

# A STUDY ON STRESS MANAGEMENT IN I.T SECTOR (WITH SPECIAL REFFERENCE TO INFOSYS)

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## ABSTRACT

*Stress has been associated with every human life. Every person has some sort of stress from the birth itself. How ever all types of stress are not bad there are also some types of stress which will help the person to get motivated and to do their work at their best.*

*I try to find out the impact of stress management in IT sector. Also I have observed the various steps taken by them to avoid the stress in their employees. I collected the data's through primary and secondary data and I give suggestions to the betterment of work situation.*

## INTRODUCTION

The word stress is defined the oxford dictionary as “a state of affair involving demand on physical or mental energy”. It is a situation which the normal mental and physical health of an individual can be disturbed.

In medical terms stress is described as, “A physical or psychological stimulus that can produce mental tension or physiological reactions that may lead to illness.”

According to Richard S Lazarus “Stress is a condition or feeling experienced when a person perceives that demand exceed the personal and social resources the individual is able to mobilize.”

R.S. Schuler defines stress as “A dynamic condition in which a individual is confronted with an opportunity, constraint or demand related to what he or she desires and which the outcome is perceived to be both uncertain and important.”

Stress is connected with two elements namely constraints and demand. The constraints prevent us from doing what we desire. While the demand refers to the loss of something desired.

Human body tries to adjust to different circumstances or to the changing environment around him. In this process, the body puts extra work and which results in causing stress. Stress disturbs the normal functioning of the body.

Stress is not always harmful. It helps the person to work properly in the firm. Hans Selye defined “Stress is not necessarily something bad-it all depends on how you take it.”

Thus we can say that stress is simply the body's non-specific reaction to any demand made on it. Stress provides a chance to express talents and energies and provide happiness. But it can also cause either physical or psychological

exhaustion or illness. Stress may cause heart attacks and accidents. The important thing is that certain type of stress is normal and essential.

Indian IT sector has seen an enormous growth in post liberalization era. The IT companies to achieve their goals try to utilize the man power at their maximum. This causes psychological problems due to uncontrollable stress. Over 50% of the IT professional are facing the problems related to stress. The main reasons for the cause of stress in this sector is the over work load and the over working time.

### OBJECTIVES

- ❖ The object of this project is to understand the concept of job stress and its impact on employees.
- ❖ To find what are the type of stress that are faced by the IT professional
- ❖ To identify the measures to reduce stress, in order to increase the skill of the employees.

### REVIEW OF LITERATURE

Stress is a complex phenomenon. It is defined in many ways that is stress is the wear and tear of everyday life. In this article review literature on stress management programs in I.T sector or education, specifically, programs providing trainees with coping techniques education regarding psychological and physiological effect of stress, affiliation with peers and opportunities of emotional expression (support group) and intensified relationships with faculty. Then discuss the implication for the integration of stress management in training making suggestion.

### TYPES OF STRESS

#### ✚ Acute stress

Acute stress is the most common form of stress. This type of stress arises immediately with a change in the day today activities of a person. Acute stress is thrilling and exciting in small cases, but too much of acute stress is exhausting. Acute stress is the body's way of getting a person to stand up and take inventory of what is going on, to make sure that everything is ok.

#### ✚ Mental stress

Mental stress is the very basic of every stress. Cognitive thinking is affected by mental stress. A person who is affected by the mental stress cannot think properly or he cannot gain proper attention towards anything. Mental stress is a disruption of the logical and accurate way of thinking. Mental stress is sometimes good because if there is a pressure to do something the work can be done easily or smoothly.

#### ✚ Emotional stress

Emotional stress is the product of mental tension and mental pressure. When the mind of a person becomes confused he automatically becomes irritated and short-tempered. The person cannot handle this type of situations because both the minds as well as the feelings are heavy to control.

#### ✚ Physical stress

Mental and the physical stress effects the physical aspects of a person. This type of stress is affected to the body language of a person. Physical stress relates to the physical reaction or response of the body to cause of stress and the other symptoms.

#### ✚ Eustress

it is a type of short-term stress that provides sudden strength. This type of stress arises when the physical activities are increased. It is a positive stress arises when motivation and inspiration is needed.

#### ✚ Job stress

Job stress arises when the requirements of the job does not match the capabilities, resources, or needs of the workers. Job stress can lead to poor health both mental and physical stress also. Some of the causes of job stress are as follows:

- High workloads
- Ineffective management
- Poor working relations
- Blame culture
- Insufficient training
- Poor working environment
- Poor information system

#### **Chronic stress**

Chronic stress will occur if there is a constant charge of routine for week after week. Chronic stress affects the body for long period of time. This is the type of stress experienced by someone who constantly faces moves or job changes.

#### **Hyper stress**

Hyper stress occurs when a person does what he/she can handle. Hyper stress is the result of being overloaded or over worked.

#### **Hypo stress**

It is the opposite of the hyper stress. This type of occurs when a person is bored or unchallenged.

#### **Episodic Acute stress**

Episodic acute stress is the stress which affects those who suffer from acute stress more frequently. People that tend suffer from this always seem to be in a rush, they take too much on and tend not to be able to organize themselves to deal with demands and pressures.

Episodic Acute stress can affect interpersonal skills and can make sufferers hostile towards others causing a deterioration of relationships at home and the workplace. Its symptoms include prolonged over stimulation, persistent tension, headaches or migraines, hypertension and chest pains. Episodic acute stress can be helped with certain lifestyle changes but professional help may also be needed before any chronic problems develop

#### **Post-traumatic stress disorder (PTSD)**

Post-traumatic stress (PTSD) is the stress associated with frightening or distressing events. These can be traumatic experiences from someone's childhood, wars, poverty, sexual or violent abuse. Sufferers of PTSD tend to feel on edge and can relive traumatic events through nightmares and flashbacks. They struggle with concentration and have trouble sleeping. Sufferers can have strong feelings of guilt, emotional numbness, constant worry and depression. Symptoms associated with PTSD can often be very severe and have a huge negative impact on a person's day to day life. (Through the depletion of physical and mental attrition).

### **STRESS IN IT SECTOR**

An increasing number of IT professionals have been finding it difficult to handle emotional stress, according to experts. An occupational hazard, the stress related to work needs to be addressed without delay, they emphasize. Regular occupational problems such as wrist problems due to constant handling of the mouse, slip disc and sight problem are common now, but handling stress that arises owing to fear of losing job or to cope with the increasing competition, affects the employee's performance, eventually taking a major toll on his health, doctors explain.

### ANALYSIS

The following stress steps or skills are applied to manage stress in this field:

Meditation, rest, exercise, developing positive Infosys stress management techniques. Yet, they seldom associate death with stress, on the previous three nights updating our quick book files. Maintain a healthy diet can also be used for stress relief. Infosys practice yoga in order to avoid the stress in their company.

According to Lakshmi a employee at Infosys, they used to meditate daily. Meditation helps to release stress.

In order to manage the stress Infosys has certain strategies they are as follows:

- a) Adopt a healthy life style: The best alternative to a stress is to maintain the healthy lifestyle. Some of the practices for maintain a good health are :
  - Meditating or practicing yoga
  - Exercising
  - Long walks with friends
  - Avoiding smoking & drinking
  - Listening to music
- b) Giving proper training to the employees  
There are different training centers for Infosys. Thus this avoids to generate the stress in the employees because proper training have been given to the employees thus they will be able to know what is the work that have to done in the company.

### FINDINGS

1. Major factor for the stress is :  
Work load  
Low physical condition
2. .There are important relation between the workload and emotional feelings.
3. There is no difference in stress variable for stress.

### SUGGESTIONS

- ❖ The company can go for some relaxation activities or programs for employees in order to reduce the tension of the employees.
- ❖ The company should activate programs to increase the skills of the employees.
- ❖ Organization should offer welfare programs.
- ❖ The organization can reduce the workload by give shifts.
- ❖ Company should train their employees in decision making in crucial situations.

### CONCLUSION

The study on stress in IT sector has revealed that the respondents feel that they are satisfied with the environment where they are working and they are happy with the effective team work among the employees. The employees are happy with the working hours as they are dealing with the night shift and morning shifts. The company can focus on some stress relief programs in order to keep the employees more happy and enthusiastic. And I think that the employees are working with medium stress that can improve their working styles.

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