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RESEARCH ARTICLE

STRESS AT WORK AND ITS IMPACT ON COMPUTER PROFESSIONALS IN INDIAN SCENERIO

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This century has belonged to IT era, This IT sector professionals are characterized by differing time long working hours, night shift' lack of mobility, job insecurity and continued visual focusing the monitor leads to occupational stress. The present study is to measure occupational stress among computer professionals in various IT companies at Bangalore. Data were collected from 100 Computer professionals at Bangalore. A modified structured questionnaire was developed to asses the level of job satisfaction and occupational stress among various computer professionals who are working at IT companies more than a year.

Data analysis was done by descriptive and inferential statistics. It has been found that 60% of middle level computer professionals are having more job stress and less job satisfaction as compare to higher and lower level of computer professionals. 70% of married couples are having more occupational stress and less job satisfaction than single due to long working hours and heavy workload. 85% of computer professionals go through a lot of anxiety, depression, loneliness because of their work involvement and often exhibits feeling of inadequacy, lowered self esteem and dissatisfaction and it reflects itself in the form of social, marital and sexual health problems. Males are having more occupational stress and less job satisfaction than female.

There is a significant correlation between job satisfaction and occupational stress. When there is more job satisfaction then there is less occupational stress and vice versa.

The implications of results are discussed with possible intervention to improve the organizational resources among IT professionals.

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INTRODUCTION

Occupational stress has become a common and costly problem. Not all stress is bad. Learning how to deal with and manage stress is critical to maximizing to job performance, staying safe on the job and maintaining physical and mental health. Survey of the literature on occupational stress reveals that there are number of factors related to job which effect in the behaviors of the employees and as a result of it normal life is disturbed. Occupational stress can be defined as the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources or need of the worker which is measured using standardized stress scale. Job satisfaction is the result of various attitude possessed by an employee. In a narrow since the attitude is related to the job and are concerned with such specific factor as wages, supervision, steadiness of employment, condition of work, advancement, opportunities, recognition ability, social relation to the job, prompt settlement of grievances,

fair treatment by an employer etc. Job or occupational stress is something we all face as employees or employer and we all handle it differently. It is a mismatch between the individual capabilities and organizational demands. Also it is a mismatch between the expectation of either individual or organization. Stress not only affects the physical, psychological and financial balance of an employee but also employers as well. Desired results cannot be expected from employees who are burnt out and exhausted or stress, as they lose their energy accuracy and innovative thinking. By this employees may lose more working days thereby a decrease in productivity and increased in cost to company. In the present day scenario IT and BPO companies' jobs are termed as more competitive and stressful. Workload (overload/under load), Pace/variety/ meaningfulness of work, Autonomy, Shift work/ hours of work, Physical environment, Isolation at the work place, Role conflict, Role ambiguity, Level of responsibility, Under/ over promotion Job security, Career development opportunities etc. influence in the job stress. Problems related to occupational stress are declining/inconsistent performance, uncharacteristic errors, loss of control over work, loss of motivation/commitment, indecision, lapses in memory, increased time at work, lack of holiday planning/usage, Lack of concentration, crying, arguments, undue sensitivity, irritability/moodiness, over-reaction to problems, personality clashes, sulking, immature behaviour, arriving late to work, leaving early, extended lunches, absenteeism, resigned attitude, reduced social contact, elusions/evasiveness, depression, absenteeism, malicious gossip, criticism of others, vandalism, shouting, bullying or harassment, poor employee relations, temper outbursts, difficulty in relaxing, increased consumption of alcohol, increased smoking, lack of interest in appearance/hygiene, accidents at home or work, reckless driving, unnecessary risk taking, family conflict, nervous stumbling speech, sweating, tiredness/lethargy, upset stomach/flatulence, tension headaches, hand tremor, rapid weight gain or loss, constantly feeling cold, Increased blood pressure, Increased metabolism (e.g. faster heart beat, faster respiration), Insomnia, backache, eye problem etc. Karambayya and Reilly (2003) done a study on stress among IT professionals suffering from psychological problems. A survey revealed that symptoms of depression were found to be higher among system administrator in IT companies than among any other job category in the industry. When job satisfaction is low the symptoms become pronounced. They found that 28 percent of IT professionals suffered from depression. A recent study found that 83 percent of computer professionals suffer from sleeping disorder compared to 39.5% of industry workers. Other health reported problems are digestive disorders 14.9 percent and eye sight problem 10.9 percent. The burn out stress syndrome is commonly observed among young people working in IT companies. The symptoms of this syndrome include chronic fatigue, insomnia and complete alterations of the 24 hours biological rhythm, leading to sickness and absenteeism.

Another study was done in India on thirty computer workers working in different information enabled services (ITES) for more than two years, with more than 4 hours of computer use in different operations. Predominant morbidity of musculo skeletal disorders was observed among 56 percent computer professionals. Among the musculo skeletal disorders, shoulder pain 20 percent, arm pain 5 percent, finger pain 5 percent, wrist pain 6 percent and low back pain 18 percent. A health survey on professionals working in software development, showed neck and shoulder problem in 31 percent, wrist and hand pain in 15 percent, tiredness at the end of the day 26 percent exhaustion in 12 percent and visual problems in 59.5 percent.

For decades job satisfaction has been considered one of the most important outcome variable related to occupational stress. The turnover or fast world is one of the factors which hinder job satisfaction. Over workload can potentially result in decrease moral, increased turnover and inadequate quality of life.

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