WORKING WOMEN AND THEIR WORK-LIFE STRESS IN IT INDUSTRIES – A STUDY WITH REFERENCE TO CHENNAI CITY

Dr. T. Malathi[1] & Mrs. Venkata Srilatha B[2]

[1]Research Supervisor, Assistant Professor, PG. Department of Commerce, Poombuhar College (Autonomous), Melaiyur –
609 107 (Affiliated to Bharathidasan University, Trichy), Tamil Nadu, India

[2]Research Scholar, PG. Department of Commerce, Poombuhar College (Autonomous), Melaiyur – 609 107 (Affiliated to
Bharathidasan University, Trichy), Tamil Nadu, India

ABSTRACT

This study aims to investigate the work-related stress experienced by female employees in the information technology sector, specifically in Chennai region. The Information Technology (IT) sector in India has experienced significant growth due to the globalization of the Indian economy. The IT sector is an essential element of the technology-driven knowledge economy of the 21st century. India has been acknowledged globally as a knowledge economy due to its formidable IT industry. IT employees face continual pressure to operate efficiently due to the necessity for cost-effective delivery by the companies providing such services. In IT organizations, the level of work-related stress is elevated compared to other organizations. Women employed in the IT sector encounter distinct challenges related to both familial and professional spheres, resulting in difficulty in achieving work-life balance. Women must fulfill their responsibilities as a spouse, a parent, and a provider. Women employees in IT firms can struggle to adapt to significant technical developments, work demands, targets, achievements, night shifts, and excessive workloads, resulting in substantial work-related stress.

KEYWORDS: Stress, Work, Women, IT sector, Employees

INTRODUCTION

The IT sector has fundamentally changed India's economy, bringing about a lot of societal change, wealth creation, and foreign exchange gains. The IT sector, which is based on software, is now the most important part of India's national agenda. It is both a tool and a plan for the growth of the Indian economy. There are several things that might cause stress, such as work, money, relationships, health, and school. Stress at work is something that happens a lot. These days, work is more and more often linked to stress. People who do different kinds of employment deal with stress and its impacts. Stress is a major cause of all ailments. It can also be called strain, pressure, tension, anxiety, uneasiness, and so on. In other terms, it is a state of mental and emotional stress or strain caused by difficult or unpleasant situations. Stress can hurt a person's mental and physical health, which can then hurt the health and wealth of the company where they work. In today's society, when people work too much, an employee's mental and physical health affects how well they do their job. This is especially true in the IT field. Everyone has to deal with stress on a daily basis. In the same way, IT workers in particular deal with a lot of stress because of all the strain they are under. Workload-related stress is a condition that happens when you have a lot of physical, mental, and behavioral stress symptoms that make you not want to go to work because you feel like you're always under pressure.

IMPORTANCE OF THE STUDY

Because of their dedication and integrity on the job, women in the IT field are not only given respectable responsibilities, but also given decision-making power. Working nonstop, anxiety, gender bias, insecurity, family and cultural pressures, insufficient training, and sexual harassment are just a few of the many stresses that women face on the job. The home duties and workloads of married women are disproportionately higher. Both at home and in the office, women feel more pressure than males. Therefore, measuring the stress levels of women working in IT is the primary objective of this research. The major rationale for the study's significance is the correlation between stress in organizational roles and general health and wellbeing. Stress levels in the workplace are found to be much higher when the complexity of the organizational environment rises. Stress, which can serve as a stimulant in some contexts, is a result of the society's complexity. This research focuses on the IT business in Chennai with a specific emphasis on the effects of various organisational role constraints on female employees relative to male employees.

LITERATURE REVIEWS

Souza (2022), Work-from-home, remote-first, scattered, and hybrid teams will increase, but the long-term effects of the COVID-19 pandemic on software professionals and enterprises are unknown. Software teams and companies must study remote and hybrid work challenges. This paper presents the results of a participant observation, grounded constructivist theory study on the effects of working from home on software development over a year. A software team coordination theory was derived from this research. Moving from office to home dramatically affected software team coordination. Despite group cohesion and better communication, mistrust, poor parenting, and communication bricolage impede cooperation. Poor coordination leads to misunderstandings, requests for help, reduced team satisfaction, and vaguer responsibilities. These concerns reduce project success and force professionals to transition from Scrum to Kanab for software development. Our research reveals that software businesses with many remote workers can improve performance by improving teamwork and helping workers with childcare and family.

Yazdonov (2022), one of the key elements affecting the social and financial effectiveness of the company is how the workplace is set up. The management of the workplace entails a variety of tasks that enable you to give employees the conditions they need for extremely productive and safe work, boost the content and allure of the workforce, and protect their health. The office's full and comprehensive equipment helps to improve the effectiveness and standard of how the job is organized.

Cetindamar (2022), explores AI literacy's meaning and components. There are few studies on how employees' AI literacy affects organizational affordances caused by digital technology, particularly AI. Descriptive statistics, keyword overlap analysis, and an organizational topic tree are utilized to profile the academic landscape and uncover AI literacy research themes and articles. The results highlight technological, professional, work-related, human-machine, and learning-related AI literacy skills. This highlights the importance of AI literacy for non-AI professionals. This study contributes to technology management literature by redefining AI literate and linking it to employees' roles in digital workplaces. Academics should study how employee-technology encounters affect AI literacy to better AI design and application.

Catherine (2022), Stress is part of modern life. Worry is closely related to mental illness but not a mental disorder. Oppression is common in organizations and professions due to job demands or environmental concerns. Emotional, physical, and moral concerns will arise. Job-related congestion that disrupts employees' focus and work environment is difficult. This inquiry took place at a prominent manufacturing site in Hosur, Tamil Nadu, India. The main purpose was to study staff stress reduction for performance management. The researcher selected 100 employees using random sampling and the lottery. 57% of respondents reported moderate stress, the study found. 67% reported low job stress, while 84% reported intermediate stress. The study also found that 69% of respondents reported poor quality of life, which affected their work performance.

STATEMENT OF THE PROBLEM

The economic growth of the nation is greatly aided by women, whose contributions far exceed those of men. Women still deal with a number of concerns and difficulties today. They occasionally experience unequal treatment at work and they are viewed as less valuable than the male employees. Sometimes the benefits that a male employee receives are denied to them. The main difficulties that the women have at work are insufficient maternity leave, poor security, sexual harassment, overwork load, work target, job insecurity, salary discrimination and inadequate family assistance.

Hence, this study is attempted to examine various stress factors experienced by women employees in the form of psychological physical and professional difficulties in the work assignments in IT sector. For the purpose of the study the sample population has been chosen from the women employees of IT companies.

OBJECTIVES OF THE STUDY

The objectives of this study are:

- To analyse the demographic variables of women employees working in IT Sector in Chennai City.

- To examine the variables impacting the level of work stress experienced by women employees in IT sector in Chennai City.

HYPOTHESIS

- **H01:** There is no significant difference between different stress factors and demographic profile of the women employees in the IT sector in Chennai city.

- **H02:** There is no significant difference between the impact and management of stress factors with respect to demographic profile of the women employees in the IT sector in Chennai city.

RESEARCH METHODOLOGY

A researcher can describe his intended study approach by narrating research methodology. It is a method to address a research issue in a logical manner. A methodology describes how a researcher will conduct his study for getting accurate and trustworthy data that meet the goals and objectives. It includes the kind of data he will gather, where he will get them and how will he gather and evaluate them. The population consists of women employees working in IT. The samples were collected as per Stratified Random Sampling.

- **Sample Design** The study is Descriptive in nature.

- Chennai City has been chosen as the study area. The women employees working in Wipro, TCS, IBM, HCL technologies and Cognizant were selected as respondents for this study

- **Sample Size**: The sample size for study was 100, 25 each from the above-mentioned companies.

- **Data used**: For the study Primary data were used.

- **Method of Data Collection**: Structured questionnaire (see annexure) was used to obtain primary data from the respondents.

DATA ANALYSIS AND DISCUSSIONS

Table 1: Demographic Variables of Women Employees in IT Sector in Chennai

	Age	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	21 to 30 years	40	40	40	40
	31 to 40 years	49	49	49	89
	41 to 50 years	9	9	9	98
	Above 50 years	2	2	2	100
	Total	100	100	100	
	Marital Status	**Frequency**	**Percent**	**Valid Percent**	**Cumulative Percent**
Valid	Married	69	69	69	69
	Unmarried	31	31	31	100
	Total	100	100	100	
	Educational Qualification	**Frequency**	**Percent**	**Valid Percent**	**Cumulative Percent**
Valid	Graduate/Diploma	35	35	35	35
	Post Graduate	46	46	46	81
	Professional	19	19	19	100
	Total	100	100	100	
	Monthly Income (in Rs.)	**Frequency**	**Percent**	**Valid Percent**	**Cumulative Percent**
Valid	Above Rs.90, 000	31	31	31	31
	Below Rs.30, 000	24	24	24	55
	Rs.30, 001 to Rs.60, 000	16	16	16	71
	Rs.60, 001 to Rs.90, 000	29	29	29	100
	Total	100	100	100	
	Experience	**Frequency**	**Percent**	**Valid Percent**	**Cumulative Percent**
Valid	11 to 15 years	28	28	28	28
	5 to 10 years	26	26	26	54
	More than 15 years	8	8	8	62
	Up to 5 years	38	38	38	100
	Total	100	100	100	

Table 1 shows that 49 percent of respondents were 31-40 years old and 2 percent were over 50. Table 1 further shows that 69% of respondents are married employees and 31% are unmarried. Table 1 shows that 46% of respondents are postgraduates, 35% are degree holders, and 19 are professionals. This figure shows that 31% of respondents earn over Rs. 90,000 per month, while 29% earn between Rs. 60,001 and Rs. 90,000. Sixty percent of respondents earn between Rs.60,000 and Rs. 90,000. 38 respondents have experience up to 5 years, while 28 have 11–15 years. Only 8 responders had over 15 years of experience, which is interesting.

Table2: T Test for Different Stress Factors on the Basis of Marital Status

Variables	Marital Status	N	Mean	SD	t-value	(2-tailed)
Over work Load	Married	56	5.05	0.50	0.527	0.435
	UnMarried	44	5.03	0.45		
	Total	**100**	**10.09**	**0.95**		
Work Target Pressure	Married	56	6.03	0.52	2.521	0.012*
	UnMarried	44	6.15	0.59		
	Total	**100**	**12.8**	**1.11**		
Job Insecurity	Married	56	6.36	0.65	0.320	0.560
	UnMarried	44	6.35	0.63		
	Total	**100**	**12.71**	**1.28**		
Work-life stress	Married	56	5.55	0.49	0.365	0.542
	UnMarried	44	5.57	0.44		
	Total	**100**	**11.12**	**0.94**		
Health Issues	Married	56	2.79	0.50	2.805	0.010**
	UnMarried	44	2.91	0.50		
	Total	**100**	**5.70**	**1.00**		
Safety Measures	Married	56	2.44	0.32	2.237	0.001**
	UnMarried	44	2.37	0.35		
	Total	**100**	**4.82**	**0.68**		

** denotes significant at 1% level
* denotes significant at 5% level

Over work Load

Employees' Over Work Load and Stress Related Factors do not differ significantly between married and unmarried workers ($P = 0.435$, > 0.05). Employees' Overwork and Stress-Related Factors Lead to the Acceptance of the Null Hypothesis at the 5% Level. Married workers are more likely to have a positive attitude about work target pressure (5.05) than their single counterparts (5.03), according to the mean score.

Work Target Pressure

The null hypothesis about the pressure on employees to meet work goals is rejected at the 5% level because the P value is 0.012, which is less than 0.05. So, there is a big difference between workers who are married and those who are not married when it comes to the pressure they feel to meet their work goals. The average score for employees who are not married (6.15) is higher than the average score for employees who are married (6.03).

Job Insecurity

There is no significance difference between married and unmarried employees with regard to Job Insecurity and Stress Related Factors of employees, since P value is 0.575 which is greater than 0.05. Hence the null hypothesis is accepted at 5% level with regard to Job Insecurity and Stress Related Factors of employees. The above table further indicates the mean score of the respondent's marital status. It is observed that both Married and unmarried employees **(6.36)** and **(6.35)** have almost similar opinions regarding Job Insecurity.

Work-life stress

There is no significance difference between married and unmarried respondents with regard to Work-life stress and Stress Related Factors of employees, since P value is 0.542 which is greater than 0.05. Hence the null hypothesis is accepted at 5% level with regard to Work-life stress. Based on the mean score, married and unmarried respondents have **(5.55)** and

(5.57) almost the same opinion about work-life balance.

Health Issues

Since P value is less than 0.001, null hypothesis is rejected at 1% level with regard to Factors of Health Issues and Stress Factors of Employees. Hence there is significance difference between married and unmarried employees with regard to the Factors of Health Issues of Employees. Based on the mean score, unmarried employees have **higher health issues (2.91)** than married employees **(2.79)**.

Safety Measures

Since P value is less than 0.001, null hypothesis is rejected at 1% level with regard to factors of Safety Measures and Stress Factors of Employees. Hence there is significance difference between married and unmarried respondents with regard to the Safety Measures of Employees. The above table further observes that the mean score for the respondents' marital status is that Married employees have **higher** Safety Measures **(2.44)** than unmarried employees **(2.37)**.

One-way ANOVA for Various Stress Factors on the basis of Age

Variables	Age	N	Mean	SD	F-value	P Value
Over Work Load	20 to 30 years	33	35.25	0.50	**4.95**	0.002**
	31 to 40 years	27	26.39	0.45		
	41-50 years	22	22.12	0.48		
	Above 50 years	18	16.24	0.15		
	Total	**100**	**100.00**	**2.24**		
Work Target Pressure	20 to 30 years	33	32.90	0.55	**2.37**	0.001**
	31 to 40 years	27	29.94	0.60		
	41-50 years	22	25.78	0.47		
	Above 50 years	18	11.38	0.38		
	Total	**100**	**100.00**	**2.57**		
Job Insecurity	20 to 30 years	33	22.76	0.83	**1.84**	0.001**
	31 to 40 years	27	29.59	0.51		
	41-50 years	22	37.99	0.59		
	Above 50 years	18	35.77	0.59		
	Total	**100**	**100.00**	**2.99**		
Work-life stress	20 to 30 years	33	32.05	0.40	**12.34**	0.004**
	31 to 40 years	27	29.43	0.39		
	41-50 years	22	22.11	0.39		
	Above 50 years	18	16.41	0.48		
	Total	**100**	**100.00**	**2.21**		
Health Problems	20 to 30 years	33	21.72	0.57	**1.21**	0.001**
	31 to 40 years	27	25.95	0.50		
	41-50 years	22	27.98	0.42		
	Above 50 years	18	24.35	0.49		
	Total	**100**	**100.00**	**2.35**		
Safety Measures	20 to 30 years	33	33.21	0.20	**14.36**	0.001**
	31 to 40 years	27	24.38	0.35		
	41-50 years	22	24.21	0.24		
	Above 50 years	18	18.20	0.23		
	Total	**100**	**100.00**	**1.57**		

** denotes significant at 1% level
* denotes significant at 5% level

Over Work Load

The obtained 'F' value is 4.95 and it is significant at 1% level, H01is rejected. It indicates that there is significant difference between age groups with regard to the Over Work Load on employees. Moreover, the above table shows that employees aged 20-30 years scored the highest mean value of **35.25** and the lowest mean value was scored by employees aged above 50 **(16.24).** This shows that employees aged 20-30 years have a higher workload than employees aged above 50.

Work Target Pressure

The obtained 'F' value is 2.37 and it is significant at 1% level. Hence, H01is rejected. It indicates that there is significant difference between age groups with regard to the Work Target Pressure on employees. The above table further observes that the mean score for the respondents' age categories is that employees aged 20 to 30 have **higher** work target pressure **(32.90)** than employees aged above 50 **(11.38) years.**

Job Insecurity

The 'F' value that was obtained is 1.84, which is statistically significant at the 1% level. Therefore, H01 is rejected. It suggests that there is a substantial disparity in the degree of job insecurity among employees based on their age. Employees aged 41–50 exhibit a higher level of job security (37.99) than those aged 20–30 (22.76) years, as indicated by the mean score.

Work-life stress

The obtained 'F' value is 12.34 and it is significant at 1% level. So, H01is rejected. It indicates that there is significant difference between age groups with regard to the Work-life stress of employees. Moreover, the above table shows that employees aged 20 to 30 scored the highest mean value of **(32.05)**, and employees above 50 years **(16.41)** scored the lowest mean value. This shows that employees aged 20 to 30 have a more work-life balance than those above 50 years.

Health Problems

The obtained 'F' value is 1.21 and it is significant at 1% level. Therefore, H01is rejected. It indicates that there is significant difference between age groups with regard to the Health Problems of employees. Based on the mean score, employees aged 41-50 years have higher **(27.98)** health Problems than 20 to 30 years' employees **(21.72)**.

Safety Measures

The obtained 'F' value is 14.36 and it is significant at 1% level. Hence, H01is rejected. It indicates that there is significant difference between age groups with regard to the Safety Measures for employees. Moreover, the above table shows that employees aged 20 to 30 scored the highest mean value of **(33.21)**, and employees above 50 years **(18.20)** scored the lowest mean value. This shows that employees aged 20 to 30 have more safety measures than those above 50 years.

CONCLUSION

The purpose of this investigation is to gain insight into the work stress experienced by female employees in the IT sector of Chennai City. This is due to the fact that women employed by IT companies experience a higher level of work stress than their counterparts in other sectors, as a result of the workloads and work targets. The objective of this investigation is to investigate the impact of stress variables, including job insecurity, job insecurity, work-life balance, and overwork, on the

work performance of female employees in the IT industry in Chennai, India, a major IT hub. Additionally, the study will examine the demographic profiles of the participants. The age groups of respondents and the marital status groups of respondents who are female employees were taken into account for the demographic profiles, as the tension experienced by the employees in the organizations has a substantial impact on their marital status and age. Statistical instruments were employed to conduct the data analysis, and the results of this investigation were presented.

REFERENCES

1. *Ahmad, M., Maon, S. N., & Aziz, N. I. S. A. (2018). The relationship between job stress and quality of life among working adults. In Proceedings of the 2nd Advances in Business Research International Conference: ABRIC2016 (pp. 261-270). Springer Singapore.*

2. *Bharathi, T., & Gupta, K. S. (2017). A study on job stress and its influence on the productivity among women employees in it sector. Bharathi, T and Gupta, KS, A Study on Job Stress and Its Influence on the Productivity Among Women Employees in IT Sector (Oct-Dec 18, 2017). SAGAR International Journal of Management and Research.*

3. *Bhanu, M. V. V., & Babu, P. S. (2018). Impact of work environment and job stress towards job satisfaction. IOSR Journal of Business and Management (IOSR-JBM), 20(2), 01-07.*

4. *Bhayo, A. R., Shah, N., & Chachar, A. A. (2017). The impact of interpersonal conflict and job stress on employees turnover intention. International Research Journal of Arts & Humanities (IRJAH), 45(45), 179-190.*

5. *Joy, A. J., & Kumar, G. G. (2018). Impact of job stress on employee performance: A study of software professionals in Kerala. International Journal of Research and Analytical Reviews (IJRAR), 5(4), 2349-5138.*

6. *de Souza Santos, R. E., & Ralph, P. (2022, May). A grounded theory of coordination in remote-first and hybrid software teams. In Proceedings of the 44th International Conference on Software Engineering (pp. 25-35).*

7. *Yazdonov, Q. G., Ubaydullayev, B. S., & Mirzaeva, S. N. (2022). THE PROBLEM OF ORGANIZING THE WORKPLACE AT THE ENTERPRISE. Gospodarka i Innowacje., 24, 982-985.*

8. *Cetindamar, D., Kitto, K., Wu, M., Zhang, Y., Abedin, B., & Knight, S. (2022). Explicating AI literacy of employees at digital workplaces. IEEE transactions on engineering management.*

9. *Catherine, A. V., & Fonceca, C. M. (2022). Employee stress and its impact on their job performance. Journal of Academia and Industrial Research (JAIR), 10(3), 34-38.*