

# A Study on Factors Contributing to Workplace Stress Among Employees in IT Sector in Chennai

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## ABSTRACT

This study investigates the relationship between employee stress and its impact on productivity and how it influences job performance. Through a comprehensive analysis of demographic factors, stress levels, coping strategies, and productivity outcomes, the research aims to provide valuable insights into the complexities of workplace well-being and organizational performance. Findings indicate that while gender may not significantly influence job stress, age is a determinant of stress levels among employees.

A structured questionnaire was sent to 110 respondents who were the employees in IT sector in Chennai. This research was done by using statistical tools like ANOVA to evaluate major organisational factors to workplace stress among employees. Moreover, a negative correlation between stress frequency and productivity underscores the importance of effective stress management strategies. Furthermore, the variation in coping mechanisms based on educational qualification highlights the need for tailored interventions to support employees with diverse backgrounds. Overall, this study underscores the critical importance of addressing employee stress to foster a healthier and more productive work environment.

**KEYWORDS:** Employee stress, Productivity, Demographic factors, Coping strategies, Organizational performance, Workplace well-being, Stress management, Intervention strategies.

## 1. INTRODUCTION TO RESEARCH

### 1.1 Introduction

In today's tough business landscape, employee well-being is vital for a company's profit and long-term success. Stress is a common issue for workers. It can arise from tight deadlines, client demands, regulations, and job insecurity. Understanding how employee stress affects productivity is important for companies aiming to create a healthy work environment and improve efficiency. Employee stress often shows up as feelings of tension, worry, and being overwhelmed. This isn't just a personal issue; it also negatively affects company results, particularly productivity. Employees have important responsibilities, but too much stress harms their decision-making, social, and mental skills, leading to lower performance. Every industry operates in a competitive space where efficiency and new ideas matter. However, stress can block creativity and flexibility, limit innovation and making it harder to carry out strategic initiatives. Stressed employees are also more likely to miss work, show up unmotivated, or leave, which adds strain on company resources and hinders long-term growth.

### 1.2 Objectives Of the Study

1. To identify the major organisational factors contributing to workplace stress among employees.
2. To examine the impact of workload and role related factors such as role overload, role ambiguity, role conflict on employee's stress levels.

3. To assess the influence of the work environment and organisational support on workplace stress.

### 1.3 Scope of the study

1 This research focuses on employees working in Chennai, it covers a mix of IT, education, banking and healthcare

2 This research examines the major factors affecting the employees stress like workload, deadlines, long working hours, lack of supervisor support and work-life balance, etc

### 1.4 Need for the study

1. This study assists in understanding the dynamics of the workforce in the organization.

2. This study tries to provide an understanding of the causes of stress in employees by analyzing factors that cause stress, such as workload and demands of the job.

3. This study is required to develop strategies to reduce stress, boost employee satisfaction, and enhance productivity in the industries.

### 1.5 Hypothesis of this study

**Objective 1:** To identify the major organisational factors contributing to workplace stress among employees.

**H<sub>0</sub>** - There is no significant difference in the mean workplace stress levels among employees working in IT sectors.

**H<sub>1</sub>** - There is a significant difference in the mean workplace stress levels among employees working in IT sector.

**Objective 2:** To examine the impact of workload and role related factors such as role overload, role ambiguity, role conflict on employee's stress levels.

**H<sub>0</sub>** - There is no significant difference in the mean workplace stress levels among different demographic groups of employees.

**H<sub>1</sub>** - There is a significant difference in the mean workplace stress levels among different demographic groups of employees.

**Objective 3:** To assess the influence of the work environment and organisational support on workplace stress.

**H<sub>0</sub>** - There is no significant difference in the mean employee outcome scores (job satisfaction

/ productivity / work-life balance) across different levels of workplace stress.

**H<sub>1</sub>** - There is a significant difference in the mean employee outcome scores across different levels of workplace stress.

## 2. REVIEW OF LITERATURE

**Adamopoulos, I. P., & Syrou, N. F. (2022)** This research paper analyses the interconnected relationship between job stress, job satisfaction and burnout, which was conducted in the public health sector. A core factor contributing to job satisfaction are environmental and personal factors. Under environmental aspects such as frustration and lack of belonging, technology, meaningfulness, supervision, work and psychological well-being, misfit between job role and employee benefits. In the personal factors, the main key drivers are psychological traits, personal attributes, earlier experiences, personal moral code, emotional state, life situations and individual expectations. The term stress is complicated and opinion based, Multiple domains like medicine, sociology, psychology, business examines stress with various theories and models. Stress is materialized in three levels: alarm stage, resistance stage and burnout. The study's results demonstrate a substantial negative association between job stress and performance, indicating that job stress seriously impairs an individual's performance, based on the results, the organisation may be able to improve performance by maintaining a positive, supportive, and cooperative work environment within the team.

**Alsomaidae, M. M. (2023).** The study showed no correlation between workload, role conflict, and job performance,

although it did find a weak negative connection between role ambiguity and job performance. The findings suggest that role conflict and a moderate workload have a positive effect on job performance. This shows that stress at work is not always negative but can improve performance. The study's conclusions and recommendations may assist commercial banks in reducing employee stress. The job performance and work stress elements such as role ambiguity, workload strain, role conflicts, work circumstances, and work relationships. The study observed that role ambiguity had little effect on the level of stress that employees experienced at work. It has been observed that workplace stress diminishes employee's motivation to perform better at work, discourages them from thinking critically, and also lowers their likelihood of success. They have concluded that when workers are faced with enormous workloads that are out of their control, stress will arise.

**Ahmad, I., Gul, R., & Kashif, M. (2024)** This study reveals that university teaching has many roles aside from teaching and is always stressful. The common factors for the stress in the teachers such as extra workload they have to take additional responsibilities apart from teaching like conducting research and other departmental works. They also stated about the workspace, forced to sit with other staff members which created problems as they had to meet with students, guests, and research students. In many public universities teachers are working under contract this leads to fear of job security

### 3. RESEARCH METHODOLOGY

This research goes through in descriptive research design to know the factors contributing to workplace stress among employees. This research has a quantitative approach which measures the workload, deadlines, long working hours, and technological pressure. Primary data was collected with the help of a structured questionnaire. The questionnaire was focused on closed-ended questions covering demographic information, major organization factors, role related factors, and workplace environment. Responses were measured using likert scale to evaluate the findings among employees. Convenience sampling is a non-probability sampling technique in which respondents are selected based on their accessibility and easy of contact. Overall 110 sample size was collected for the research. The response samples were analyzed using statistical tool such as Anova, used to find out whether there is a significant difference in the mean stress levels among different groups of employees. These statistical techniques helped in achieving the research objectives and provided significant results regarding factors contributing to employee stress.

### 4. DATA ANALYSIS AND FINDINGS

#### Meaning of ANOVA

ANOVA (Analysis of variance) is a technique used when multiple sample cases are involved. This statistical parametric technique used to compare the means of three or more groups to determine whether there is any significant difference among two samples. It helps the researchers to understand whether observed differences are due to the treatment effects or simply due to random variation. Hypothesis can be framed as the group means are equal to one another for null hypothesis and for alternate hypotheses the group means are not equal to one another.

**OBJECTIVE 1:** To identify the major organisational factors contributing to workplace stress among employees

**H<sub>0</sub>** - There is no significant difference in the mean workplace stress levels among employees working in IT sectors.

**H<sub>1</sub>** - There is a significant difference in the mean workplace stress levels among employees working in IT sectors.

4.1.1 One-way ANOVA:

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
Organisation policies and procedures contributes to my work related stress	Between Groups	4.161	5	.832	1.356	.247
	Within Groups	63.233	103	.614		
	Total	67.394	108			
Frequent organisation changes increase my stress levels	Between Groups	4.966	5	.993	1.346	.251
	Within Groups	75.988	103	.738		
	Total	80.954	108			
Poor communication within the organization contributes to my stress.	Between Groups	7.087	5	1.417	2.127	.068
	Within Groups	67.987	102	.667		
	Total	75.074	107			
Work targets and deadlines make me feel pressured	Between Groups	2.937	5	.587	.645	.666
	Within Groups	93.833	103	.911		
	Total	96.771	108			
Organizational factors significantly contribute to workplace stress	Between Groups	5.170	5	1.034	1.430	.220
	Within Groups	74.482	103	.723		
	Total	79.651	108			

ANOVA

Org\_Factors\_Mean

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	3.353	5	.671	1.758	.128
Within Groups	38.914	102	.382		
Total	42.267	107			

INFERENCE:

From the ANOVA results, it is shown that the significance (p) is greater for all the organisational factors (0.05)

- Organisation policies and procedures **p = 0.247**
- Frequent organisational changes **p = 0.251**
- Poor communication **p = 0.68**
- Work targets and deadlines **p = 0.666**
- Organisational factors **p = 0.220**
- Organisational factors mean (Overall) **p = 0.128**

Since all the p-values are greater than the 5% level of significance (0.05), the null hypothesis is accepted. Therefore, there is no statistically significant difference between the group means with respect to organisational factors influencing workplace stress. This indicates that organisational factors do not show a significant variation across the selected groups in the study.

**OBJECTIVE 2:** To examine the impact of workload and role related factors such as role overload, role ambiguity, role conflict on employee’s stress levels

**H<sub>0</sub>** - There is no significant difference in the mean workplace stress levels among different demographic groups of

employees.

$H_1$  - There is a significant difference in the mean workplace stress levels among different demographic groups of employees.

#### 4.1.2 ONE - WAY ANOVA

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
I experience stress in my role within the organization	Between Groups	3.206	3	1.069	1.204	.312
	Within Groups	93.216	105	.888		
	Total	96.422	108			
I feel that my workload is manageable	Between Groups	1.100	3	.367	.680	.566
	Within Groups	56.113	104	.540		
	Total	57.213	107			
I experience role ambiguity (unclear job responsibilities) in my work	Between Groups	1.321	3	.440	.472	.703
	Within Groups	98.000	105	.933		
	Total	99.321	108			
I face confusion or stress at work because different people expect different things from me (Conflicting demands)	Between Groups	.696	3	.232	.353	.787
	Within Groups	68.882	105	.656		
	Total	69.578	108			
Overall, workload and role related issues increase my stress at work?	Between Groups	5.183	3	1.728	2.165	.096
	Within Groups	83.771	105	.798		
	Total	88.954	108			

ANOVA

Role\_Related\_factors

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	.937	3	.312	.974	.408
Within Groups	33.368	104	.321		
Total	34.305	107			

#### INFERENCE:

- From the statement of “I experience stress in my role within the organization”, we inferred that the calculated F-value is **1.204** with a P-Value of **0.312**, which is not significant at 5% level. Hence, the null hypothesis is accepted. Therefore, the group means are equal to one another.
- From the statement of “I feel that my workload is manageable”, we inferred that the calculated F-value is **0.680** with a P-Value of **0.566**, which is not significant at 5% level. Hence, the null hypothesis is accepted. Therefore, the group means are equal to one another.
- From the statement of “I experience role ambiguity (unclear job responsibilities) in my work”, we inferred that the calculated F-value is **0.472** with a P-Value of **0.703**, which is not significant at 5% level. Hence, the null hypothesis is accepted. Therefore, the group means are equal to one another.
- From the statement of “I face confusion or stress at work because different people expect different things from me (Conflicting demands)”, we inferred that the calculated F-value is **0.353** with a P-Value of **0.787**, which is not significant at 5% level. Hence, the null hypothesis is accepted. Therefore, the group means are equal to one another
- From the statement of “Overall, workload and role-related issues increase my stress at work”, we inferred that

the calculated F-value is **2.165** with a P-Value of **0.096**, which is not significant at 5% level. Hence, the null hypothesis is accepted. Therefore, the group means are equal to one another.

- From the overall Role Related Factors, we inferred that the calculated F-value is **0.974** with a P-Value of **0.408**, which is not significant at 5% level. Hence, the null hypothesis is accepted. Therefore, the group means are equal to one another.

**OBJECTIVE 3:** To assess the influence of the work environment and organisational support on workplace stress.

**H<sub>0</sub>** - There is no significant difference in the mean employee outcome scores (job satisfaction

/ productivity / work-life balance) across different levels of workplace stress.

**H<sub>1</sub>** - There is a significant difference in the mean employee outcome scores across different levels of workplace stress

### 4.1.3 ONE-WAY ANOVA

#### ANOVA

Stress_Mean					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	.659	12	.055	.861	.589
Within Groups	6.123	96	.064		
Total	6.782	108			

#### INFERENCE:

From the analysis of Stress mean, we inferred that the calculated F-value is 0.861 with a P-Value of 0.589, which is not significant at the 5% level. Hence, the null hypothesis is accepted. Therefore, the group means are equal to one another, indicating that there is no significant difference in the mean stress levels among the different groups.

## 5. RECOMMENDATION AND CONCLUSION

### RECOMMENDATION:

- **Addressing sector - specific stressors** - Although there is no significant difference in stress across sectors in overall terms in the case of Chennai, Organizations should then identify and address stress triggers in each sector such as workload pressure, tight deadlines, shift work, or client demands through tailor-made stress reduction initiatives.
- **Implementing comprehensive stress management programs** - Organizations in all fields should offer structured stress management programs such as yoga sessions, mindfulness training, stress coping workshops, and time management training to improve employees' psychological well-being.
- **Promoting work-life balance** - Employers should encourage flexible working hours, hybrid work models (where feasible), and adequate leave policies to help employees maintain healthy balance between professional and personal life.

### CONCLUSION:

In conclusion, the study on employee stress and factors contributing to stress provides valuable insights into various aspects influencing workplace well-being and organisational performance. The findings reveal complex relationships between demographic factors, stress levels, coping strategies, and productivity outcomes. Overall, these findings emphasize the complex interplay between individual characteristics, work-related stress stressors, and organizational dynamics. By recognizing and addressing these factors, organizations can develop targeted interventions and policies aimed at fostering a healthier and more productive work environment for their employees.

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