

STRESS AND BURNOUT AMONG INFORMATION TECHNOLOGY (IT) EMPLOYEES

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Abstract

Software industry is one sector, which is affected profoundly by stress and professionals serving these organizations are often observed under huge stress. Software professional's nature of job is highly time-bound, client oriented and technology intensive. Stress is the emotional feeling of an individual to fight or flee when faced with a problem or demand. Stress is the perception of discrepancy between environmental demands and individual capacities to fill these demands. When individuals face stress due to various conditions of their occupation and fail to cope with stress, it results into burnout. The employee who suffers burnout becomes disorganized, disoriented and it may result into harmful psychological and physiological effects. The present study is conducted to measure the level of stress and burnout among IT employees, to analyze the various dimensions of burnout, to identify the causes of stress and to identify various measures for reducing stress and burnout. The study is conducted among the IT employees working in Cyber Park, Calicut District. A sample of 200 IT employees is selected by using stratified random sampling method based on gender. The study revealed that the IT employees in Cyber Park experienced only medium and moderate level of stress. The most serious cause is 'Work overload' and least serious is 'Working Conditions.

Keywords: *Stress, Burnout, Dimensions, IT Employees.*

I. Introduction

Stress may be the psychological feeling of a person to battle or run away when confronted with an issue or demand. Stress may be the perception of discrepancy among environmental needs and specific capacities to fill up these types of demands. Tension occurs in the task place when a worker perceives in times which is normally strenuous to manage and for that reason terrifying his well- becoming. Terms consoles is thought as a poor emotive experience this is the reactions to work -- related pressure. It concerns emotions skilled by persons whose careers require regular contact with psychologically charged interpersonal circumstances. Software program industry is usually one sector, which is definitely affected greatly by this (stress) problem, and experts offering these agencies tend to be considered under enormous tension. Application professional's character of work is extremely time-bound, customer oriented and technology exhaustive. The developments subsequently, along with many elements, contribute toward tension. These types of factors are really diverse, which includes transformation of technology, customer conversation, concern with obsolescence, friends and family support, lengthy working several hours, and function overload and so forth

II. Significance of the Study

Work-related stress is usually a major medical condition for both equally specific worker and agencies and it could lead to burn up, illness, work turnover and absence at work performances. Research have tested that there is harmful correlation among occupational tension and functionality of the workers. The work and the task overall performance of IT employees will be even more related to their mental and psychological conditions. Therefore if indeed they look tension and burnout, it is extremely much vital that you reduce many of these tension and burnout. This kind of research was helped to recognize the level of tension and terms consoles, causes and implications of stress as well as the steps with regards to reducing pressure. Therefore, research on tension and terms consoles among IT employees is usually extremely significant and relevant.

III. Research Problem

Modern life of today is filled with stress. Part of IT is usually, by it is extremely mother nature, an occupation at the mercy of a high amount of stress. This kind of job consists of working with those who are themselves struggling a significant level of tension. The IT Workers encounter together with the personal, technical, communicative, and organizational tension that badly impacts their particular health insurance and work fulfillment, exhausted potentials and abilities, and quite often confronted with tough and psychologically charged circumstances, such as natural depression, stress and anxiety, rage, and actually high blood circulation pressure and breasts discomfort. Work-related stress for these employees may outcomes in burnout, decreased effectiveness, reduced productivity, friends and family complications, and perhaps suicide. As of this juncture, the analysis is performed to handle the actual issue among the list of IT Workers in internet recreation area, Calicut district linked to stress and burnout.

IV. Scope of the Study

The study is conducted to analyze the level of stress and burnout among IT employees in Cyper Park. It is also conducted to identify the cause and consequences of stress and the dimensions of burnout. The area of the study is limited to IT employees in Cyper Park.

V. Objectives of the Study

1. To analyze the various causes of stress among IT employees.
2. To measure the level of burnout among IT employees.
3. To analyze the various dimensions of burnout.
4. To identify various measures for reducing stress and burnout.

VI. Hypotheses of the Study

The following are the hypotheses of the study:

1. Mean ranks of the opinion of IT employees have a difference towards causes of stress.
2. Mean scores of gender of IT employees have a difference towards causes of stress.
3. Mean scores of age of IT employees have a difference towards causes of stress.
4. Mean scores of experience of IT employees have a difference towards causes of stress
5. Mean scores of gender of IT employees have a difference towards level of burnout.
6. Mean scores of age of IT employees have a difference towards level of burnout
7. Mean scores of experience of IT employees have a difference towards level of burnout.
8. Ill effects of stress have a difference towards age of IT employees.

VII. Results and Discussion

Table No 1
Causes of Stress

| Causes | Mean | Std Dev |
|---------------------------|------|---------|
| Workload | 3.04 | 1.11 |
| Technology | 2.96 | 1.07 |
| Lack of Training | 2.69 | 1.09 |
| Grievance Redressal | 2.33 | 1.07 |
| Work-Home | 2.47 | 1.11 |
| Time Pressure and Targets | 2.39 | 1.01 |

| | | |
|-------------------------|------|------|
| Poor Working Conditions | 1.84 | 1.02 |
|-------------------------|------|------|

Source: Primary data

The analysis of the various causes of stress revealed that the most serious cause creating stress is workload with a mean value of 3.04. The other causes are technology, lack of training, work-home interface, time pressure and grievance redressal. The least serious cause is poor working conditions.

Table No 2
Ill effects of stress on Job Performance

| Ill Effects | Percentage |
|------------------------------|------------|
| Increased absenteeism | 30% |
| Reduced work effectiveness | 43% |
| Low morale | 26% |
| Reduced job satisfaction | 29% |
| Decreased productivity | 37% |
| Wasted potentials and skills | 30% |

The level of stress among IT employees has got several ill effects on job performance. 43% of employees opined that stress has reduced the work effectiveness, 37% felt decreased productivity, 30% felt increased absenteeism and wasted potentials and skills, reduced job satisfaction felt by 29% and 26% felt low morale as an ill effect of stress.

Table No 3
Level of Burnout

| Dimensions | Mean | Std Dev | Level |
|------------------------------|---------------|---------|--------|
| Increased Absenteeism | 2.462 | 1.1846 | Medium |
| Reduced Work Effectiveness | 2.0475 | 1.1185 | Medium |
| Decreased Productivity | 2.112 | 1.1214 | Medium |
| Overall Burnout Level | Medium | | |

The overall analysis of burnout reveals that there are three dimensions of burnout, i.e. increased absenteeism, reduced work effectiveness and decreased productivity. The mean value obtained for all the three dimensions lies in between 2 and 3 (measured on a five point scale). The mean value of increased absenteeism is 2.462, which shows a medium level, the mean of reduced work effectiveness is 2.0475, which shows a medium level and mean value of decreased productivity is 2.112 which also shows a medium level. Hence, it can be concluded that the burnout level of IT employees in Cyber Park is medium.

Table No 4
Strategies for reducing stress and burnout

| Strategies | Percentage |
|---------------------------------|------------|
| Yoga/Meditation | 30% |
| Physical exercise | 52% |
| Entertainment | 63% |
| Away from stressful environment | 57% |

| | |
|-------------|-----|
| Prayer | 55% |
| Tour/Outing | 66% |

The most important strategy adopted by IT employees for reducing stress and burnout is tour and outing (66%), followed by entertainments, keeping away from stressful situations, prayer, and physical exercise. It is noticed that yoga and mediation is the least preferred strategy for reducing stress and burnout.

Table No 5
Results of Hypotheses Testing

| Null Hypotheses | Test | P Value | Result |
|---|-----------------|---------|-------------------|
| Mean ranks of the opinion of IT employees have a difference towards causes of stress. | Friedman's Test | 0.000 | Ho Rejected at 1% |
| Mean scores of gender of IT employees have a difference towards causes of stress. | T test | 0.889 | Ho Accepted at 5% |
| Mean scores of age of IT employees have a difference towards causes of stress. | Anova | 0.766 | Ho Accepted at 5% |
| Mean scores of experience of IT employees have a difference towards causes of stress | Anova | 0.235 | Ho Accepted at 5% |
| Mean scores of gender of IT employees have a difference towards level of burnout. | T test | 0.774 | Ho Accepted at 5% |
| Mean scores of age of IT employees have a difference towards level of burnout | Anova | 0.221 | Ho Accepted at 5% |
| Mean scores of experience of IT employees have a difference towards level of burnout. | Anova | 0.045 | Ho Rejected at 5% |
| Ill effects of stress have a difference towards age of IT employees. | Chi-square | 0.002 | Ho Rejected at 1% |

The hypotheses testing revealed that there is significant difference between the mean ranks of the opinion of IT employees as regards causes of stress. There is significant difference between the mean scores of experience of IT employees as regards level of burnout and there is association between Ill effects of stress and Age of IT employees. But there is no significant difference between the mean scores of gender, age, and experience of IT employees as regards causes of stress. Similarly is no significant difference between the mean scores of gender and age of IT employees as regards level of burnout.

VIII. Conclusion

IT Employment is by its nature, an occupation subject to a high degree of stress. Various factors which cause stress for IT Employees were interpersonal factors, work environment, and work pattern. The study reveals that level of stress and burnout among the employees in Cyber Park is medium. The most serious cause of stress opined by IT

Employees were Work Overload. Other serious factors were Technology, Lack of training, Grievance Redress, Work home, Time pressure & Targets, Working Conditions. The management should take several initiatives in helping the employees to overcome their present stress and burnout level so that work efficiency can be improved.

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