Review Paper

Occupational Stress Management among Information Technology Professionals in India

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ABSTRACT

In Republic of India software system trade has become one in all the quickest growing industries. Any reasonably employment has targets associate degree, and worker becomes stressed once he or she is assigned with undoable targets and square measure unable to manage the given state of affairs. The IT sector professionals are characterized by long time working, night shifts, lack of mobility and continued visual focusing the monitor leads to "Occupational Stress", it may be related with many factors like income, age, nature of work, type of organizations, personality type etc. Age is that the most significant issue that affects the task stress of associate degree worker as a result of the increasing age cause several issues. The employees cannot do their works effectively. Through increasing age also increasing their responsibilities. Six major classes of potential sources of stress at work are known by Cooper and Marshall (1976): Intrinsic to the task, ensuing from one's role within the organization, Career Development, Relation with others, Organizational structure and climate. Ivancevich and Mattson (1980) suggested four main items that are namely: Physical environment, Individual Level (Role and career development variable), Group level (Relationship based) and Organizational level (Organizational Climate, Structure, job Design and task characteristic).

Keywords: Stress, Occupational Stress, IT Professional, Stress Management Technique

1. INTRODUCTION

"Stress is that the trash of contemporary life-we all generate it however if you don't eliminate it properly, it'll gather and overtake your life"

[1] Stress is commonly coined as a medical term or a psychological development thanks to its potentialities in deteriorating the health condition of someone and also the stimulant that triggers the fight or flight response respectively. Modern time is that the age of hysteria and stress that itself are going to be full of variety of stressors as terminated. Occupational stress in the workplace can make people dread walking in to the office every morning and then make them worry about their jobs at night. [2] defined Stress as a situation which forces a person to deviate from its routine functioning due to change in psychological or physiological condition. When workers is sad, they are less efficient, less effective and more likely to squander work hours or ultimately quit. The main area of this study is occupational stress to an individual of the corporate culture in today's time. Juggling between their work and life to strike that balance, meeting with the high demands of the market, giving into the competition at workplace to prove their worth et al. on the opposite hand one in all the quickest growing work forces is that the cluster of knowledge technology professionals. The number of private computers round the world is on the point of the billion, but the number of IT professionals joining this field is declining fast. [3] Bureau of Labour statistics estimated

that about 1.6 million new IT professions would be created from 2004-2016. It is conjointly completely different from alternative conventionally male directed activity fields like drugs, accounting where female participation is rising, whereas the number of women in the field of IT is dwindling.

[4] Occupational stress is that the stress among the operating professionals. The activity stress could also be connected with several factors. All factors influence the strain level of associate worker. Because the increasing age cause many problems. The employees cannot do their works effectively. Through increasing age also increasing their responsibilities. So generally the professionals cannot able to maintain responsibilities effectively. Education is also an important factor in occupational stress. Working in IT field computer knowledge is important .So the educational qualification is must. The level of stress varied from the individuals with high qualification and low academic qualification.

One of the main problems is stress. So education and occupational stress are related. Sex and occupational stress are related. The women cannot able to do overtime work and significant work. The male professional does more work than female professionals. [5] The overtime and significant work cause several mental issues in feminine employees. Now women employed in all types of profession. So the level of stress is completely different from male and feminine professionals. Monthly salary is an important variable. A person has the right to get equal pay for equal work. In some professions the high work solely gets low wage. This will lead the matter of stress; if the skilled don't glad to his wage there he can cause activity stress. Marital status influence occupational stress. Because the married persons play roles at one time. They become capable to match up with each occupation and family roles. Most of the male married persons area unit the pinnacle of the family. So activity stress is

hyperbolic the married persons than widowed.

Stress is not always dreadful, as some people are derived to work much better with certain amount of stress as it provides them motivation creativity and mild feeling of euphoria but the priority lies wherever an excessive amount of stress or perennial stress will have negative physical, mental and emotional consequences on a person's mind and body. Striving to attain a mark or a goal set is commonly within the mind of the many however by golf stroke health at stake would mean derivation yourself backwards to accomplish that target as excessive stress will interfere with the productivity and impact the physical and emotional health. Ability of a personal to subsume it will mean the distinction between success and failure for themselves. A person can't management everything in their work surroundings, but that doesn't mean being powerless-even when stuck in a difficult situation. Finding ways in which to manage geographic point stress isn't concerning creating immense changes or rethinking career ambitions all the time. The bottom line is, specialize in the one issue that's invariably at intervals a person's control themselves. [6]

Relaxation techniques cut back the extent of stress of an individual. Relaxation techniques help the professionals to relax themselves. Yoga, meditation and exercise ar the most relaxation techniques. While some work pace stress is normal excessive stress can interface with your productivity and impact your physical and emotional health. And your ability to alter it will mean the distinction between success and failure. You cannot control everything in your work environment, but that doesn't mean you are powerless. Even after you ar stuck during a tough state of affairs. Finding ways to manage workplace, stress is not about making huge changes or rethinking career ambitions, but rather about focusing on the one thing that always within your control you. In this article, coping with work stress, recognize the warming signs, taking care of

you, priorities and organizing, improving emotional intelligence, breaking bad habits.

2. WHAT IS STRESS?

[7] Stress is a complex phenomenon. It has been outlined in some ways, however merely put; it's the damage and tear of daily life. In every day's life people are subjected to a wide range of pressures. Similarly there are a good vary of resources and methods for handling pressure. Sometimes folks cope well and cannot feel that the pressure has any adverse result upon them. At alternative times they'll have issue in addressing true which is after we could use the term "stress".

Short term stress: The diagram below shows the relationship between stress and the quality of performance when one is in situations that impose short term stress:

Figure 1 - The relationship between stress and performance
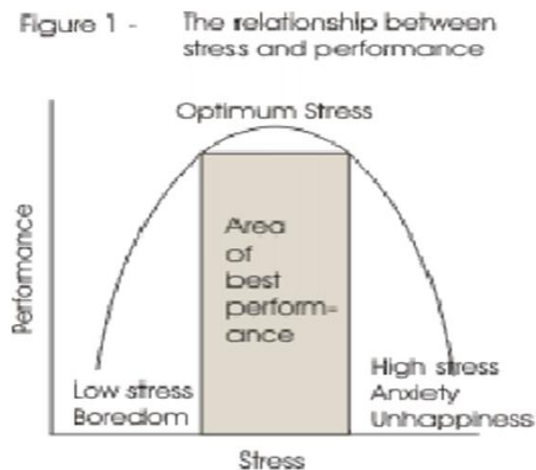
Where stress is low, one could realize that his/her performance is low owing to dissatisfaction, lack concentration and motivation. Where stress is simply too high, the performance will suffer from all the symptoms of excessive short-run stress. In the middle, at a moderate level of stress, there is a zone of best performance. If one will keep oneself inside this zone, then that person will be sufficiently aroused to perform well while not being over-stressed and unhappy. This graph, and this zone of optimum performance, is different shapes for different people. Some individuals could operate most effectively at A level of stress

that will leave people either bored or in items. It is attainable that somebody UN agency functions beautifully at a coffee level would possibly expertise difficulties at a high level. Alternatively somebody UN agency performs solely moderately at low level would possibly perform exceptionally beneath extreme pressure. The best approach of finding your optimum level of stress is to stay a stress diary for variety of weeks.

Long term stress: the issues of long run, sustained stress are more associated with fatigue, morale and health than with short term adrenaline management. The graph below shows the approach within which performance will suffer once somebody is beneath excessive long-run stress:

Figure 2 - The relationship between long-term stress and performance

The graph shows stages that a person may go through in response to sustained levels of excessive stress: • during the first phase a person will face challenges with plenty of energy. One's response will probably be positive and effective. • when a period of time one might begin to feel seriously tired. The person might begin to feel anxious, frustrated and upset. The quality of one's work might begin to suffer. • As high stress continues one might begin to feel a sense of failure and will be unwell a lot of oftentimes. [8] A person may additionally begin to feel exploited by his/her organization. At this stage the person might begin to distance himself/herself from the leader, maybe beginning to explore for a replacement job. • If high levels of stress continue while not relief one might

ultimately expertise depression, burnout, breakdown, or another type of serious stress connected sickness.

Pressure and stress: Pressure at the workplace is something unavoidable due to the demands of the present-day scenario in the corporate field. As a personal it ought to be familiar that there's a thin line between pressure and stress. Pressure is often there as it's essential that individuals expertise challenges among their lives that helps in pushing themselves to feel motivated. Certain level of a rise in pressure is appropriate and may improve performance and therefore the quality of life. However, when that pressure becomes unmanageable, there comes the necessity to identify the level that has altered into stress and is persistently affecting an individual's attitude and behavior at the workplace. The pressure of operating life will result in stress, if it's excessive and long run. Stress is that the adverse reaction of maximum pressure, that a private is unable to cope up with for varied reasons like absence of correct delegation and authority to finish a certain task, not having the ability to match the work demands with emotional and ability etc. Some of the factors of labor stress embrace lack of management on the work, excessive employment, poor operating relationships among the work, recurrent stretching of operating hours. It is believed that, not all individuals are same, so is the cause of stress to them.

Work-related stress: Six major classes of potential sources of stress at work are known by cooper. They are stressors intense to the work, the role of the individual within the organization, career development, and relationship with others at work. Organizational structure and climate and also the interface between home and work. [9] Both physical and also the task demands of employment are enclosed within the class of stressors that are intrinsic to the duty. Every job is assumed to possess a collection of distinctive factors that job holders determine as source of pressure [Kahn Cooper 1992]. Both quantitative and

qualitative overload to high levels of stress. Quantitative overload refers to those things within which a personal is asked to try and do a lot of work than will be completed within the time offered. Qualitative overload happens once a personal feels an absence of the talents and talents required to perform a given [Kahn Cooper 1993] stress at work will be classified into organizational stressors and extra organizational stressors.

The symptoms and effects of excess stress: Manifestations of excess or poorly managed stress may be extremely varied. While several persons report that stress induces headaches, sleep disturbances, feeling of anxiety or tension, anger, or concentration issues, others might complain of depression, lack of interest in food, increased appetite, or any number of other symptoms. In severe situations one will expertise overwhelming stress to the purpose of therefore known as "burnout", with loss of interest in normal activities. Scientific studies have shown that psychological stress could worsen the symptoms of virtually each celebrated medical condition. Examples of conditions within which stress could worsen the intensity of symptoms include cardiovascular diseases, asthma, degenerative disorder, chronic pain, skin condition and depression. While stress alone is not a cause of cardiovascular disease or high blood pressure, it may actually worsen the progression of these diseases in many people. Stress also has effects on the immune system. While some studies show that acute, short term stresses may very well be able to boost the body's immune reaction, chronic (long-term) stress has the effect of "wearing down" the immune system, resulting in an enhanced condition to colds and alternative infections. Scientific studies have also shown that stress can decrease the immune response to vaccinations and prolong wound healing.

What can I do better manage Occupational Stress: In general, stress is related to both external and internal factors. External factors include your physical

environment, your job, relationships with others, your home, and all the situations, challenges, difficulties, and expectations you are confronted with on a daily basis. An internal factor determines your body ability to respond to, and deal with, the external stress inducing factors. Internal factors which influence your ability to handle stress include your nutritional status, overall health and fitness level, emotional wellbeing, and he amount of sleep and rest you get. Managing stress, therefore, making changes in the external factors which confront you, or with internal factors which strengthen your ability to deal with what comes your way.

3. COPING WITH JOB STRESS IN TODAY'S COMPETITIVE ENVIRONMENT

For employees in the corporate sector, the journey in the job feels like a roller coaster ride to an extent that they lose the self-control and just work with the flow often neglecting the impact that it will have on them. Emotions are contagious and stress directly affects the emotional state of an individual besides the physical aspects. Stress is not a negative phenomenon: [10]

Reducing job stress by taking care of yourself: Stress at work interferes with the ability to perform the job due to various effects of it like distraction, headaches, feeling of depression, social withdrawal, loss of interest in the work etc. even if the individual is dependent on the work or feels committed to that, the primary factor that ought to come back to the mind is taking care of yourself. When the requirements of the body are taken care of, the person is additional active and resilient to worry. The better one feels, the better they are equipped to combat job stress.

Get support: stress is to achieve out to family and friends. It might not be a way out for every person but just sharing the feelings can most of the times bring down lot of stress that's caused mentally to an individual. For some, acceptive support could be a sign of weakness however from time to time most family and friends feel

needed that they're being sure enough to be confided in and it will only strengthen the bond.

Proper rest: individuals usually avoid this easy formula of handling stress either by obtaining entangled in social gatherings that are an obligation sometimes, family needs or most of the times due to work itself. Some individuals feel that they'll suffer but their work mustn't however they forget that their body isn't a machine which might work consistent with their wants. In short what you provide, you may come back to and acquire it later. For example: because of work overload, a worker is been called for seven days at a stretch beginning the weekend and isn't compensated with each day off in the next week. This continual action will cause lot of stress to a personal and will create them desire machinery.

Connection with your inner-self: It's often believed that one understands oneself better than anyone else but at times ability to think and process those feelings need connection with our inner self. Some individuals have strong intuitive power however rarely use it for decision making functions particularly on the duty. One should listen to their feelings and issue them into the decision creating at work. If emotions are unnoticed, it becomes troublesome to totally understand the motivations and desires, or to speak effectively with others.

Reducing job stress by organizing and prioritizing: It's not continually possible to try and do each piece of labor at a similar time or juggling between work and life outside work. There comes the need of prioritizing the work within the office or outside the office because both set of things affect the work at job. People need to understand that they are human beings and not super humans; the need to define their own limits is necessary often to put the best foot forward at the place of work and outside it. It's imperative to comprehend that both the lives are equally central, the only fact is sometimes one is important over the other but what needs to be taken care of is that those things have to be compelled to

be organized and prioritized to guide a trouble free life most of the days.

Don't over-commit: Individuals have the habit to keep their plate full, trying to fit too much into one day or trying to feel superior by undertaking jobs which will just overburden them. If those tasks cannot be eliminated they can be prioritized as it's not possible everything holds equal weight. Some tasks may be done later and also the one that desires a lot of attention may be done 1st. People have to be compelled to be realistic in their approach before committing themselves to something at work.

Delegation of responsibility: the necessity to do it all by yourself approach isn't value all the time as a result of appreciation may come back your way however in this course what all is needed to be given up has to be expected. It might be worth it at that moment however won't be later. It's the potential of a personal to assume what's helpful within the long-term. If people will pay attention of the tasks, why not let them? A person's want to regulate or administrate each little step will attract excess stress within the process. Be careful of the wishes as a result of what's needed isn't continually required.

4. ROLE OF MANAGERS AND EMPLOYERS IN HELPING EMPLOYEES DEAL WITH JOB STRESS

Managers and employers play an important role in shaping the future of staff as they're the support pillars who will build or break any situation for them. It ought to be within their best interest to stay stress levels in the work to a minimum level. They are sometimes the role model for an employee's behavior in certain situations, as they may act like their manager in that given state. There are some organizational changes that managers and employers can undertake to reduce stress at workplace related to the job in hand as that's the point of ignition for stress.

Improve communication with employees: [11] workers usually try to be within the good books of their superiors and for that they struggle to make knowledgeable rapport with their managers. It ought to be the duty of the manager to strike a conversation now then with the workers that ought to be friendly and economical and not damaged so as to build a comfort level at the workplace. Sharing data associated with them or little feedback now and then in a very good spirit will be useful every now and then.

Worker participation: seek and encourage participation from the workers in matters associated with their job, this can increase their commitment and build their self-esteem which can directly reduce any kind of stress as they feel indispensable. • Managers ought to ensure that the work is appropriate to workers as per their skills and resources to avoid any quite impossible deadlines. Just to get the work done approach isn't possible time and again Show that they're valuable and so is their time to induce the things done. • Social participation and interaction amongst workers ought to be organized time when time as peers are the work friends who curtail stress most of the times. • not having enough work at job will be a stressor for a few, as an empty mind is devil's workshop. [12]

5. ROLE OF HUMAN RESOURCES IN MANAGING WORK RELATED STRESS

HR will help organizations create a culture that respects people's personal lives and their obligations outside work. they'll additionally facilitate workers set reasonable goals and expectations for themselves. [13,14] when work becomes a routine and slowly monotony creeps in, there's the challenge to interrupt the chain and implement ideas to form an environment of connection with the organization.

- Coach and train managers on having reasonable expectations from employees.
- Utilizing the in between break/meal time or dedicate every day or few hours to arrange an event. Invite suggestions to

get workers involvement and perk-up the excitement.

- Arranging lunch meet outside the work boundaries, organizing a get along to own some chit chat session or gaming session once at work.
- Wellness programs also can improve overall worker health and reduce on stress and sick-day losses. it should involve bringing in a specialist to talk with workers, sponsoring a cooking class or subsidized gymnasium memberships. Organizing a company sports team also can offer workers something fun to do along after work which will build friendly cooperation and competition. [15]
- Family-friendly policies are incorporated by welcoming families into worker events. By maintaining a family-friendly perspective, workers get a chance to interact their members of the family in the partner of their lives that is spent at the work and around those individuals. Workers who have a comfortable home life are probably to feel a lot of glad with their jobs and maintain healthy relationships at work.
- Strengthening the Inter-personal relationships at work can also be encouraged among staff members by developing a rewards system. for instance, hr may develop certificates that colleagues will award one another anonymously for employment well done or for displaying qualities that the corporate values in its policy. At the end of the month or quarter, workers will exchange the certificates for gift certificates or prizes. This can additionally build workers work better with a positive perspective. [16]
- Turning work into play by incorporating humorous activities, anecdotes, role plays or fun coaching materials into coaching sessions, conferences and activities as and when possible. This may facilitate relax the task surroundings and add an incentive for workers to participate and learn.

- The ultimate goal is for hr to stay available to resolve problems and to proactively step in and provides workers the impetus and chance to work along in an efficient manner. The hr department ought to set an example for building positive work surroundings by combating job stress at work. [17]

6. RELAXATION TECHNIQUES

It can reduce stress symptoms and help the people enjoy a better quality of life, especially if you have an illness. Explore relaxation techniques you can do by yourself. A relaxation technique additionally called relaxation training] is any technique method, procedure or activity that helps someone to relax; to achieve a state of increased calmness; or otherwise reduce levels of anxiety, stressor anger. [18,19] Relaxation techniques are often employed as one element of a wider stress management program and can decrease muscle tension, low or the blood pressure and slow heart and breath rates, among other health benefits. People respond stress in different ways by namely, by becoming overwhelmed depressed or both. Yoga and alternative techniques that include deep breathing tend to calm those who are overpowered by stress, whereas rhythmic exercise improves the mental and physical health of these who are depressed.

Yoga

Yoga is the physical, mental and religious practices or disciplines that aim at remodeling body and mind.

Exercise

Physical exercise is a bodily activity that enhances and maintains physical fitness and overall health and wellness. It is performed for varied reasons together with strengthening muscles and also the cardiovascular system. Frequent and regular exercise boosts the immune system and helps prevent the disease of affluence such as heart disease, cardiovascular disease, diabetes& obesity. [20]

Meditation

Meditation is a practice in which an individual trains the mind or induces a mode of consciousness, either to realize some benefit or as an end of itself. The word meditation carries completely different meanings in numerous contexts. Meditation has been practiced since antiquity as a element of various spiritual traditions and believes. [21] Meditation typically involves an inside effort to self-regulate the mind in a way. Meditation is often used to clear the mind and ease many health issues such as high BP, depression and anxiety. Meditation may involve generating an emotional state for the purpose of analyzing the state, such as anger, hatred etc...or cultivating a particular mental response to various phenomena.

Talk to yourself

When someone is under stress, individuals begin talking to themselves unconsciously as if there are two individuals within one body. Screaming and screeching negative voices on one hand and on the other aspect, a relaxed representative of one's own self who is usually subdued by the negative agent. Stress is the time when the calmer agent has to be listened to, to get hold of the case before reacting or blasting on others. Cooling down is extremely vital and making yourself perceive that these things have arrived in past also and managing it once more isn't a tangle. The I will do it attitude is what matters most at now and this will solely be done by lecture your own self.

Solicit for a friendly ear

Every person has somebody who they will believe and within the moments like these, a friendly ear comes as a bonus. The purpose of this is often not only to vent your frustrations however additionally giving a chance to the other person to determine on the matter given and will be that can provides a new perspective and connotations to things, that the mind isn't able to foresee because of blockage of negative thoughts. [22]

Project an impression of calmness around others

Stress is contagious and so is mood. If one person talks frantically to the other, there are high probabilities of obtaining the response within the same tone which would more produce tensions between the individuals and around affecting the work environment. If matters ought to be resolved, work it up because it ought to be when faced with a similar situation but on the flip aspect.

Think about the time once the amount of stress is going to be over

A break in the thought process is necessary and instilling the feeling of happiness and alleviation when the job will be done. Slow down and process the thoughts to meditate what all will be done once the burden is over. Sometimes by channelizing these thoughts to the after work situation provides a lift to the energy levels and a new energy is developed to do away with the tasks as soon as possible. [23]

7. CONCLUSION

In the present scenario, occupational stress is more common in people working in information technology field. Occupational stress causes many problems in their family. We can see that number of divorce rate is increased in between the IT professionals. So it is very important to check their occupational stress status in the present situation. Life would be simple indeed if our needs were automatically gratified. As we know many obstacles, both personal and environmental, prevent this ideal situation. Such obstacles face adjective demands on us and can lead to stress. In quality of a person's life depends to a great extent on how efficiently he/she adjust to or copes with, the psychological and physical demands of his/her environment failure in the above task may result in impaired physical and psychological well-being, disease and even death.

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