

## **STRESS PERSONALITY RELATIONSHIP OF IT PROFESSIONALS IN TRIVANDRUM CITY**

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### **ABSTRACT**

*The present study focuses on the personal factors, that causes stress among Information Technology professionals working in Trivandrum city. 300 responses were received and included. Mean and Multiple discriminant analysis have been used to analyse the collected data. The personal factors of stress are grouped as individual factors and dependent factors. Male professionals are stressed more with individual stressors and female are stressed more with dependent stressors.*

**Keywords:** Stress, Stressors, Inter Personal Relationship, Profession, Race and class

### **INTRODUCTION**

The experience of stress at work has been an important area of investigation because of its effect on the wellbeing of employees. Rapid advancement in technology demands organization to be more productive with fewer employees. The effect of this is to put too much pressure on employees. The imbalance or mismatch between people's perceptions of the demands on them and the ability to cope with those demands cause stress.

### **STATEMENT OF PROBLEM**

In an increasingly competitive world, organizational survival depends on maximizing the effectiveness of the human resources. The workforce in IT/ITeS faces its unique challenges. The technological advancements in this sector come up in short span of time. The movement to new technology puts a lot of pressure on employees and organizations, demanding more immediate and direct changes across all functions. The way the people react to stress provoking situations differ from one another. Characteristics of each Individual influence his ability to cope with stress. These characteristics may interact with risk factors at work and either exacerbate or alleviate their effects.

### **OBJECTIVES**

The study is aimed at enhancing the understanding about stress due to personal factors, experienced by male and female professionals through the following.

- Identifying prominent personal factor stressors

- Finding out if there are significant differences in the experience of stress across male and female professionals.

**METHODOLOGY**

An attempt was made to collect information from the IT professionals in Trivandrum City using Questioner and the reliability of the questions are assured ( $\alpha = 80.7$ ). SPSS package was used for statistical analysis. Means were calculated. To detect significant differences in the experience of stress across sex multiple discriminant analysis was administered.

**Personal Factor Stressors among Male and Female Professionals**

The professional's perceptions are grouped in to individual stressors and dependent stressors.

**Individual Stressors among Male and Female Professionals**

The respective mean score of variables under consideration are shown below.

**Table 1.** Individual Stressors among Male and Female Professionals

Sl. No.	Individual Stressors	Mean Score among the Respondents	
		Male	Female
1.	Age	3.57	3.75
2.	Salary	3.73	3.76
3.	Allowance & perquisites	3.82	3.78
4.	Over qualification	3.52	3.58
5.	Under qualification	3.42	3.38
6.	Low self esteem	3.83	3.94
7.	Lack of self confidence	3.91	3.66
8.	Physical unfit	3.81	3.70
9.	Frustration & disappointment in life	3.94	3.74
10.	Financial problem	3.54	3.56
	<b>Overall mean score</b>	<b>3.71</b>	<b>3.69</b>

**Source:** Primary Data

**Dependent Stressors among Male and Female Professionals**

The mean score of the variables among male and female professionals have been computed.

**Table 2.** Dependent Stressors among Male and Female Professionals

Sl. No.	Dependent Stressors	Mean Score among the Respondents	
		Male	Female
1.	Inter personal relationship with superior	3.94	4.02
2.	Inter personal relationship with colleague	3.89	3.74
3.	Inter personal relationship with subordinate	3.71	4.11
4.	Relationship with management	3.51	3.66
5.	Social status	3.54	3.53
6.	Over dependency on others	3.93	4.06

**Table 2.** Dependent Stressors among Male and Female Professionals (Contd....)

Sl. No.	Dependent Stressors	Mean Score among the Respondents	
		Male	Female
7.	Residential & community conditions	3.61	3.78
8.	Race & class	2.31	2.61
9.	Family related problems	3.49	3.71
	<b>Over all mean score</b>	<b>3.55</b>	<b>3.69</b>

**Note:** \*Significant at .05 levels

**Source:** Primary Data

**Discriminant Personal Factor Stressors among Male and Female Professionals**

The perception on personal factor stressors among male and female professionals may differ since their nature and intensity of stress tolerance are different. The two group discriminant analysis has been administered to identify such Personal Factor Stressors.

**Table 3.** Discriminant Personal Factor Stressors

Sl. No.	Personal Factor stressors	Mean Difference	Wilks' Lambda	F	Sig.
1.	Age	0.255	.987	2.653	.105
2.	Salary	-0.051	.999	.133	.715
3.	Allowance & perquisites	0.071	.999	.142	.707
4.	Over qualification	0.019	1.000	.007	.935
5.	Under qualification	0.074	1.000	.077	.782
6.	Low self esteem	-0.132	.997	.612	.435
7.	Lack of self confidence	0.402	.972	5.755*	.017
8.	Physical unfit	0.195	.995	1.055	.306
9.	Frustration & disappointment in Life	0.304	.989	2.286	.132
10.	Financial problem	-0.009	1.000	.019	.892
11.	Inter personal relationship with superior	-0.115	.997	.518	.472
12.	Inter personal relationship with colleague	0.233	.987	2.655	.105
13.	Inter personal relationship with subordinate	-0.576	.939	12.830*	.000
14.	Relationship with management	-0.216	.993	1.329	.250
15.	Social status	.031	1.000	.013	.910
16.	Over dependency on others	-0.187	.994	1.107	.294
17.	Residential & community conditions	-0.231	.984	3.119	.079

**Table 3.** Discriminant Personal Factor Stressors (Contd....)

Sl. No.	Personal Factor stressors	Mean Difference	Wilks' Lambda	F	Sig.
18.	Race & class	-0.464	.992	1.549	.215
19.	Family related problems	-0.329	.966	6.938*	.009

**Note:** \*Significant at .05 levels

The relative contribution of each discriminant variable to the total discriminant score is computed by the product of unstandardised discriminant co-efficient and the mean difference of each discriminant variable.

**Table 4.** Relative Contribution of Discriminant Personal Factor Stressors

Sl. No	Personal Factor stressors	Discriminant Co-efficient	Mean Difference	Product	Relative Contribution in TDS
1.	Age	.303	0.255	0.077	-23.36
2.	Salary	-.111	-0.051	0.005	-1.51
3.	Allowance & perquisites	-.020	0.071	0.001	-0.30
4.	Over qualification	.026	0.019	0.0004	-0.12
5.	Under qualification	.087	0.074	0.006	-1.82
6.	Low self esteem	.073	-0.132	0.01	-3.03
7.	Lack of self confidence	-.473	0.402	0.190	-57.64
8.	Physical unfit	-.265	0.195	0.052	-15.77
9.	Frustration & disappointment in Life	-.223	0.304	0.068	-20.63
10.	Financial problem	.080	-0.009	0.001	-0.30
11.	Inter personal relationship with superior	.211	-0.115	-0.024	7.28
12.	Inter personal relationship with colleague	-.352	0.233	-0.082	24.87
13.	Inter personal relationship with subordinate	.602	-0.576	-0.346	104.98
14.	Relationship with management	.189	-0.216	-0.040	12.14
15.	Social Status	-.113	.031	-0.003	0.91
16.	Over dependency on others	.074	-0.187	-0.013	3.94
17.	Residential and community conditions	-.036	-0.231	0.008	-2.43
18.	Race & class	.347	-0.464	-0.161	48.85
19.	Family related problems	.241	-0.329	-0.079	23.97
	<b>Total</b>			<b>-0.3296</b>	<b>100.00</b>

## FINDINGS

1. With regard to individual stressors, the male professionals are found to be highly stressed than female professionals. . The highly reviewed variable among the male professionals is 'frustration and disappointment in life' with mean score 3.94. Among female employees it is 'low self-esteem' with mean score 3.94.
2. Among the dependent stressors, female professionals are more stressed compared to male. 'Inter personal relationship with superior' is the highest stressor for the male professionals, with the mean score 3.94. For the female professionals 'relationship with subordinate' is higher, and its mean score is 4.11.
3. The multiple discriminant analysis reveals that there are significant mean differences among male and female professionals in the case of 'lack of self-confidence', 'inter personal relationship with subordinates' and 'family problems' since their 'F' Statistics are significant at five present levels. Higher discriminant power of the stressors is noticed in 'over qualification', 'under qualification', 'financial problem' and 'social status as per Wilk's Lambda. The analysis also infers that 'Inter personal relationship with subordinate', and 'Race and class' are the important discriminant personal factor stressors which discriminate male and female professionals in IT sector.

## RECOMMENDATIONS

1. The study suggests giving periodic counselling to the workers either by the permanent counsellors appointed by the organisation or confidential counselling sessions by independent consultants.
2. To resolve the dependent factor stressor, the organisations can adopt open door policy, where the employees can freely discuss with any person occupying high cadre post irrespective of organisational hierarchy. Regular feedback mechanism particularly at the end of each project may give scope for conducive work environment.
3. IT companies should arrange frequent medical camp to deduct the sign of psychological illness, and also can arrange classes to teach relaxation techniques such as meditation or yoga.
4. The company can also improve facilities such as onsite child care centers, old age parent care, rest room, gymnasium, library, traditional and nutritional food and drinks in the canteen, involving family members in the important events of the company, so that the family members can understand the nature of job, celebration of festivals, week end gate way, flexible working schedule, work from home, compulsory project holidays, compensatory off to reduce the stress.
5. The study suggests the professionals to follow diet control, exercise, healthy food, developing some hobbies and other healthy practices.

## CONCLUSION

The present study has brought in to light the personal factors of stress of IT professionals and the way they cope with it. The study clearly reveals that people in IT industry in most cases

feel stress irrespective of gender and designation. It is obligatory on the part of every organization to develop coping strategies and adhere to the same. The government of Kerala also supports the IT field through all means. Hence, if the suggestions given above are implemented the industry can retain and shine. But whatever be the strategy it is the individual who has to adopt and adjust.

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