

Work Stress of Women Employees in The Information Technology Industry: An Empirical Study with Reference To Chennai City

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Abstract

The purpose of the study is to investigate the stress of women employees working in the information technology industry, specifically in Chennai. The (IT) Information Technology business in India has benefited greatly from the country's economic globalization. Information technology is a vital component of the twenty-first century's technology-driven knowledge economy. India is known as a knowledge economy around the world due to its amazing IT industry. IT professionals are constantly under pressure to work effectively because IT services must be cost-effective for the firms that provide them. Work stress is higher in IT organizations than in other types of organizations. Working women in the IT industries have a different set of problems involving both their family and professional lives, thus finding difficulties in balancing work-life. Women must play their roles as a wife, a mother, and an earner. Sometimes women employees in IT organizations are not able to cope with the drastic new technological changes, work nature, intention, attainments, night shift, over workload, etc., and they have been facing heavy work stress. Hence, this study has been conducted to examine work stress factors of women employees such as Over Work Load (OWL), Work Life Imbalance (WLiB), Work Target (WT) and Job Insecurity (JiS) playing havoc in the physical and mental wellbeing, thus creating hurdles to the job performance of women employees in IT industry by taking the sample population from Chennai City. The sample population for the study is 100 women employees drawn from some IT Companies located in the IT parks in Chennai. Percentage Analysis, t-test, test and One-Way ANOVA have been applied for the examination of data collected from the respondents

Keywords: Employee Well-being; Information Technology Industry; Job Stress; Occupational Stress; Women Employees; Work-Life Balance.

1. Introduction

The economy of India has been completely transformed by the IT sector, creating a great deal of social change, wealth creation, and foreign exchange gains (Mirzaei et al., 2023). Today, the national agenda of India is being dominated by the software-driven IT sector, which serves as a tool and a blueprint for the development of the Indian economy.

Stress can originate from several sources, like the job, finances, relationships, health, and education. Workplace stress is a typical occurrence. Work is increasingly often linked to stress these days (Nuri et al., 2024). People who work in different job assignments experience stress and its aftereffects. A key contributing factor to all diseases is the stress. It is also known as strain, pressure, tension, anxiety, nervousness, etc. In other words, it is a condition of mental and emotional strain or tension brought on by demanding or unfavourable circumstances. Stress has a force on a person's physical and mental health, which in turn will have an impact on the wealth and well-being of the organization where he or she works (Yadav et al., 2017; Uzakbaeva & Ajiev, 2022).

In today's workaholic world, an employee's physical and emotional well-being determines how well they function, which is true especially in the information technology (IT) sector. Stress is a part of everyday life for everyone. Likewise, IT professionals in particular deal with a lot of stress because of mounting pressures. Workload-related stress is a syndrome created by general physiological, mental, and behavioral stress symptoms resulting in a strong struggle to come to work due to the feeling of constant difficulty (Malešević et al., 2023; Vimala & Madhavi, 2009).

1.1 Importance of the Study

Women are given respectable roles in the IT industry, and they are even granted decision-making authority because of their commitment to and honesty in the work assignment (Mohammed Malik, 2022). When they go out to work, they are vulnerable to a variety of stressors such as working nonstop, tension, gender bias, lack of security, familial and societal constraints, inadequate training, and sexual harassment

at work, among others. Especially, married women have greater domestic responsibilities and workloads. Women experience higher levels of stress at home and work than do men. Hence, this study intends to quantify the stress experienced by women employees in the Information Technology industry (Ahmad et al., 2018).

The connection between organizational role hassle and overall health and well-being is considered the primary reason for the importance of this study. The likelihood of stress rises with the complexity of the organisational environment, and therefore, employee stress levels are found to be considerably higher. The complex nature of society leads to stress, which can also act as a stimulant in some situations. The impact of several organisational role pressures on women employees as compared to the male employees in Chennai's IT industry receives particular focus in this study.

1.2 Objectives

1. To analyse the demographic variables of the women workforce working in the IT Sector in Chennai City.
2. To examine the variables impacting the level of stress on work experienced by the women workforce in the IT sector in Chennai City.
3. To find whether there are any significant differences between the age groups of respondents in the dimensions of stress factors.
4. To find whether there are any significant differences between the marital groups of respondents in the dimensions of stress factors.

1.3 Statement of the Problem

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

Hence, this study aims to examine various stress reasons experienced by women employees in the form of psychological, physical, and professional difficulties in work assignments in the IT sector. For the study, the sample people have been chosen from the women employees of IT companies.

1.4 Conceptual Framework

Generally, the employees of the IT sector have various dimensions of work stress and overworkload (OWL), Work Life Imbalance (WLlB), Work Target (WT), and Job insecurity (JiS). Women must undergo moderate or severe work stress because of these types of factors. Naturally, the continuing work stress affects the bodily and mental health of the employees, thus resulting in poor job performance. The conceptual framework of work stress and poor Job performance is presented below

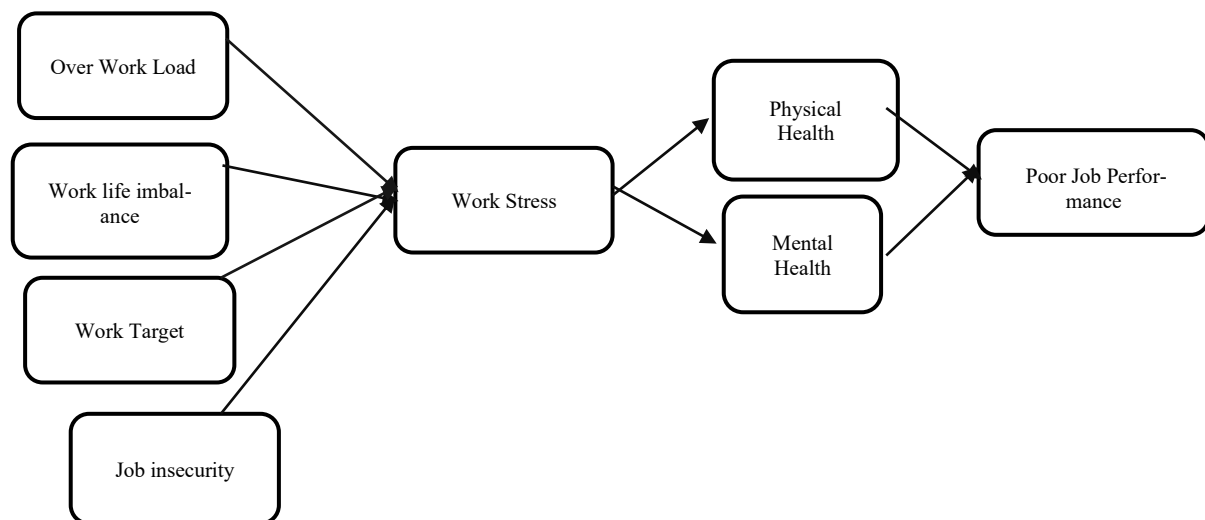


Fig. 1: Conceptual Framework of Work Stress and Poor Job Performance

2. Literature Review

Saravana Kumar & Mohammed Mansoor (2023) conducted a study that was focused on the primary issues that had led to job stress and how it affected the work show of female workers in IT organisations. This study identified the factors that contributed to job stress and how the representatives and organizations could initiate measures that must be followed to reduce stress to enhance the performance of employees in their organizations. This study also explored the impact of elements related to occupational stress, such as present workload, professional stability, and so on. This study used a sample size of 150 female IT personnel. Data were acquired using the convenience sample technique. The acquired data were examined using regression analysis, ANOVA, and the Chi-Square test. This study discovered a correlation between job performance and work stress among employees Bhanu & Babu, 2018).

Bharathi & Gupta (2017) studied to investigate the connection between productivity and job stress, as well as to determine the impact of key demographic characteristics on job stress among female employees (Grammatopoulos et al., 2022). 92 female employees at various levels were selected as a sample population from a few IT businesses in Hyderabad. The study's data were acquired using a standardized questionnaire (Bhayo et al., 2017). The collected data were evaluated using regression and correlation analyses to understand how job stress affects productivity. ANOVA was also used to determine whether there were any variations in demographic variables related to work-related stress. The study initiated an unenthusiastic link between stress at work and productivity, implying that as job stress grows,

so does productivity. Furthermore, significant differences were discovered in some specific demographic characteristics related to job stress.

Joy & Kumar (2018) examined the features that caused occupational stress among software specialized in Kerala and measured the effect that each of these factors had on workers' performance. A sample of 438 software professionals was used to collect the data. Regression analysis and factor investigation were employed for the analysis of data. This study found the inverse association between stress in work and job performance and the significant influence of role ambiguity, compensation and benefits, workload, and fear of obsolescence. In the detrimental effects of work stress on the software professional performance in Kerala, the study suggested legislative measures from the side of the government and administrative initiatives from the side of IT companies (Kadhim et al., 2023). According to Ruhm (2000), macroeconomic conditions significantly influence public health outcomes, with stress-related health issues often increasing during periods of economic expansion due to overwork and reduced leisure. This relationship supports the need for proactive organizational policies even during times of economic growth.

Shalini & Brindha (2018) conducted a study to examine the work stress of female workers in selected IT companies. This study identified the health issues of women employees, like depression, high blood pressure, mental illness, heart attack, etc. Furthermore, this study revealed that the force of the work stress of women employees affected their work performance, such as lack of concentration, inefficiency, proper relationship with superior etc., The data were collected from the female workforce working in selected IT companies. The study has a sample size of 243 women workforce. The sample was collected randomly to analyse the data. Descriptive analysis, Factor analysis, Chi-Square test, Correlation, and Reliability test were the statistical tools applied in the study to analyse the data. This study establishes that the job stress was high, but most of the employees managed their stress skillfully and kept adequate time to be with their families (Aydin et al., 2022; Mohammadpour, 2018).

3. Research Methodology

A researcher can explain their desired study technique by describing the research methodology. It is a way of logically approaching a research problem. A methodology describes how a researcher will conduct their research to gather accurate and reliable data that fits the goals and objectives. It describes what kind of data he will collect, where he will get it, and how he will collect and evaluate it. The demography consists of working women in IT. Samples were collected using stratified random sampling. As noted by Dichev et al. (2013), traditional accounting frameworks often overlook the value (or cost) of intangible assets like employee well-being, leading to underreported organizational liabilities. Integrating such costs through behavioral risk accounting offers a more accurate view of firm performance and sustainability.

3.1 Sample Design

The study is explanatory. Chennai City has been selected as the study area. The employees of women working in Wipro, TCS, IBM, HCL Technologies, and Cognizant were selected as respondents for this study.

3.2 Sampling

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

3.3 Data Used

Primary data were used for the study.

3.4 Method of Data Collection

A structured questionnaire (see annexure) was used to obtain primary data from the respondents.

3.5 Data Analysis and Discussions

3.6 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 concerning the demographic profile of the women workforce in the IT sector in Chennai city".

H03: "There is no significant difference between managing the stress and the women workforce in the IT sectors".

Table 1 reveals that 49 percent of respondents were in the age of 31-40 years, and only 2 percent of respondents were in the age of above 50 years of the respondent. Table 1 also reveals that more most respondents (69 %) of respondents are married employees, and only 31 respondents are unmarried in the marital status group of the respondent. It is interesting to note from the Table 1 that a sizeable number (46 %) of the respondents are Post Graduates, followed by 35 respondents who are degree holders, and 19 respondents are Professionals. This table further reveals that 31 percent of respondents have a monthly income of above ₹.90,000, while 29 respondents are in the monthly income group of ₹.60,001 to 90,000. It means that 60 percent of respondents have a monthly income between ₹.60,001 and ₹. 90,000 above. In the experience categories of the respondents, it is found that 38 respondents have had the experience for up to 5 years, while 28 respondents have had the total experience between 11 and 15 years. It is interesting to note that only 8 respondents have more the 15 years of experience.

Table 1: Demographic Variables of Women Employees in the IT sector in Chennai

Age					
	Years	Frequency	%	Valid %	Cumulative %
Valid	21 to 30	40	40.00	40.00	40.00
	31 to 40	49	49.00	49.00	89.00
	41 to 50	9	9.00	9.00	98.00
	Above 50	2	2.00	2.00	100.00
	Total	100	100.00	100.00	
Marital Status					
		Frequency	%	Valid %	Cumulative %
Valid	Married	69	69.00	69.00	69.00
	Unmarried	31	31.00	31.00	100.00
	Total	100	100.00	100.00	
Educational Qualification					
		Frequency	%	Valid %	Cumulative %
Valid	Graduate/Diploma	35	35.00	35.00	35.00
	Post Graduate	46	46.00	46.00	81.00
	Professional	19	19.00	19.00	100.00
	Total	100	100.00	100.00	
Income (monthly in Rs.)					
		Frequency	%	Valid %	Cumulative %
Valid	Above ₹.90,000	31	31.00	31.00	31.00
	Below ₹.30,000	24	24.00	24.00	55.00
	₹.30, 001 to ₹.60,000	16	16.00	16.00	71.00
	₹.60, 001 to ₹.90,000	29	29.00	29.00	100.00
	Total	100	100.00	100.00	
Experience					
		Frequency	%	Valid %	Cumulative %
Valid	11 to 15 Years	28	28.00	28.00	28.00
	5 to 10 Years	26	26.00	26.00	54.00
	More than 15 Years	8	8.00	8.00	62.00
	Up to 5 Years	38	38.00	38.00	100.00
	Total	100	100.00	100.00	

Table 2: Test for Stress Factors and Marital Status

Variables	Marital Status	N	Mean	SD	t-value	(2-tailed)
Overwork Load	Married	56	5.05	0.50	0.527	0.431
	Un Married	44	5.03	0.45		
	Total	100	10.09	0.95		
Work Target Pressure	Married	56	6.04	0.52	2.521	0.006*
	Un Married	44	6.14	0.59		
	Total	100	12.18	1.11		
Job Insecurity	Married	56	6.36	0.65	0.320	0.575
	Un Married	44	6.35	0.63		
	Total	100	12.71	1.28		
Work Life Balance	Married	56	5.55	0.49	0.365	0.542
	Un Married	44	5.57	0.44		
	Total	100	11.12	0.94		
Health Issues	Married	56	2.79	0.50	2.805	0.001**
	Un Married	44	2.91	0.50		
	Total	100	5.70	1.00		
Safety Measures	Married	56	2.44	0.32	2.237	0.001**
	Un Married	44	2.37	0.35		
	Total	100	4.82	0.68		

** Significant @ 1% level

* Significant @ 5% level

3.7 Over work Load

No significant difference between married and unmarried employees in terms of workload and stress-related factors, since the P value is 0.431, which is more than 0.05. As a result, the null hypothesis is accepted at the 5% level in terms of employee overwork load and stress-related factors. Based on the mean score, married employees (5.05) have a more favorable attitude toward Work Target Pressure than unmarried employees (5.03).

3.7.1 Work Target Pressure

The P value of 0.006, which is < than 0.05, rejects the null hypothesis that employees' work target pressure is rejected at the 5% level. As a result, there is a significant difference between married and unmarried employees in terms of work target pressure. Based on the mean score, unmarried employees (6.14) have a higher perception of Work Target Pressure than married employees (6.04).

3.7.2 Job Insecurity

No significant difference between married and unmarried employees in terms of job insecurity and stress-related factors, since the P value is 0.575, which is more than 0.05. As a result, the null hypothesis is accepted at the 5% level in terms of job insecurity and stress-related factors among employees. The above table further indicates the mean score of the respondents' marital status. It is observed that both Married and unmarried employees (6.36) and (6.35) have almost similar opinions regarding Job Insecurity.

3.7.3 Work Life Balance

No significant difference between married and unmarried respondents in terms of work-life balance and stress-related factors for employees, as the P value is 0.542, which is greater than 0.05. As a result, the null hypothesis is accepted at the 5% level in terms of Work-Life Balance. According to the mean score, married and unmarried respondents have (5.55) and (5.57) nearly identical opinions about work-life balance.

3.7.4 Health Issues

Since the P value is < than 0.001, the null hypothesis is rejected at 1% level about the Factors of Health Issues and Stress Factors of Employees. Hence, there is a significant difference between married and unmarried employees in 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).

3.7.5 Safety Measures

The P value is < than 0.001, the null hypothesis is rejected at 1% level for factors such as employee safety measures and stress factors. As a result, there is a significant difference in married and unmarried respondents in terms of employee safety measures. The above table also shows that the mean score for respondents' marital status is that married employees have higher safety measures (2.44) than unmarried employees (2.37).

Hypothesis: There is no significant difference among Age groups concerning various stress factors of Employees

Table 3: One-Way ANOVA for Age and Stress Factors

Variables	Age (in Years)	N	Mean	SD	F-value	P Value
Over Work Load	20 to 30	33	35.25	0.50	4.950	0.001**
	31 to 40	27	26.39	0.45		
	41-50	22	22.12	0.48		
	Above 50	18	16.24	0.15		
	Total	100	100.00	2.24		
Work Target Pressure	20 to 30	33	32.90	0.55	2.370	0.001**
	31 to 40	27	29.94	0.60		
	41-50	22	25.78	0.47		
	Above 50	18	11.38	0.38		
	Total	100	100.00	2.57		
Job Insecurity	20 to 30	33	22.75	0.83	1.840	0.001**
	31 to 40	27	29.59	0.51		
	41-50	22	38.89	0.59		
	Above 50	18	35.77	0.59		
	Total	100	100.00	2.99		
Work Life Balance	20 to 30	33	32.05	0.40	12.340	0.001**
	31 to 40	27	29.43	0.39		
	41-50	22	22.11	0.39		
	Above 50	18	16.41	0.48		
	Total	100	100.00	2.21		
Health Problems	20 to 30	33	21.72	0.57	1.210	0.001**
	31 to 40	27	25.95	0.50		
	41-50	22	27.98	0.42		
	Above 50	18	24.35	0.49		
	Total	100	100.00	2.35		
Safety Measures	20 to 30	33	33.21	0.20	14.360	0.001**
	31 to 40	27	24.38	0.35		
	41-50	22	24.21	0.24		
	Above 50	18	18.20	0.23		
	Total	100	100.00	1.57		

** Significant 1% level

* Significant 5% level

3.7.6 Over Work Load

The obtained 'F' value of 4.950 is significant at 1% level; H01 is rejected. It suggests that there is a considerable variation between age and employee overwork load. Further, the age of 20 to 30 years higher mean value of 35.25, while employees above 50 lower mean value of 16.24. This demonstrates that employees aged 20 to 30 have a larger burden than individuals over 50.

3.7.7 Work Target Pressure

The 'F' value of 2.370 is significant at 1% level. Hence, H01 is rejected. It implies that there is a variation in age and work target pressure on employees. The above table also shows that employees aged 20 to 30 experience higher work target pressure (32.90) than employees aged over 50 (11.38) years.

3.7.8 Job Insecurity

The 'F' value is 1.840, and it is significant at 1% level. Hence, H01 is rejected. It indicates that there is a noteworthy difference between age groups in Job Insecurity among employees. Based on the mean score, employees aged 41- 50 have higher (38.89) job security than employees aged 20 to 30 (22.75) years.

3.7.9 Work Life Balance

The obtained 'F' value is 12.340, and it is significant at 1% level. So, H01 is rejected. It indicates that there is a noteworthy difference between age and employees' Life Balance. 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 and above.

3.8 Health Problems

The computed 'F' value is 1.210, which is significant at 1% level. Thus, H01 is rejected. It demonstrates a considerable disparity between age and employee health problems. According to the mean score, employees aged 41 to 50 have more health problems (27.98) than those aged 20 to 30 (21.72).

3.8.1 Safety Measures

The obtained 'F' value is 14.360, and it is significant at 1% level. Hence, H01 is rejected. It indicates that there is a noteworthy difference between age and Safety Measures for workers. 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 and above.

3.9 Policy Recommendations

To address the economic and health burdens of occupational stress, we propose a policy mechanism that allows companies to claim **tax deductions** for verifiable investments in employee stress-reduction programs. Eligible expenses could include mental health workshops, resilience training, access to counselling services, or implementation of work-life balance initiatives. This incentive would not only promote proactive corporate health strategies but also reduce long-term productivity losses, aligning financial and social goals.

4. Conclusion

This study has been carried out to understand the stress in the workplace among women working in the IT sector in Chennai City because the employees, more specifically, women working in IT companies, have more work stress due to work targets and workloads when compared to the women employees in other companies in different sectors. The purpose is to analyse the demographic profiles, besides the variables of stress such as overworkload, work-life balance, work target, and the fear of losing jobs (Job insecurity), impacting the work performance of employees of women employees in the IT Industry in Chennai city, which is one of the major IT hubs in India. In the demographic profiles, the age groups of respondents and the marital status groups of respondents who are women employees were considered for investigation, as the stress in the organizations significantly impacts the age and marital status. The data examination was done with the help of statistical tools, and the conclusions of this study were presented. Based on organizational salary data and productivity metrics, the estimated cost of workplace stress was calculated. Assuming an average salary of ₹6,00,000 per year and a 12% productivity loss due to stress-induced absenteeism and presenteeism, the **cost per employee amounts to approximately ₹72,000 annually**. When extrapolated across a 100-person organization, the economic burden reaches ₹72 lakh per year. This estimation underscores the significant financial impact of unmanaged stress on organizational performance and economic output.

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