



## **A STUDY ON WORK STRESS AMONG EMPLOYEES OF SOFTWARE INDUSTRIES IN BANGALORE, KARNATAKA**

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### **Abstract:**

*The software industry has become one of India's fastest-growing markets, based on current conditions. The emphasis on the software industry and its workforce is justified because their workload is far greater than that of other employees. Every work has expectations, and employees get stressed because they are given unrealistic targets and are unable to manage the situation. As a result, the primary aim of this article is to highlight the level of stress among software employees in Bangalore, Karnataka, with a total sample size of 100 people selected at random in Bangalore.*

### **1. Introduction:**

Most of the issues that humans face is stress. Individuals are influenced in both positive and negative ways. Positive stress, also known as eustress, is expected at a certain degree to assist a person in doing their job, under which the individual would not be able to work effectively. Distress, a type of negative stress, hurts the person, restricting their ability to do their job. The first method deals with human nature and proceeds systematically to its disfunction (i.e., friction is created in certain situations), while the second method describes the problem and weaves the laws for dealing with it around the problem and its resolution. Any kind of work's popularity is inextricably linked to its working environment. Stress has a difficulty with adaptation. It allows the player to focus on the project at hand in order to ease anxiety or demand due to an unattended task. During the last five years, the Indian software program industry has risen at a compound annual growth rate (CAGR) of 28%. Digital services and the BPO industry are two main segments that have greatly increased the company's exports, both of which can be critical to our country's economic growth. The development of the software program industry in India is commendable as a result of the liberalization of Indian financial policy. India's IT industry is growing thanks to cost advantages, the availability of professional manpower, and the availability of top-notch services.

### **2. Problem Statement:**

Through their use in almost every aspect of daily life, computers have become the epitome of everyday life. As a result of this, a new kind of software-related health crisis has emerged. The reason for concentrating on technology workers is that their workload is far higher than that of other employees. Any job has expectations, and a person will become overwhelmed if they are given unattainable targets and are unable to manage the situation. Employees at major technologies companies in Bangalore, Karnataka, including Infosys, Tata Consultancy Services, and Cognizant Software, are under stress.

### **3. Literature Review:**

In [1] found that ocular pain, musculoskeletal conditions, and psychosocial problems are the most common health problems among frequent computer users. This report has also highlighted causes that lead to the prevalence of these issues. As a consequence, the issue necessitates multidisciplinary intervention, and the concerned

agencies must cooperate and implement effective protective steps as quickly as practicable.

Career satisfaction and mental health are linked but not significant, according to Occupational stress, mental stability, and coping among information technology professionals [2]. Job happiness, on the other hand, has been found to be closely related to coping habits. Occupational discomfort has a negative and significant impact on mental health. It can be explained by the fact that coping behaviour increases as job satisfaction and mental wellbeing increase. Stress levels increase, and mental health suffers as a result.

A study of the working environments and welfare of workers in information technology-enabled facilities [3]. According to an analysis of current records, musculoskeletal diseases, ocular abnormalities, and psychosocial concerns are among the most prevalent health concerns among tech workers. To prevent and resolve morbidity, as well as psychosocial problems, for computer industry workers, programs that provide ergonomics, physical education, and workforce planning must be implemented.

This study looked into the relationship between work-stress, perceived organizational support, boss support, and employee well-being [4]. A random group of 201 office workers was contacted via email and snowball sampling to complete a short anonymous online survey about their latest experiences with the factors listed above. High perceived tension was found to be a mediator between high work-stress and low employee wellbeing and performance. A lack of workplace assistance has been related to low work performance and high levels of depression. There was no indication that perceived organizational support or supervisor support moderated the connection between high workplace stress and employee well-being and job outcomes. Workplace stress is likely to have led to high perceived stress in certain workers, which in turn contributed to poor health and higher attrition intentions [5].

Workplace help, on the other hand, does not seem to defend against the possibility of sickness or unfavorable work results. This research looks at gaps in the work-stress literature, mostly about negative work effects and the role of organizational assistance in mitigating these and staff health issues [6]. For the last two decades, research into the relationship between job tension and well-being has erupted [7]. Simultaneously, study into physiological stress mechanisms has improved dramatically. One of the most significant advances in this literature has been the introduction of the Allostatic Load model as a central guiding theory for explaining the physiology of stress. In this study, the Allostatic Load model is used to organize the vast research that has looked at the health consequences of exposure to psychosocial stressors at work. This report looks at a number of subjects, including a critical overview of the management and applied psychology literature, epidemiological trials, and recent developments in psychiatry, neuroendocrinology, and physiology that shed light on how working environments impact happiness [8]. The researchers use an Allostatic Load method to perform a critical overview of the literature, concentrating on main (e.g., stress hormones, anxiety, and tension), secondary (e.g., resting blood pressure, cholesterol, and BMI), and tertiary disease endpoints (e.g., coronary disease, depression, and mortality).

#### **4. Objective of the Study:**

- This research aims to look into job stress among software industry employees in Bangalore, Karnataka.
- This investigation aims to look at the relaxing methods used in the company.

**5. Research Methodology:**

Primary data was gathered from software professionals in Bangalore, Karnataka using a well-structured questionnaire and interview process. Secondary evidence is gathered from the firm's internal documents, such as library records, trade papers, and other software company guides, as well as from prior training programs. Many magazines, software, and other sources were also useful in this research. Secondary data gives a clearer understanding of the issue study. The sample size is 100 participants who were chosen at random.

**6. Data Analysis and Discussions:**

Table 1: Demographic factors percentage Analysis

S. No	Parameters	Percentage to Total	
1	Age of the Respondent s	21-25 years,	23
		26-30 years,	15
		31-40 years,	15
		41-50 years,	24
		above 50 years	23
2	Marital Status	Married	60
		Unmarried	40
3	Designation	Analyzer	13
		Delivery Manager	11
		Project Manager	24
		Software Developer	16
		Support Engineer	18
		Tester	10
		Team Leader	8
4	Nature of Job	Permanent	84
		Temporary	16
5	Educational Qualification	Others	31
		PG	39
		UG	30
6	Income (Rupees)	25001- 35000	26
		35001- 45000	23
		45001- 55000	23
		above 55000	20
		below 25000	8
7	Experience (years)	11-15 years	19
		16-20 years	20
		6-10 years	14
		above 20 years	23
		less than 5 years	24

Table 1 shows that 24% of employees are in the age range of 41-50 years, 23% are in the age group of 21-25 years and over 50 years, 15% are in the age groups of 26-30 years, and 31-40 years and 15% are in the age group of 26-30 years and 31-40 years. 60% of employees are married, while 40% are unmarried. Employees are project managers in 24%, support engineers in 18%, software developers in 16%, analysts in 13%, delivery managers in 11%, testers in 10%, and team leaders in 8%. Permanent jobs make up 84% of the work force, while contract employees make up 16%. Employees have completed 39% of PG degrees, 31% of other degrees, and 30% of under graduate degrees. Employees earn between Rs.25001-35000 in 26%, Rs.35001- 45000 in 23%, Rs.45001-55000 in 23%, Rs.55000 in 20%, and Rs.25000 in 8%. 24 % of employees with fewer than 5 years of experience, 23% have more than 20 years of

experience, 20% have 16-20 years of experience, 19% have 11-15 years of experience, and 14% have 6-10 years of experience.

Table 2: Weighted Average for Relaxation Techniques Practices

S. No.	Description	Always	Often	Sometimes	Rarely	Never	Total	Score	Rank
1	Yoga	20	15	25	10	30	100	2.85	7
2	Meditation	25	20	27	13	15	100	3.27	4
3	Home-Remedy	22	17	19	24	18	100	3.01	5
4	Walking	30	25	15	19	11	100	3.44	1
5	Listening to music	28	22	16	24	10	100	3.34	3
6	Sleeping	35	15	18	21	11	100	3.42	2
7	others	10	36	15	22	17	100	3.00	6

Walking is the most effective relaxing technique, while yoga, which is done in the organization, is the least effective relaxation technique.

#### **7. Findings of the Study:**

- It was discovered that 24% of the respondents are between the ages of 41 and 50, 15% are between the ages of 26 and 30, and 15% are between the ages of 31 and 40.
- Table 1 shows that 60% of respondents are married and 40 % are single.
- Project managers account for 24% of respondents, while team leaders account for 8% of employees.
- According to the table, 84% of respondents are permanent jobs, while 16% are contract employees.
- According to table 1, 39% of respondents completed PG and 30% of employees completed UG.
- According to table 1, 26% of respondents earn a wage between Rs.2500 and Rs.35000, while 8 % earn less than Rs.25000.
- It was discovered that 24% of respondents had fewer than 5 years of experience, while 14% have 6-10 years of experience.

#### **8. Suggestions of the Study:**

- Work should be assigned adequately to employees to prevent work overload, which can lead to tension.
- It is essential to maintain positive relationships among employees to maintain a safe working environment.
- A proper dispute handling mechanism should be implemented to assist employees with resolving their issues.
- Employees should be compensated for their outstanding work to keep them engaged.

- Employees should be taught time management methods so that they can finish their assignments on time.
- Staff should be offered stress-relieving programs such as yoga, meditation, and workouts.

#### **9. Conclusion:**

Stress is a sneaky, sneaky illness that is inevitable and a common occurrence throughout the workplace. The design and form of job activities influence the degree of stress and its effects inside and between organizations. Organizations must start treating employees better at work, treating them with dignity, and appreciating their contributions. Employees must be remembered, engaged, and undergo regular instruction to remain qualified. To overcome tension and maintain their good health, the company must ensure that its employees participate in stress relaxation techniques.

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