

A Study on Stress Management Among IT Professionals with Special Reference to Chennai District

Mrs. B. Kishori¹, S. Shusma²

¹Assistant Professor, Department of Management Studies, Anna University (Bit Campus), Trichy, India.

²Student, Department of Management Studies, Anna University (Bit Campus), Trichy, India.

ABSTRACT

This study focuses on analyzing stress management among IT professionals with special reference to Chennai district. The rapid growth of the IT sector has increased job demands, resulting in higher stress levels among employees. Factors such as workload, role ambiguity, technological changes, and work-life imbalance significantly influence employee stress. The primary objective of this study is to identify the major causes of stress and measure the level of stress experienced by IT professionals.

The study adopts a descriptive research design and uses a structured questionnaire to collect primary data from 246 respondents working in various IT organizations. Convenience sampling technique was used for data collection. Statistical tools such as percentage analysis, descriptive statistics, chi-square test, and regression analysis were applied to analyze the data. The reliability of the questionnaire was confirmed using Cronbach's Alpha value of 0.902, indicating high internal consistency.

The findings reveal that most employees do not perceive workload and technological changes as major stress factors. However, lack of organizational support, unclear job expectations, inadequate resources, and poor working conditions contribute significantly to stress levels. The study concludes that organizations need to improve employee

support systems, communication, and work environment to effectively manage stress and enhance employee well-being and productivity

INTRODUCTION

1.1 INTRODUCTION TO THE STUDY

The Information Technology (IT) sector has emerged as one of the most dynamic and rapidly expanding industries in the modern global economy. It plays a crucial role in economic development, innovation, and employment generation. In recent years, the growth of IT organizations has significantly increased, especially in metropolitan cities such as Chennai district. With this rapid expansion, the demand for skilled IT professionals has also risen, leading to increased competition, workload, and performance expectations.

The nature of work in the IT sector is highly demanding and constantly evolving due to continuous technological advancements. IT professionals are required to update their skills regularly, meet tight deadlines, and handle multiple projects simultaneously. These job requirements often create a high-pressure work environment, which can lead to increased levels of stress among employees. Stress, if not managed effectively, can negatively impact both individual well-being and organizational performance.

Stress is a psychological and physical response that arises when individuals are unable to cope with external demands and pressures. In the context of IT professionals, stress can arise from various sources such as excessive workload, role ambiguity, job insecurity, long working hours, and performance pressure. These factors not only affect employees' mental health but also influence their productivity, job satisfaction, and overall quality of life.

In today's competitive business environment, organizations expect employees to perform at high levels consistently. IT professionals often work beyond regular hours to meet project deadlines and client expectations. The increasing trend of remote work and flexible work modes, while offering convenience, has also blurred the boundaries between personal and professional life. This imbalance further contributes to stress and burnout among employees.

Moreover, rapid technological changes in the IT industry require continuous learning and adaptation. Employees are expected to upgrade their technical skills frequently to remain relevant in the industry. This constant pressure to learn and perform can create anxiety and fear of job loss, especially in uncertain organizational environments. Job insecurity and lack of clarity in roles further intensify stress levels among IT professionals.

Organizational factors such as lack of support, inadequate resources, poor communication, and unclear performance evaluation criteria also contribute significantly to stress. Even though some organizations provide supportive work environments, many employees still face challenges in managing stress effectively. The presence or absence of organizational support plays a vital role in determining how employees cope with work-related pressures.

Managing stress has become a critical concern for both employees and organizations. Effective stress management practices can help improve employee well-being, enhance productivity, and reduce turnover rates. Organizations are increasingly recognizing the importance of implementing stress management programs, promoting work-life balance, and creating a healthy work environment to support their workforce.

This study focuses on identifying the various factors causing stress among IT professionals and measuring the level of stress experienced by them. It also aims to analyze how these stress factors influence employees in their professional and personal lives. By understanding these aspects, organizations can take appropriate measures to reduce stress and improve employee satisfaction.

In conclusion, stress among IT professionals is a growing concern that requires immediate attention. With the increasing demands of the IT industry, it is essential to study and understand the causes and effects of stress in order to develop effective management strategies. This research provides valuable insights into stress management among IT professionals with special reference to Chennai district and contributes to improving both employee well-being and organizational effectiveness.

1.2. STATEMENT OF THE PROBLEM

In recent years, stress among IT professionals has emerged as a major concern due to the increasing demands of the industry. Employees are often required to work under high pressure, meet strict deadlines, and adapt to continuous technological changes. These factors contribute to both physical and mental strain, affecting their overall well-being. In Chennai district, the rapid growth of the IT sector has intensified workplace challenges.

Many professionals struggle to maintain a balance between their personal and professional lives.

Prolonged stress can lead to reduced productivity, job dissatisfaction, and high employee turnover. Despite the availability of stress management techniques, many organizations fail to address the issue effectively. Therefore, it becomes necessary to identify the key factors causing stress and evaluate its level among IT professionals. This study aims to analyze these issues in detail and provide suitable recommendations. The problem addressed in this study is the rising level of stress and its impact on IT professionals in the selected region

1.3 RESEARCH MODEL

Independent Variable (IV) Variable

1.4

- Workload
- Role Ambiguity
- Role Conflict
- Job Insecurity
- Stress
- Technological Changes
- Organizational Support
- Work Environment
- Performance Pressure

Dependent



Stress



Demographic characteristics (Age, Highest education qualification, current job role, years of experience in IT industry, years if experience in current organization, type of organization, working hours per day, working shift, working mode, average number of projects handled at a time, monthly income range, commute time)

OBJECTIVES OF THE STUDY

- To identify the factors causing stress among IT professionals.
- To measure the level of stress among IT professionals in Chennai district.
- To analyze the stress among IT professionals.

1.5 NEED FOR THE STUDY

The IT sector has become one of the fastest-growing industries, contributing significantly to economic development and employment generation. However, the demanding nature of IT jobs, including long working hours, tight deadlines, and continuous technological changes, has increased stress levels among employees. Stress not only affects the physical and mental health of IT professionals but also impacts their productivity and job satisfaction. In cities like Chennai district, where the IT industry is rapidly expanding, understanding stress factors becomes highly essential. This study is needed to identify the major causes of stress among IT professionals and to assess how these factors influence their performance. It also helps organizations recognize the importance of implementing effective stress management strategies. The findings of the study will assist management in improving employee well-being and organizational efficiency.

Furthermore, it provides insights into maintaining work-life balance among employees. The study is also useful for policymakers in designing better workplace practices. Overall, the need for this study arises from the growing concern about employee stress in the IT sector.

1.6. SCOPE OF THE STUDY

The present study focuses on stress management among IT professionals with special reference to Chennai district. It covers various factors causing stress such as workload, role conflict, job insecurity, and work-life imbalance. The study aims to measure the level of stress experienced by IT employees and analyze its impact on their performance and well-being. It includes responses from IT professionals working in different organizations within the district. The scope is limited to understanding stress from both organizational and individual perspectives. It also examines coping mechanisms and strategies adopted by employees to manage stress. The study provides valuable insights for employers to design effective stress management programs. However, it does not cover other industries outside the IT sector. The findings can be useful for future research in similar domains. Overall, the scope of the study is confined to analyzing stress and its management among IT professionals in the selected region.

CHAPTER II

2. REVIEW OF LITERATURE

Cooper, C.L., Dewe, P.J., & O'Driscoll, M.P. (2001)

The study explores occupational stress and its impact on employee well-being across various industries, including the IT sector. It identifies workload, role conflict, and lack of control as major contributors to stress. The authors emphasize that prolonged exposure to stress can lead to both psychological and physiological issues among employees. The research highlights the importance of organizational interventions such as stress audits and employee assistance programs. It also suggests that management plays a crucial role in identifying stressors and implementing coping mechanisms.

The study further discusses individual coping strategies such as relaxation techniques and time management. It concludes that a balanced approach involving both organizational and individual efforts is necessary for effective stress management. The findings are highly relevant to IT

professionals who face continuous work pressure. The study provides a theoretical base for understanding stress dynamics in modern workplaces. Overall, it contributes significantly to stress management literature.

Lazarus, R.S., & Folkman, S. (1984)

This study presents the transactional model of stress and coping, which explains how individuals perceive and respond to stressful situations. The authors argue that stress is not merely a result of external factors but depends on individual perception and coping ability. The research identifies two major coping strategies: problem-focused and emotion-focused coping. It highlights that IT professionals often rely on both strategies depending on work demands. The study emphasizes the importance of cognitive appraisal in stress management. It also suggests that training employees in coping mechanisms can reduce stress levels significantly. The findings are applicable to high-pressure environments like IT industries. The research further underlines the role of organizational support in enhancing coping abilities. It concludes that effective stress management requires both psychological and organizational interventions. This model is widely used in stress-related research.

Karasek, R.A. (1979)

Karasek's study introduces the demand-control model, which explains how job demands and decision-making authority affect stress levels. The research indicates that high job demands combined with low control led to high stress. This is particularly relevant in IT jobs where employees often face tight deadlines with limited autonomy. The study highlights that increasing employee control can significantly reduce stress. It also emphasizes the role of job design in managing workplace stress. The research findings suggest that organizations should provide employees with more decision-making power. It further discusses the importance of social support in reducing stress. The study concludes that a balanced work environment is essential for employee well-being. It provides a strong framework for analyzing stress in IT professionals. Overall, it remains a foundational theory in occupational stress research.

Selye, H. (1976)

This study introduces the concept of General Adaptation Syndrome (GAS), explaining how individuals respond to stress in three stages: alarm, resistance, and exhaustion. The research highlights that prolonged stress can lead to burnout and health issues. It emphasizes that IT professionals often experience chronic stress due to continuous workload and technological changes. The study also discusses the physiological impact of stress on the human body. It suggests that early identification of stress symptoms is crucial for prevention. The research highlights the importance of relaxation techniques and stress management programs. It further emphasizes the need for a healthy work environment. The study concludes that unmanaged stress can negatively affect both individuals and organizations. It provides a biological perspective on stress management. This theory is widely applied in workplace stress studies.

Schaufeli, W.B., & Bakker, A.B. (2004)

This study focuses on work engagement and burnout among employees, particularly in high-demand sectors like IT. The authors identify that excessive job demands lead to burnout, while job resources enhance engagement. The research highlights that IT professionals often face high levels of emotional exhaustion. It suggests that providing adequate resources such as support, feedback, and growth opportunities can reduce stress. The study also emphasizes the role of leadership in managing employee stress. It finds that engaged employees show higher productivity and lower stress levels. The research further discusses the importance of work-life balance. It concludes that organizations must focus on both reducing stressors and enhancing positive work conditions. The findings are highly relevant to modern IT workplaces. It provides practical implications for stress management strategies.

Beehr, T.A., & Newman, J.E. (1978)

The study defines job stress as a condition arising from the interaction between individuals and their work environment.

It highlights that stress occurs when job demands exceed an individual's capabilities and resources. The research identifies factors such as workload, role ambiguity, and lack of support as key stressors. It emphasizes that IT professionals are particularly vulnerable due to dynamic work conditions and technological demands. The study also explores the consequences of stress, including reduced job satisfaction and increased absenteeism. It suggests that organizations should implement stress management interventions such as training and counseling. The authors further highlight the importance of organizational climate in reducing stress. The research concludes that both individual and organizational approaches are necessary to manage stress effectively. It provides a comprehensive framework for understanding occupational stress. The findings are highly applicable to IT sector employees.

Ivancevich, J.M., & Matteson, M.T. (1980)

This study examines occupational stress and its impact on employee performance and health. It identifies job-related factors such as time pressure, role conflict, and organizational structure as major stress contributors. The research emphasizes that IT professionals often experience stress due to continuous deadlines and system demands. It highlights the importance of stress management programs within organizations. The study also suggests that employee participation in decision-making reduces stress levels. It discusses various coping strategies, including relaxation and behavioral techniques. The findings indicate that unmanaged stress leads to burnout and decreased productivity. The study concludes that organizations must adopt a proactive approach to stress management. It also emphasizes the role of leadership in creating a supportive work environment. The research provides valuable insights into workplace stress management practices.

Quick, J.C., & Quick, J.D. (1984)

The study focuses on preventive stress management in organizations. It identifies three levels of stress prevention: primary, secondary, and tertiary interventions. The research highlights that IT professionals often face chronic stress due

to job demands and rapid technological changes. It emphasizes the importance of early identification of stressors. The study suggests implementing organizational changes such as workload redistribution and flexible schedules. It also highlights individual strategies such as exercise and time management. The authors stress the need for a holistic approach to stress management. The findings indicate that preventive measures are more effective than reactive solutions. The study concludes that organizations must prioritize employee well-being. It provides a structured framework for stress management.

Pfeffer, J. (1998)

This study examines the impact of workplace practices on employee stress and organizational performance. It highlights that poor management practices can increase stress levels among employees. The research emphasizes that IT professionals often experience stress due to lack of recognition and job insecurity. It suggests that organizations should adopt people-centered management practices. The study also highlights the importance of trust and communication in reducing stress. It finds that supportive work environments lead to higher employee satisfaction. The research concludes that stress management should be integrated into organizational policies. It also emphasizes the role of leadership in shaping work culture. The findings are highly relevant to IT organizations. Overall, the study provides insights into improving workplace conditions.

Ayyagari, R., Grover, V., & Purvis, R. (2011)

This study focuses specifically on technostress among IT professionals. It identifies factors such as work overload, constant connectivity, and system complexity as major stressors. The research highlights that technology itself can become a source of stress. It emphasizes that IT employees often face pressure to adapt to new systems continuously. The study also discusses the impact of technostress on productivity and job satisfaction. It suggests that organizations should provide adequate training and support. The findings indicate that reducing technological complexity can lower stress levels. The study concludes that managing

technostress is essential in modern workplaces. It provides valuable insights into IT-specific stress factors. The research is highly relevant to your topic.

Tarafdar, M., Tu, Q., Ragu-Nathan, B.S., & Ragu-Nathan, T.S. (2007)

The study explores the concept of technostress and its impact on IT professionals. It identifies five key stressors: techno-overload, techno-invasion, techno-complexity, techno-insecurity, and techno-uncertainty. The research highlights that constant connectivity blurs work-life boundaries. It emphasizes that IT employees often feel overwhelmed by technology demands. The study also discusses coping mechanisms such as training and organizational support. The findings indicate that technostress negatively affects job performance. The research suggests that organizations should implement stress management strategies. It also highlights the importance of work-life balance. The study concludes that managing technostress is critical for employee well-being. It provides a strong framework for analyzing IT-related stress.

Rajeswari, K.S., & Anantharaman, R.N. (2003)

This study examines stress among IT professionals in India. It identifies workload, role conflict, and career concerns as major stress factors. The research highlights that IT employees often face long working hours. It emphasizes the importance of organizational support in reducing stress. The study also discusses coping strategies such as social support and relaxation techniques. The findings indicate that stress affects both job performance and personal life. The research suggests implementing employee wellness programs. It concludes that stress management is essential for improving productivity. The study is highly relevant to the Indian IT context. It provides practical insights for organizations.

Sharma, A., & Devi, R. (2011)

This study focuses on occupational stress among IT employees in India. It identifies job insecurity, workload, and lack of work-life balance as major stressors. The

research highlights that stress leads to decreased job satisfaction. It emphasizes the importance of stress management programs. The study also discusses the role of organizational culture in reducing stress. The findings indicate that supportive environments improve employee well-being. The research suggests implementing flexible work schedules. It concludes that stress management is crucial for organizational success. The study provides insights into Indian IT sector challenges. It is relevant to understanding stress dynamics.

Kumari, G., & Pandey, K.M. (2011)

The study examines job stress in the IT sector and its impact on employee performance. It identifies factors such as workload, deadlines, and technological changes as major stressors. The research highlights that stress negatively affects productivity. It emphasizes the importance of stress management techniques. The study also discusses coping strategies such as time management. The findings indicate that organizational support reduces stress levels. The research suggests implementing training programs. It concludes that stress management improves job satisfaction. The study is relevant to IT professionals. It provides practical recommendations for organizations.

Singh, P., & Suar, D. (2013)

This study explores the relationship between stress and organizational climate. It highlights that a positive work environment reduces stress levels. The research identifies workload and role conflict as major stressors. It emphasizes the importance of leadership in managing stress. The study also discusses coping strategies such as social support. The findings indicate that stress affects employee performance. The research suggests improving communication within organizations. It concludes that stress management enhances productivity. The study provides insights into workplace stress. It is relevant to IT sector employees.

Parikh, P., Taukari, A., & Bhattacharya, T. (2004)

The study examines occupational stress among IT

professionals in India with a focus on software employees. It identifies long working hours, tight deadlines, and continuous client interaction as major stressors. The research highlights that employees often experience difficulty in maintaining work-life balance. It emphasizes that stress leads to both physical and mental health issues among IT workers. The study also discusses the role of organizational support in reducing stress levels. It suggests that companies should provide counseling and wellness programs. The findings indicate that stress negatively impacts employee productivity and job satisfaction. The research further highlights that team support can help reduce stress significantly. It concludes that stress management practices must be integrated into HR policies. The study provides valuable insights into the Indian IT work environment.

Srinivasan, V., & Vazirani, N. (2010)

This study focuses on stress and coping mechanisms among IT professionals in urban India. It identifies workload, job insecurity, and role ambiguity as key stress factors. The research highlights that employees often adopt unhealthy coping mechanisms due to work pressure. It emphasizes the importance of positive coping strategies such as exercise and time management. The study also discusses the role of HR interventions in stress reduction. The findings indicate that organizations with strong support systems have lower stress levels. The research suggests implementing flexible work policies. It also highlights the importance of employee engagement programs. The study concludes that effective stress management improves employee performance. It provides practical recommendations for IT organizations.

Balaji, R. (2014)

The study examines stress management among IT employees with special reference to Chennai city. It identifies heavy workload, shift work, and job pressure as major stress contributors. The research highlights that IT professionals in Chennai face significant work-life imbalance. It emphasizes that stress affects both job performance and personal life. The study also discusses coping strategies such as meditation and relaxation

techniques. The findings indicate that organizational support reduces stress levels. The research suggests implementing wellness programs and counseling services. It also highlights the importance of supportive management practices. The study concludes that stress management is essential for employee well-being. It is highly relevant to the present study focusing on Chennai district.

Prasad, K.D.V., Vaidya, R., & Mangipudi, M.R. (2016)

This study explores stress and its impact on IT employees' performance and satisfaction. It identifies factors such as workload, role conflict, and technological pressure as major stressors. The research highlights that IT professionals often experience burnout due to continuous job demands. It emphasizes the importance of organizational interventions in stress management. The study also discusses coping mechanisms such as social support and time management. The findings indicate that stress negatively affects productivity and job satisfaction. The research suggests implementing employee assistance programs. It also highlights the role of leadership in reducing stress. The study concludes that stress management improves organizational effectiveness. It provides valuable insights into IT workplace stress.

Rao, S., & Ramesh, K. (2018)

The study examines occupational stress among IT professionals with a focus on South Indian cities. It identifies workload, job insecurity, and lack of career growth as key stress factors. The research highlights that stress leads to reduced job satisfaction and increased turnover intentions. It emphasizes the importance of work-life balance in stress management. The study also discusses organizational strategies such as flexible working hours. The findings indicate that supportive work environments reduce stress levels. The research suggests implementing training programs for stress management. It also highlights the importance of employee well-being initiatives. The study concludes that stress management is crucial for organizational success. It is relevant to IT professionals in Chennai and similar regions.

CHAPTER III

3. RESEARCH METHODOLOGY

3.1 RESEARCH DESIGN

Research design refers to the overall plan, structure, and strategy adopted for conducting the research. It provides a framework for collecting, measuring, and analyzing data to achieve the research objectives effectively. It ensures that the study is carried out systematically and helps in obtaining valid and reliable results.

3.2 TYPE OF STUDY

3.2.1 Descriptive Research Design

Descriptive research design is used to describe the characteristics of a population or phenomenon without manipulating variables. It focuses on understanding "what exists" rather than explaining causes.

The study is conducted in Chennai District, focusing on IT professionals such as software developers, system analysts, project managers, and technical support staff working in various IT organizations.

3.3 SAMPLING DESIGN

Sampling design refers to the method of selecting respondents from the population. It ensures that the selected sample represents the population accurately and helps in drawing meaningful conclusions.

3.3.1 Sample Size

The sample size for the study consists of 246 respondents from IT professionals at Chennai. The sample size was selected based on feasibility and accessibility of respondents.

3.3.2 Sampling Technique

The study adopts Convenience Sampling Technique, which is a non-probability sampling method. Respondents are selected based on their availability and willingness to participate. This method is suitable due to time constraints and ease of data collection in healthcare settings.

3.3.3 Survey Design

A Structured questionnaire was used to collect data from employees in IT sector. The questionnaire was designed based on the objectives of the study and distributed directly to respondents.

3.4 DATA COLLECTION METHOD

3.4.1 Primary Data

Primary data refers to original data collected directly from respondents. In this study, primary data was collected through a structured questionnaire from IT professionals at Chennai.

3.4.2 Secondary Data

Secondary data was collected from books, journals, research articles, and reliable websites related to Stress management among IT professionals

3.4.3 Questionnaire Design

The questionnaire consists of close-ended questions to ensure easy analysis. It includes sections related to job security, technological changes, organizational support, work environment and performance pressure.

3.4.4 Scaling Technique

A Likert Scale was used to measure respondents' opinions with options such as:

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

3.5 RELIABILITY TEST

3.5.1 Reliability of the Questionnaire

- A pilot study was conducted to test the reliability of the questionnaire.

- The Cronbach's Alpha value is above 0.902, indicating that the questionnaire is reliable and suitable for the study.

Table No: 3.5.1

Table Name: Reliability check

Reliability Statistics

Cronbach's Alpha	No. of Items
0.902	30

3.7 LIMITATIONS OF THE STUDY

• Geographical Limitation

The study focuses on IT professionals in Chennai district, which provides specific insights into the regional work environment and organizational practices; however, workplace conditions may differ across other regions or countries.

• Sample Size Constraint

The study is conducted with a selected sample of IT professionals, offering valuable insights into employee stress levels, while future studies with a larger sample size may provide broader generalization of the findings.

CHAPTER IV

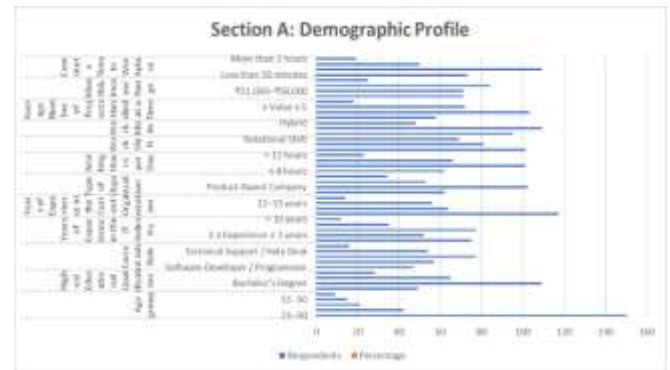
DATA ANALYSIS AND INTERPRETATION

4.1 PERCENTAGE ANALYSIS

Table 1.1 Demographic profile

	Particular	Respondents	Percentage
Age group	21–30	150	59.76%
	31–40	42	16.73%
	41–50	21	8.37%
	51–50	15	5.98%
	51 and above	9	3.59%
Highest Educational Qualification	Diploma	49	19.52%
	Bachelor's Degree	109	43.43%
	Master's Degree	65	25.90%
	Professional Certification	28	11.16%
Current Job Role	Software Developer / Programmer	47	18.73%
	System Analyst	57	22.71%
	Project Manager	77	30.68%
	Technical Support / Help Desk	54	21.51%
	Other: _____	16	6.37%
Years of Experience in the IT Industry	≤ 1 year	75	29.88%
	2 ≤ Experience ≤ 3 years	52	20.72%
	4 ≤ Experience ≤ 5 years	77	30.68%
	7 ≤ Experience ≤ 10 years	35	13.94%
	> 10 years	12	4.78%
Years of Experience in the Current Organization	≤ 5 years	117	46.61%
	5–10 years	64	25.50%
	11–15 years	56	22.31%
	> 15 years	14	5.58%
Type of Organization	IT Services Company	62	24.70%
	Product-Based Company	102	40.64%
	Startup	53	21.12%
	IT Consulting Firm	34	13.55%
Working Hours per Day	< 8 hours	62	24.70%
	8 ≥ 9 hours	101	40.24%
	9 ≥ 11 hours	66	26.29%
	> 11 hours	23	9.16%
Work Shift	Day Shift	101	40.24%
	Night Shift	81	32.27%
	Rotational Shift	69	27.49%
Work Mode	Work from Office	95	37.85%
	Work from Home	109	43.43%
	Hybrid	48	19.12%
Average Number of Projects Handled at a Time	≤1	58	23.11%
	2 ≤ Value ≤ 3	103	41.04%
	≤ Value ≤ 5	72	28.69%
	> 5	18	7.17%
Monthly Income Range	≤ ₹50,000	71	28.29%
	₹51,000–₹50,000	71	28.29%
	₹51,001–₹1,00,000	84	33.47%
	> ₹1,00,000	25	9.96%
Commute Time to Workplace	Less than 30 minutes	73	29.08%
	30–50 minutes	109	43.43%
	1–2 hours	50	19.92%
	More than 2 hours	19	7.57%

Fig. 1.1



Interpretation:

The majority of respondents are aged 21–30 (59.76%) and hold a Bachelor's degree (43.43%). Most work as Project Managers (30.68%) and have 4–5 years of experience (30.68%). A large proportion are employed in product-based companies (40.64%), work 8–9 hours daily (40.24%), and prefer work from home (43.43%).

Most handle 2–3 projects at a time (41.04%) and have a commute time of 30–50 minutes (43.43%).

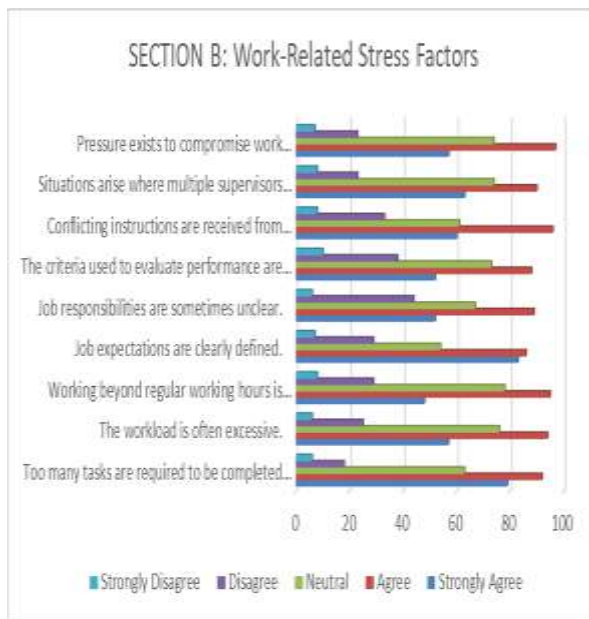
Inference:

The sample mainly consists of **young, educated IT professionals with moderate experience**, working under flexible conditions and managing multiple projects, indicating a moderately demanding work environment.

Table 1.2: Work-Related Stress Factors

Particular	Respondent %				
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Too many tasks are required to be completed within a short time.	31%	36%	24%	7%	2%
The workload is often excessive.	22%	36%	29%	10%	2%
Working beyond regular working hours is frequently required to complete tasks	19%	37%	30%	11%	3%
Job expectations are clearly defined.	32%	33%	21%	11%	3%
Job responsibilities are sometimes unclear.	20%	34%	26%	17%	600%
The criteria used to evaluate performance are uncertain.	20%	34%	28%	15%	4%
Conflicting instructions are received from different supervisors.	23%	37%	24%	13%	3%
Situations arise where multiple supervisors have different expectations that must be satisfied.	24%	35%	29%	9%	3%
Pressure exists to compromise work standards to meet demands.	22%	38%	29%	9%	3%

Fig. 1.2



Interpretation:

The majority of the IT professionals strongly agree with facing immense workload pressures, reflected by low mean scores ranging from 1.79 to 2.07.

Specifically, 66.4% are burdened with completing too many tasks in short timeframes, and over 55% must frequently work beyond their regular hours. The data shows a striking absence of mild agreement, with responses heavily concentrated on strong agreement or neutrality. This clearly illustrates that excessive tasks and tight deadlines are universally acknowledged realities for most of the surveyed workforce.

Inference:

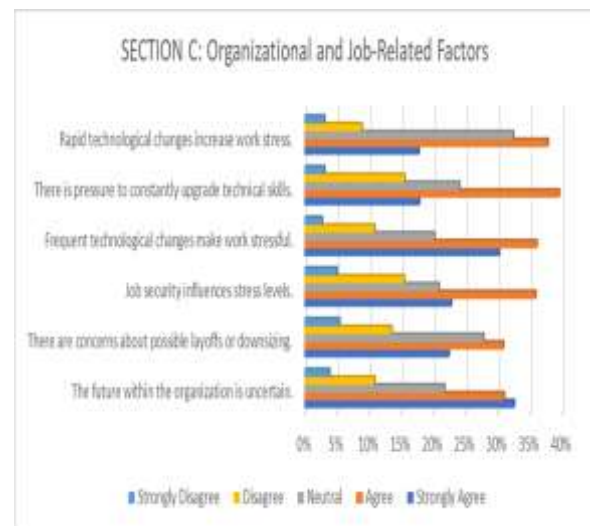
It can be inferred that unmanageable workloads and routine overtime act as severe, systemic stressors that deeply compromise the work-life balance of these IT professionals. The prevailing culture of high-pressure deadlines suggests underlying flaws in organizational project planning, timeline estimation, and resource allocation. Consequently, these companies face a critical risk of widespread employee burnout and reduced long-term productivity unless immediate interventions are

implemented to distribute tasks more equitably and respect regular working hours.

Table 1.3: Organizational and Job-Related Factors

Particular	Respondent %				
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The future within the organization is uncertain.	33%	31%	22%	11%	4%
There are concerns about possible layoffs or downsizing.	22%	31%	28%	14%	5%
Job security influences stress levels.	23%	36%	21%	15%	5%
Frequent technological changes make work stressful.	30%	36%	20%	11%	3%
There is pressure to constantly upgrade technical skills.	18%	40%	24%	16%	3%
Rapid technological changes increase work stress.	18%	38%	32%	9%	3%

Fig. 1.3



Interpretation:

The percentage analysis statistics for Role Ambiguity reveal a mixed perception among the 246 IT professionals, with mean scores ranging

from 1.86 to 2.16. While a solid majority (65.2%) strongly agree that their high-level job expectations are clearly defined, more than half simultaneously strongly agree that day-to-day responsibilities are sometimes unclear (54.4%) and performance evaluation criteria remain uncertain (54.0%). The data continues to show a complete absence of mild agreement (0%), with responses polarizing mostly between "Strongly Agree" and "Neutral," highlighting very distinct employee experiences.

Inference:

It can be inferred that while IT organizations successfully communicate broad project goals, they fail to provide clarity on granular daily duties and exact performance metrics. This disconnect between knowing *what* is expected but not exactly *how* to achieve it or how it will be graded likely breeds chronic anxiety and workplace stress. To mitigate this form of role ambiguity, management must bridge the gap by establishing highly transparent evaluation criteria and continuously updating role definitions as project demands shift.

Table 1.4: Organizational Support and Work Environment

Particular	Respondeent %				
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The organization provides support in managing work stress.	33%	33%	22%	11%	1%
Adequate resources are provided to complete work effectively.	19%	34%	31%	12%	4%
Employee well-being is valued by the organization.	21%	37%	24%	14%	4%
The workplace provides a comfortable working environment.	29%	34%	26%	7%	3%
Healthy relationships exist among colleagues.	24%	34%	25%	12%	4%
Noise, interruptions, or physical conditions affect work performance.	23%	31%	31%	10%	5%

Fig 1.4



Interpretation:

The percentage analysis highlights a high level of job insecurity among the 246 IT professionals, indicated by very low mean scores (1.83 to 1.88). A significant majority strongly agree that their future in the organization is uncertain (56.6%) and have deep concerns about potential layoffs (58.5%).

Furthermore, 61.2% strongly confirm that this lack of job security directly drives their stress levels, with a remarkably small minority (under 12%) disagreeing with these concerns.

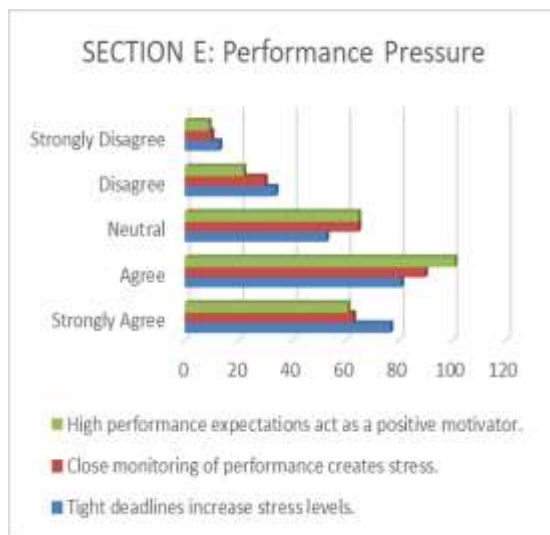
Inference:

The overwhelming fear of layoffs and unpredictable career trajectories serves as a massive psychological stressor for the IT workforce. This persistent climate of instability is likely detrimental to employee morale, focus, and long-term loyalty. To mitigate this anxiety, IT organizations must prioritize transparent communication regarding business health and offer more concrete reassurances about job stability to protect their employees' mental well-being

Table 1.5: SECTION E: Performance Pressure

Particular	Respondent %				
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Tight deadlines increase stress levels.	30%	31%	21%	13%	5%
Close monitoring of performance creates stress.	24%	35%	25%	12%	4%
High performance expectations act as a positive motivator.	24%	39%	25%	9%	3%

Fig. 1.5



Interpretation:

The percentage analysis for Technological Changes among the 246 IT professionals indicate a very strong consensus regarding the stress induced by rapid technological advancements. The mean scores are exceptionally low and tightly clustered (1.73 to 1.83). Overwhelming majorities strongly agree that frequent technological changes are stressful (62.0%), that there is intense pressure to constantly upgrade skills (66.7%), and that rapid changes directly increase work stress (66.3%).

Disagreement with these statements is virtually non-existent (less than 1.5%), and neutrality is relatively low compared to other factors

Inference:

It can be firmly inferred that the relentless pace of technological evolution in the IT sector acts as a massive and universal stressor for professionals. The continuous demand for upskilling creates a high-pressure environment where employees likely feel they are constantly racing to avoid obsolescence. To support their workforce and prevent burnout, organizations must shift from merely demanding new skills to actively facilitating them by providing dedicated, paid learning time and comprehensive training resources within regular working hours.

4.2 DESCRIPTIVE STATISTICS

Table 1.6

Particulars	N	Minimum	Maximum	Mean	Std. Deviation
1. Age group	246	1	5	1.75	1.116
2. Highest education qualification	246	1	4	2.28	0.907
3. Current job role	246	1	6	2.79	1.304
4. Years of Experience in the IT Industry	246	1	5	2.44	1.188
5. Years of Experience in Current Organization	246	1	4	1.87	0.948
6. Type of Organization	246	1	4	2.24	0.976
7. Working Hours per Day	246	1	4	2.2	0.914
8. Work Shift	246	1	3	1.88	0.814
9. Work Mode	246	1	3	1.81	0.729
10. Average Number of Projects Handled at a Time	246	1	4	2.2	0.877
11. Monthly Income Range	246	1	4	2.26	0.977
12. Commute Time to Workplace (Time taken to reach office from home)	246	1	4	2.06	0.889

1. Too many tasks are required to be completed within a short time.	246	1	5	1.79	1.165
2. The workload is often excessive.	246	1	5	1.97	1.219
3. Working beyond regular working hours is frequently required to complete tasks	246	1	5	2.07	1.262
4. Job expectations are clearly defined.	246	1	5	1.86	1.236
5. Job responsibilities are sometimes unclear.	246	1	5	2.13	1.296
6. The criteria used to evaluate performance are uncertain.	246	1	5	2.14	1.314
7. Conflicting instructions are received from different supervisors.	246	1	5	2	1.288
8. Situations arise where multiple supervisors have different expectations that must be satisfied.	246	1	5	1.99	1.24
9. Pressure exists to compromise work standards to meet demands.	246	1	5	1.93	1.207
10. The future within the organization is uncertain.	246	1	5	1.93	1.287
11. There are concerns about possible layoffs or downsizing.	246	1	5	2.16	1.335
12. Job security influences stress levels.	246	1	5	2.09	1.353
13. Frequent technological changes make work	246	1	5	1.83	1.227
14. There is	246	1	5	2.1	1.317

Interpretation:

The descriptive statistics indicate a positive perception of Organizational Support, with mean scores ranging from 1.82 to 2.14. A substantial majority strongly agree that their company provides stress management support (65.6%) and values

15. Rapid technological changes increase work stress.	246	1	5	2.04	1.227
16. The organization provides support in managing work stress.	246	1	5	1.82	1.171
17. Adequate resources are provided to complete work effectively.	246	1	5	2.14	1.292
18. Employee well-being is valued by the organization.	246	1	5	2.03	1.288
19. The workplace provides a comfortable working environment.	246	1	5	1.86	1.213
20. Healthy relationships exist among colleagues.	246	1	5	2.04	1.32
21. Noise, interruptions, or physical conditions affect work performance.	246	1	5	2.1	1.292
22. Tight deadlines increase stress levels.	246	1	5	2.03	1.349
23. Close monitoring of performance creates stress.	246	1	5	2	1.289
24. High performance expectations act as a positive motivator.	246	1	5	1.92	1.241

employee well-being (58.4%). Furthermore, 53.2% strongly agree that adequate resources are provided to effectively complete work, with very few respondents actively disagreeing (under 16.5%).

This demonstrates that most IT professionals recognize and appreciate the structural support systems implemented by their employers

4.3 CHI SQUARE

HPOTHESIS 1:

NULL HYPOTHESIS (H0): There is no significant association between age and stress levels among IT professionals.

ALTERNATIVE HYPOTHESIS (H1): There is a significant association between age and stress levels among IT professional.

Table No: 1.7

Table Name: Age and Stress

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	20.335 ^a	4	0.000
Likelihood Ratio	28.769	4	0.000
Linear-by-Linear Association	13.908	1	0.000
N of Valid Cases	247		
a. 3 cells (30.0%) have expected count less than 5. The minimum expected count is 1.17.			

Chi Square Value = 20.335

Degrees of freedom = 4 Significant Level = 5%

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	41.680 ^a	4	0.000
Likelihood Ratio	46.286	4	0.000
Linear-by-Linear Association	34.650	1	0.000
N of Valid Cases	247		
a. 2 cells (20.0%) have expected count less than 5. The minimum expected count is 1.55.			

Interpretation :

The calculated Chi-square value is **20.335** with **4 degrees of freedom** at a **5% level of significance**. The p-value is **less than 0.05 (p = 0.000)**.

Since the p-value is less than the significance level (0.05), we **reject the null hypothesis (H₀)**.

Table 1.8

Table Name: Years of experience in IT industry and Stress

Therefore, there is a **significant association between age and stress level among IT professionals**

HYPOTHESIS 2:

NULL HYPOTHESIS (H0): There is no significant association between years of experience in IT industry and stress levels among IT professionals.

ALTERNATIVE HYPOTHESIS (H1): There is a significant association between years of experience in IT industry and stress levels among IT professionals.

Interpretation :

The calculated Chi-square value is 41.680 with 4 degrees of freedom at a 5% level of significance. The p-value is less than 0.05 ($p = 0.000$).

Since the p-value is less than the significance level (0.05), we reject the null hypothesis (H_0).

Therefore, there is a **significant association between experience in IT and stress levels among IT professionals**

4.4 REGRESSION

HYPOTHESIS

NULL HYPOTHESIS (H_0): There is no significant association between Workload and stress levels among IT professionals.

ALTERNATIVE HYPOTHESIS (H_1): There is no significant association between Workload and stress levels among IT professionals.

Table No: 1.9

Table Name: Workload and Stress

Coefficients ^a									
Model		Unstandardized Coefficients		Standardized Coefficient Beta	t	Sig.	95.0% Confidence Interval for B		
							Lower Bound	Upper Bound	
1	(Constant)	2.848	0.041		69.860	0.000	2.768	2.929	
	2. The workload is often excessive	0.011	0.018	0.040	0.634	0.526	-0.025	0.046	

p-value (Sig.) = **0.526**

Beta = **0.040**

Decision (Hypothesis Testing)

Since $p = 0.526 > 0.05$

Accept the Null Hypothesis (H_0) Reject the Alternative Hypothesis (H_1) Interpretation :

The regression analysis was conducted to examine the relationship between **workload** and **stress levels** among IT professionals.

The coefficient value ($B = 0.011$) indicates a **positive relationship** between workload and stress levels. However, the significance value ($p = 0.526$) is **greater than 0.05**.

Since the p-value is greater than the significance level (0.05), we **accept the null hypothesis (H_0)**.

Therefore, there is **no significant relationship between workload and stress levels among IT professionals**.

Inference:

The beta value (**0.040**) shows that workload has a **very weak influence** on stress levels. This indicates that changes in workload do not significantly affect the stress levels of respondents in this study.

CHAPTER V

5. FINDINGS, RECOMMENDATIONS AND CONCLUSION

5.1 FINDINGS FROM THE STUDY

5.1.1. FINDINGS FROM SIMPLE PERCENTAGE ANALYSIS

1. Age Group

The majority of respondents (64.23%) belong to the 21–30 age group, indicating a young workforce.

This shows that early-career professionals form a major portion of the IT sector.

2. Educational Qualification

Most respondents (45.53%) hold a bachelor's degree, followed by master's degree holders. This indicates a well-qualified workforce in the IT industry.

3. Job Role

A significant number of respondents are working as project managers (29.27 %). This suggests higher responsibility levels contributing to stress.

4. Experience in IT Industry

Most respondents have 1 years of experience (30.89%), indicating moderate experience levels. This group is likely to face both learning pressure and performance expectations.

5. Type of Organization

A majority of respondents work in product-based companies (40.65%). This reflects the dominance of product-based firms in the selected area.

6. Working Hours

Most respondents work 8–9 hours daily (39.84%), while a notable portion works longer hours. This indicates the presence of extended working conditions.

7. Work Mode

A large number of respondents prefer work from home (44.72%). This reflects the growing adoption of flexible work arrangements.

8. Projects Handled

Most respondents handle 2–3 projects simultaneously (40.65%). This indicates multitasking demands, contributing to stress levels.

9. Income Level

The majority earn between ₹61,001–₹1,00,000 (33.33%). This shows a moderate-income level among IT professionals.

10. Commute Time

Most respondents take 30–60 minutes to commute (44.72%). This indicates moderate travel time which may contribute to daily fatigue.

5.1.2. FINDINGS FROM DESCRIPTIVE STATISTICS

The descriptive statistics reveal that IT professionals experience moderate to high levels of stress across various factors. The mean values of stress-related variables mostly range between 1.7 and 2.2, indicating agreement with stress-inducing statements. Factors such as excessive workload, tight deadlines, and working beyond regular hours contribute significantly to stress levels. Role ambiguity, including unclear responsibilities and uncertain evaluation criteria, also adds to employee stress. Organizational factors such as job insecurity and fear of layoffs are found to influence stress considerably. Rapid technological changes and the need for continuous skill upgradation further intensify pressure among employees. Performance pressure and close monitoring also contribute to stress, although some employees perceive them as motivating factors. The standard deviation values indicate moderate variation in responses, suggesting differences in individual perceptions. Overall, the findings highlight that stress among IT professionals is influenced by multiple interrelated factors. These results emphasize the need for effective stress management strategies within organizations.

5.1.3. FINDINGS FROM CHI-SQUARE TEST

1. Age and Stress

There is a significant association between age and stress levels among IT professionals ($p < 0.05$), indicating that stress levels vary across different age groups, with employees in the 21–30 age group experiencing higher levels of stress than others

2. Experience and Stress

There is a significant association between years of experience and stress levels ($p < 0.05$), indicating that employees with 1 year of experience higher levels of stress

compared to employees with more years of experience

FINDINGS FROM REGRESSION TEST

1. Workload & stress

There is no significant relationship association between Workload and stress levels ($p > 0.05$) among IT professionals. This shows that the workload does not influence stress among IT professionals.

5.2 RECOMMENDATIONS & SUGGESTIONS

5.2.1 Recommendations Based on Chi-Square Test Findings

1. Age and Stress

Organizations should introduce age-specific stress management initiatives and wellness programs to address the different stress levels experienced across age groups.

2. Experience and Stress

Companies may provide mentoring, training, and emotional support programs for employees with lesser experience to help them handle workplace stress effectively.

5.2.2 Recommendations Based on Regression Test Findings

1. Workload and Stress

Since workload was not found to significantly influence stress, organizations should focus on other factors such as work environment, interpersonal relationships, and job security that may contribute to employee stress

CONCLUSION

In today's fast-paced and highly competitive world, stress has become a common challenge faced by employees across various industries, especially in the IT sector where individuals are expected to continuously adapt to changing technologies, work demands, and organizational expectations. Modern work culture often places strong emphasis on productivity, deadlines, and performance outcomes, distributed time-zone work environment while emotional well-being and mental balance may receive comparatively less attention.

It was found that young employees that too specifically in the beginning of their career experiences high level of stress. Companies may strengthen the orientations and training for the new employees and focus in stress coping strategies along with concentrating on imparting technical skills.

BIBLIOGRAPHY

1. Cooper, C. L., Dewe, P. J., & O'Driscoll, M. P. (2001). Organizational Stress: A Review and Critique of Theory, Research, and Applications. *Journal of Organizational Behavior*, 22, 377–400.
2. Lazarus, R. S., & Folkman, S. (1984). *Stress, Appraisal, and Coping in Workplace Settings*. Springer Publications, New York, 141–180.
3. Karasek, R. A. (1979). Job Demands, Job Decision Latitude, and Mental Strain: Implications for Job Redesign. *Administrative Science Quarterly*, 24, 285–308.
4. Selye, H. (1976). *Stress in Health and Disease*. Butterworth Publications, Boston, 33–58.
5. Schaufeli, W. B., & Bakker, A. B. (2004). Job Demands, Job Resources, and Their Relationship with Burnout and Engagement. *Journal of Organizational Behavior*, 25, 293–315.
6. Beehr, T. A., & Newman, J. E. (1978). Job Stress, Employee Health, and Organizational Effectiveness. *Personnel Psychology*, 31, 665–699.
7. Ivancevich, J. M., & Matteson, M. T. (1980). *Stress and Work: A Managerial Perspective*. Scott, Foresman and Company, Illinois, 72–95.
8. Quick, J. C., & Quick, J. D. (1984). *Organizational Stress and Preventive Management*. McGraw-Hill, New York, 55–78.
9. Pfeffer, J. (1998). *The Human Equation: Building Profits by Putting People First*. Harvard Business School Press, Boston, 101–120.

10. Ayyagari, R., Grover, V., & Purvis, R. (2011). Technostress: Technological Antecedents and Implications. *MIS Quarterly*, 35(4), 831–858.
11. Tarafdar, M., Tu, Q., Ragu-Nathan, B. S., & Ragu-Nathan, T. S. (2007). The Impact of Technostress on Role Stress and Productivity. *Journal of Management Information Systems*, 24(1), 301–328.
12. Rajeswari, K. S., & Anantharaman, R. N. (2003). Development of an Instrument to Measure Stress among IT Professionals in India. *Journal of Organizational Behavior*, 24, 449–464.
13. Sharma, A., & Devi, R. (2011). Occupational Stress among IT Professionals in India. *International Journal of Research in Management*, 2(2), 45–52.
14. Kumari, G., & Pandey, K. M. (2011). Job Stress in IT Sector: A Study of Employee Performance. *International Journal of Engineering and Management Research*, 1(5), 34–38.
15. Singh, P., & Suar, D. (2013). Leadership, Organizational Climate, and Stress among Employees. *Journal of Organizational Behavior*, 34, 108–123.
16. Parikh, P., Taukari, A., & Bhattacharya, T. (2004). Occupational Stress and Coping among IT Professionals. *Indian Journal of Industrial Relations*, 39(4), 492–507.
17. Srinivasan, V., & Vazirani, N. (2010). Stress and Coping Mechanisms among IT Professionals. *Journal of Human Resource Management*, 5(2), 23–30.
18. Balaji, R. (2014). A Study on Stress Management among IT Employees in Chennai. *International Journal of Management Research*, 3(1), 56–62.
19. Prasad, K. D. V., Vaidya, R., & Mangipudi, M. R. (2016). Effect of Occupational Stress on Employee Performance in IT Sector. *International Journal of Applied Business and Economic Research*, 14(10), 6789–6805.
20. Rao, S., & Ramesh, K. (2018). Occupational Stress among IT Professionals in South India. *International Journal of Management Studies*, 5(3), 112–120.