volume and consumption area after Chennai. Wipro and Cognizant are selected for this study based on purposive sample method. The researchers collected the number of female employees from the above two IT companies. There are 1271 women employees working in Wipro and 1159 women employees are working in Cognizant in the department of IT developing in these two IT companies. 2430 employees are working in these two companies, random sampling method is used to select the sample respondents, 10% samples were taken.

Statistical tools used for analysis
The statistical tests are conducted at 5 per cent level of significance. The following statistical tools are used for evaluating the present study.
• Descriptive Analysis.
• Chi-Square Test
• Correlation
• Reliability Analysis
• Factor analysis

Reliability test for the interview schedule
The components which were considered for scaling for assessing the perception of the respondents on the Job stress of female employees in IT sector.

Table 1: Case processing summary

		N	%
Cases	Valid	243	243
	Excludeda	0	.0
	Total	243	100.0
a. Listwise deletion based on all variables in the procedure.			

Table 2: Reliability statistics

Cronbach's Alpha	No of Items
.878	243

The above table shows the reliability statistics of the samples. Cronbach's Alpha is 87.8%, so it shows strong evidence to analysis the data for this study.

Hypothesis
The following are the hypothesis framed by the researcher based on the previous studies. H01: The age group, marital status, years of experience and monthly income are do not significantly influence the level of job stress of women IT employees.

Limitations of the study
The following are the limitations of the study.
1. This study has covered only two companies in Coimbatore city.
2. The sample of 243 makes it difficult to generalize the results
3. Reliability and validity of the data are only obtained depends on the response from the women employees in IT sector.
4. The data was obtained through questionnaire & it has its own limitations.

Review of literature
Dhanabakyam & Malarvizhi (2014) [1], stated there is a positive relationship between stress & family difficulties in working women. The increase in work-family conflict leads to increase in work stress and vice versa in married women. It s observed that women in professional job positions with high job demand were more prone to experience work family conflict and work stress.
P.S. Swaaminathan & Rajkumar S. "stress levels in an organization and their impact on employee's behavior (2013) [2]". They have conducted a study that focused on the levels of stress among the age group, different varieties of jobs, profession, hours of work and the influence of work environment on the degree of stress faced by employees. Stress in an employee's individual in nature. This study indicates that, an optimum level in which every individual can perform with his full capacity and identified three conditions responsible for work stress they are
(i) Role overload,
(ii) Role self distance,
(iii) Role stagnation.

Vijaya Mani (2013) [3] has exposed the major factors influencing the work life balance of women professionals in India such as role conflict, lack of recognition, organizational politics, gender discrimination, elderly and children care, quality of health, problems in time management and lack of proper social support.
Satija S. & Khan W. in their research work titled – Emotional Intelligence as Predictor of Occupational stress among working professionals (2013) [4]. According to them occupational stress is as same a job stress that needs to be controlled at the work place otherwise it will negatively affect on employees work attitudes & behavior. These studies investigate that, the relationship between Emotional intelligence and occupational stress. This study revealed findings that, emotional intelligence is a most significant predictor of occupational stress.
Karthik R. (2013) [5] employees work performance is influenced by stress that can be either negative or positive. The employees better performance is possible if they face low to moderate amount of stress. Hence, aims at reducing the level of stress rather than completely eliminating stress. The study area selected companies are
• WIPRO CO.LTD.,
• COGNIZANT CO. LTD.,

Analysis and interpretation
This chapter deals with the analysis and interpretation of the data. The percentage analysis used to represent the data to the readers to understand easily. The number of respondents and percentage shows the sample respondents of this study. The chi square test used to show the socio economic factors influencing the level of factors influencing the women employees' job stress. The correlation test used to find out the relationship between the independent and independent variables.

Percentage analysis age of the respondents
Age is an important element in decision making. For the purpose of research, the respondents were classified into four groups, such as below 25 years, 26 – 35years, 36 – 45 years and above 45 years.

Table 3

Sl. No.	Age Group	Number of Respondents	Percentage
1.	Below 25 years	110	45.27
2.	26 years to 35 years	56	23.05
3.	36 years to 45 years	46	18.93
4.	Above 45 years	31	12.75
	Total	243	100

Source: Primary data

The respondents show that One hundred and ten (45.27%) respondents come under the age group of below 25 years. Fifty six (23.05%) respondents are come under the age group of 26 years to 35 years. Forty six (18.93%) respondents are come under the age group of 36 years to 45 years and the remaining thirty one (12.75%) respondents are come under the age group of above 45 years. Majority (45.27%) of the respondents are come under the age group of below 25 years.
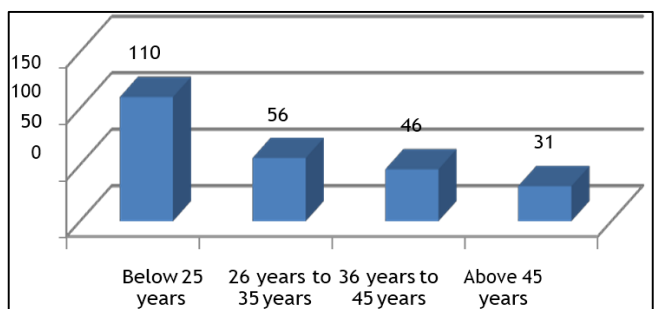

Chart 1: Age group of the Respondents

Level of work load
Level of workload is plays a vital role to induce job stress. The good performance of the employees is determined under the completion of their workload. The purpose of research the work load is divided into five levels that are Very high, high, normal, low and very low.

Table 4

Sl. No.	Level of Work Load	Number of Respondents	Percentage
1.	Very High	63	25.93
2.	High	82	33.74
3.	Normal	38	15.64
4.	Low	32	13.17
5.	Very Low	28	11.52
	Total	243	100

Source: Primary data

The level of work load of the respondents presenting that (Table No.4.) Sixty three (25.93%) respondents felt their level of work load is very high. Eighty two (33.74%) respondents felt their level of work load is high. Thirty eight (15.64%) respondents felt their level of work load is normal. Thirty two (13.17%) respondents felt their level of work load is low and the remaining twenty eight (11.52%) respondents felt their level of work load is very low. Majority (33.74%) of the respondents felt their level of work load is high
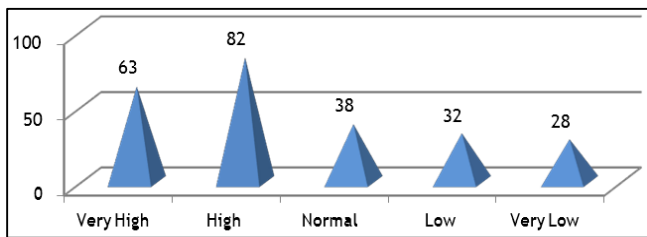

Chart 2: Level of work load

Job stress stain the family or friendship
Women's much secured relationship is family relationship. Sometimes job stress is creating stain relationship with their family. Purpose of the research can be carried five terms that is always, often, sometimes, rarely and never.

Table 5

Sl. No.	Job stress stain the family or friendship	Number of Respondents	Percentage
1.	Always	45	18.52
2.	Often	38	15.64
3.	Sometimes	104	42.79
4.	Rarely	38	15.64
5.	Never	18	7.41
	Total	243	100

Source: Primary data

The job stress stain their family and friendship of the respondents occurrence that (Table No.5) Forty five (18.52%) respondents said that the always job stress stain the family and friendship. Thirty eight (15.64%) respondents said that the job stress stain the family and friendship often. One hundred and four (42.79%) respondents said the job stress is sometimes stain the family and friendship. Thirty eight (15.64%) respondents said the job stress is rarely stain the family and friendship and the

remaining eighteen (7.41%) respondents said the job stress never stain the family and friendship. Majority (42.79%) of the respondents said the job stress is sometime staining the family and friendship.
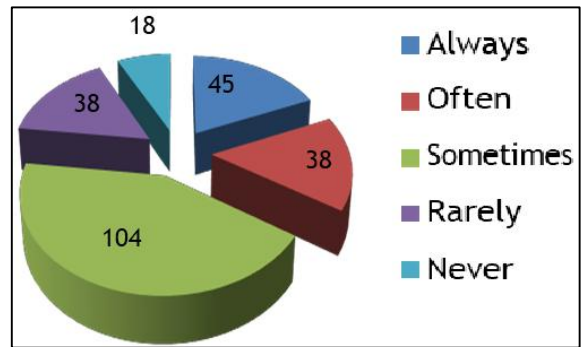

Chart 3: Job stress stain the family or friendship of the respondents

Factors of stress expressed
Many factors contributing job stress to their women employees. The purpose of the study classified in to five that is poor working condition, because of supervision, rotating shift, workload and pressure

Table 6

Sl. No.	Most causative factors of stress expressed	Number of Respondents	Percentage
1.	Poor working condition	14	5.76
2.	Because of the Supervisor	27	11.11
3.	Rotating shift	57	23.46
4.	Workload	88	36.21
5.	Pressure	57	23.46
	Total	243	100

Source: Primary data

The most causative factors of stress expressed of the respondents demonstrating that (Table No.6) Fourteen (5.76%) respondents said the reason for stress expressed is poor working condition. Twenty seven (11.11%) respondents felt the supervisor are reason for stress expressed. Fifty seven (23.46%) respondents felt rotating shift is the reason for stress expressed. Eighty eight (36.21%) respondents felt workload is reason for causative factors of stress expressed and the remaining fifty seven (23.46%) respondents felt high pressure is the most causative factors of stress expressed. Majority (36.21%) of the respondents said workload is the reason for most causative factors of stress expressed.
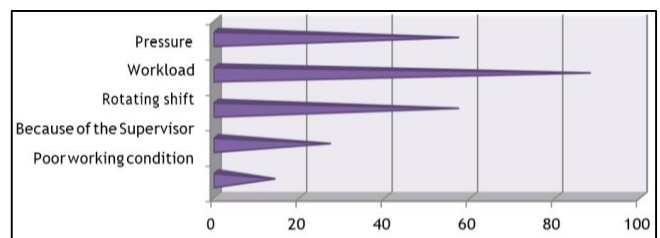

Chart 4: Most causative factors of stress expressed

Health problem
Health is denoted as wealth of the person. For the purpose of the study indicates the job stress generate more problems

that's are Headache, stomach pain, body pain, ulcer, skin problem, eye and skin problem, Headache, stomach pain and skin problem, Back pain, eye and skin problem, Stomach pain, eye and skin problem and Ulcer and Headache.

Table 7

Sl. No.	Health Problem	Number of Respondents	Percentage
1.	Headache	24	9.87
2.	Stomach pain	18	7.41
3.	Body pain	48	19.75
4.	Ulcer	19	7.82
5.	Skin problem	16	6.58
6.	Back pain	71	29.22
7.	Eye and Skin Problem	12	4.94
8.	Headache, stomach pain and skin problem	07	2.88
9.	Back pain, eye and skin problem	14	5.76
10.	Stomach pain, eye and skin problem	10	4.12
11.	Ulcer and Headache	4	1.65
		243	100

Source: Primary data

The health issues because of stress of the respondents resulting that (Table No. 7) the researchers have list out six health problems, but the same time the respondents having more than one health problem. So the researcher has club some health based on the response of the respondents. Twenty four (9.87%) respondents are having headache because of stress. Eighteen (7.14%) respondents are having stomach pain because of stress, forty eight (19.75%) respondents are having body paid. Nineteen (7.82%) respondents are having ulcer. Sixteen (6.58%) respondents are having skin problem. Seventy one (29.22%) respondents are having back pain. Twelve (4.94%) respondents are having the combination of eye and skin problem. Seven

(2.88%) are having the combination of Headache, stomach pain and skin problem decrease. Fourteen (5.76%) respondents are having Back pain, eye and sink problem. Ten (4.12%) respondents are having Stomach pain; eye and skin problem and the remaining four (1.65%) respondents are having ulcer and headache. Majority (29.22%) of the respondents are having back pain because of job stress.
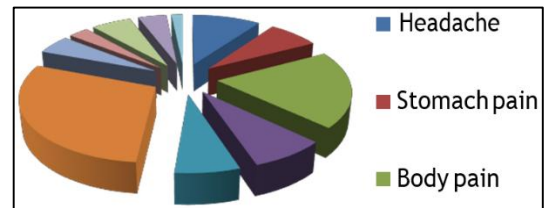

Chart 5: Health Problems of the Respondents

Level of factors influencing the women employees' job stress
The Likert five pint scale used to measure the factors influencing the women employees stress. Totally nineteen variables were identified by the researcher to measure the women employees stress. All these ratings are done on a five-point scaling with Strongly Agree (SA), Agree (A), Neutral (N), Disagree (DS) and Strongly Disagree (SD). The master table prepared through MS Excel and upload to SPSS to find out mean, SD, minimum and maximum score. The mean score of women employees stress is 72.541, SD is 2.541, minimum score is 38 and the maximum score is 89.

✓ To fulfill the second objective of the study the nineteen variables were formulated to measure the factors influencing the women employees stress.

✓ To fulfill the third objective of the study, the following table presented to show the level of job stress of women employees.

Level of factors influencing the women employees' job stress

Table 8

Sl. No.	Level	Number of Respondents	Percentage
1	Low	42	17.28
2	Medium	83	34.16
3	High	118	48.56
	Total	243	100

Source: Computed data

Out of two hundred and forty three respondents forty two (17.28%) respondents felt low level of stress, eighty three (34.16%) respondents felt medium level of stress and the remaining one hundred and eighteen (48.56%) respondents felt high level of stress. Majority of the respondents felt high level of job stress.

Table 9

Sl. No.	Age Group	Level of factors influencing the women employees' job stress			Number of Respondents	Percentage
		Low	Medium	High		
1	Below 25 years	13 (11.81%)	48 (43.64%)	**49 (44.55%)**	110	45.27
2	26 years to 35 years	9 (16.07%)	12 (21.43%)	35 (62.50%)	56	23.05
3	36 years to 45 years	12 (26.09%)	13 (28.26%)	21 (45.65%)	46	18.93
4	Above 45 years	8 (25.81%)	10 (32.26%)	13 (41.94%)	31	12.75
	Total	42 (17.28%)	83 (34.16%)	118 (48.56%)	200	100

Source: Computed Data

The two way table (Table No.9) shows the Level of factors influencing the women employees' job stress and age group of the respondents. Forty nine (44.55%) respondents felt the high Level of factors influencing the women employees' job stress those are come under the age group of below 25 years.

Findings, suggestions and conclusion
Findings

- Majority (33.74%) of the respondents felt their level of work load is high. These factors of finding results states that the women employees are having stress due to these factors of stress.

- Majority (34.16%) of the respondents are report to their team leader while having stress, Majority (42.79%) of the respondents said the job stress is sometime staining the family and relationship,

- The measuring the level of job stress of women employees in IT sector, Majority (29.22%) of the respondents are having back pain because of job stress,

- The age group of the respondents has positive and significant relationship with level of factors influencing the women employees' job stress at 5% significant level.

Suggestions

1. The management should conduct workshop for the benefits of staff for stress relief. If the staffs are healthy, they would concentrate their work. It will be productive, the management as well as the staff will be beneficiary.

2. Some of the staff members are unable to balance their work and life. The women staff has more responsibility than men at house. The staff should not carry the office work to house; like that they should not carry the house tensions to office. Through some seminars the management has to educate the staff about work life balance.

Conclusion

The study shows that some of the employees are facing stress frequently and most of them are beautifully manage their stress level and they are sufficiently spend time with their family members. Majority of them are satisfied on their job in selected IT companies of this study. Though, some of the employees have low stress, they are taking up proper coping strategies. So, the management based on periodical review should provide stress management practices that would help the some of the employee to manage and reduce their stress. IT Companies need to roll out today rewards and awards to women workers for their excellent work and make the industry, as a whole, an attractive and preferred career destination for them.

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