

A Study On The Job Stress In IT Industry- A Review Of Literature

Bibhuti B Pradhan

Abstract: Job stress refers to the physical, emotional and mental pressure an employee faces when the job's requirement doesn't meet the requirements of the employee. Job stress is not always bad. At times, it pushes the employees out of their boundaries to perform well and push themselves to achieve the goal but not always job stress is positive. The paper attempts to review the literature underpinning the job stress in IT sector in India. From the secondary data and literature review of this paper it is analysed that for some employees the job is stressful when they are not competent for the job or either the job is not competent for them. Similarly, for some employees in the organization it is a challenge when they push themselves to new heights of their career but for other employees it becomes stressful.

Index Terms: Job Stress, IT Industry

1. INTRODUCTION

Job stress refers to the physical, emotional and mental pressure an employee faces when the job's requirement doesn't meet the requirements of the employee. Job stress is not always bad. At times, it pushes the employees out of their boundaries to perform well and push themselves to achieve the goal but not always job stress is positive (Angerer, 2003). Job stress is harmful when it starts affecting the health of the employees. Numerous researchers have proved that job stress causes long term effects on the body of the employees like cholesterol, diabetes, depression, anxiety, high blood pressure etc. (Karasek, 1979) (Bakker, Schaufeli, Leiter, & Taris, 2008). Another determinant of financial and family related problems is due to the health problem due to job stress. From the statistics it is evaluated that around half of the work force is encountering job stress related health effects. Whereas, approx. 36% of men and 44% of women drops their job because of the job stress which they are unable to handle (Van Den Broeck, Vansteenkiste, De Witte, & Lens, 2008). Job related stress is an intangible determinant that expresses the need that an employee must face a limited amount of stress that is healthy for their growth but for some employees it becomes a challenge whereas, for others a stress. It is evident that be it employee or the employer, everyone would face the challenges and some sort of stress while you work but healthy stress is tolerant until and unless stress it harms the employee's physical and mental conditions. It is not the job type that determines the stress level but the employees capabilities that fits or don't fit into the job (Hakanen, Schaufeli, & Ahola, 2008).

(Shropshire & Kadlec, 2012) researched that every employer must check the certain symptoms that are visible that signifies that the employees are stressed out. The symptoms like not going home, working for hours after work, being fatigue and avoiding socializing etc. are certain symptoms that determine the stress within employees. The stress metric is a kind of meter that determines the determinants that leads to stress conditions (Häusser, Mojzisch, Niesel, & Schulz-Hardt, 2010). IT industry is the one of the accelerated industries that uses innovation to innovate more. In India, Tata Consultancy Services is the largest IT Company and employees around 400,875. It would be difficult to keep a bull's eye on each

employee but easy to keep a regular check on monthly performance, turnovers etc. of the employees (Liu, Liu, Mills, & Fan, 2013). When employees get unachievable targets and it is almost impossible for them to meet the monthly target they feel stressed out and similar targets every month affects the employee's conditions and even demotivates them towards their job (Khalatbari, Ghorbanshiroudi, & Firouzbakhsh, 2013). The paper attempts to review the literature underpinning the job stress in IT sector in India.

2. LITERATURE REVIEW

With the increasing pressure within organizations to perform well there is also an expanding strain within the employees to perform better every time. The expanding IT firms pressurizes the employees mentally which forces them to either leave the job or change the organization. Researchers evaluates that job stress like job insecurity, role conflicts, job satisfaction and job changing intention etc. demotivates employees for job engagement (Parker & DeCotiis, 1983). There are certain conditions that definitely leading to the job stressing conditions: -

3. OVERWORK

When employees are assigned work and they need to work extra hours after office working hours when investing on big projects and if this happens frequently then the employees stay motivated with the responsibility they are assigned with but when the employees are regularly given tasks invests more than their work timings and after office calls and works makes the employees stressed out (Klassen & Chiu, 2010).

4. JOB INSECURITY

The uncertainty of job that after the completion of organization's motive they would employ the person for long demotivates the employees to work as if it's their workplace. This uncertainty does not motivates any employee whereas, increases risk to financial conditions (Ang, 1994).

5. CAREER AND JOB RESENTMENT

Appointed the right person for the right job is the basic motive while recruitment. But if, the need of the job is not matching with the career opportunities of the employees this would increase dissatisfaction within employees. Similarly, when job profile doesn't matches the employee that would also increase the anxiety within the employees (Cichy, Lefkowitz, Davis, & Fingerman, 2013).

• *Management, Siksha O Anusandhan Deemed To Be University, Odisha, India*

6. INEFFECTIVE MANAGEMENT AND WORKPLACE

Dissatisfying organizational culture and work place triggers employees not to work effectively and efficiently. They feel that management is directionless and their self-esteem gets suffered. The ineffectiveness within employees demotivates them from being loyal towards the organization and deploy motivation (Feng, Li, & McVay, 2009). Signs of being stressed are easily visible in employees as their behaviour changes with time, they avoid socializing, feels fatigue and aggressive, overthinking and less concentration and problem solving. The mental state of being demotivated, withdrawn and low while working (Lycett, Rassau, & Danson, 2004). There are acute responses of the mental health of the employees. These stresses onto the job performance of the employees and demotivates them to perform well and their worsening health conditions leads to the long term effects on the health conditions of the employees (Shimizu & Hitt, 2011).

7. METHODOLOGY

This research paper used only secondary data. This paper analyses the job stress faced by the employee as well as the employer in IT Industry. The data analysed by a researcher evaluated that the job stress depends from company to company as well as from job to job. The data collected from 125 respondents from the IT Company concluded that job stress is high in the firm as compared to job satisfaction in the organization whereas, the productivity is also moderate. Although there is no comparison between job satisfaction and job stress. The two facets of the job stress are insufficiency (feeling that the employee is incompetent for the job) and ambiguity (the vague condition as well as career and job).

8. ANALYSIS AND FINDINGS

From the secondary data and literature review of this paper it is analysed that for some employees the job is stressful when they are not competent for the job or either the job is not competent for them. Similarly, for some employees in the organization it is a challenge when they push themselves to new heights of their career but for other employees it becomes stressful. So the stress is healthy until it does not affect the health and mental conditions of the employee. When the organization analyses that employee's turnover, condition and output is not growing it must track whether they aren't being stressful.

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