A Study on Stress Issues among Working Women in IT Sector in India

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ABSTRACT

The present study aims to know the actual status of working women in different field of IT and Ites industries. With this, we can analyze the problems has been facing by working women whether it is physically or mentally at all. Also there are some suggestions provided to cope up the stress and work energizing for working women from organization end. Some personal suggestions given for working mother to de-stress and to handle their personal as well as professional commitments simultaneously.

Keywords – stress, working women, IT & Ites sector

I INTRODUCTION

In 1932, Walter Cannon established "experience a shock or perceive a threat, it quickly releases hormones that help it to survive"

The Encarta World dictionary (North American Edition, 2009) found that stress includes "stress felt by somebody is mental, emotional or physical strain caused, by anxiety or over work. It may cause such symptoms as raised blood pressure or depression.

In the 1990s our country emerged as a leading front runner country in the field of Information Technology. We become in services as well as software development according to the statistics.

India's sunshine sector –IT & Ites continue to chart double digit growth and it is expected that growth chart will be US $53 by the end of year 2008.(data quotes from RBI, IDC & India's Central Bank) India becomes a great outsourcing destination for all countries.

Here IT services, system integration, outsourcing, packaged software with support & installation, IT Training & education too are part of this big sector.

There are lots of services provided by IT industries which include:-
- (i)   Medical
- (ii) Bank Office Operation
- (iii) Accounting
- (iv) Data Processing
- (v)   Call Centers
- (vi) BPOs(Business Processing Outsourcing)
- (vii) Hotel Industries
- (viii) Government Organization

Since IT industries become integral part of global market it contributes 34% of the global market now a day. With this, IT service has reached USD 88.1% in 2011 & increased export ratio from 4% to 26% during the period.

Due to increasing responsibility in office and home, working women experience stress to balance both the fields simultaneously. According to NASSCOM survey, the number of women in the IT-BPO sector grew 60% in the last 2 years to 6.7 lakhs in 2008. Refers to survey on gender inequality conducted by HR consulting firm Mercer and IT association (NASSCOM)

II OBJECTIVES & SCOPE

(a) **Objectives & Scope of Research:** There are mainly 3 objectives for research in this subject-
  - (i)   To understand present scenario of working culture in IT sector in India.
  - (ii) To understand and analysis the predominant factors generating stress among working women in IT Sector.
  - (iii) To provide suggestions based on findings of research to cope up stress issues facing by working women.

III LITERATURE REVIEW

For the objective of this research literature review was important. A lot of studies have been carried out in the field and analysis of the literature given the present status.

Following is the literature review depicting the various level of research work carried out in the respective field. There have been a lots of Research Papers reviewed published in many national and international journals. Here is a brief reviews are given below –

(a) **Rachel Goldstein (2011):** This survey will help us to compare the stress level of women in other countries. Survey method is used to the research the study of stress level. Especially all trusted international news channels did this study like, CNN, Reuter, etc. thru many surveys by different news channels; it is found that Indian women are more stressed than any other countries women. And the reason is very clear, and somehow any women wants to handle both responsibilities simultaneously whether of home or outer world. Nowadays they do not want to stay housewives at all. And due to this change of lifestyle and of mode, they feel much more stressed than other women in world. CNN report revealed, India is the first country to

face stress issue most than most than any other country. There are only secondary data is taken for this study.

(b) Dr. Meeta Pathade (2011): This case study belongs to banking sector in Maharashtra and only the study is done in a specific company. This study will help us to understand the stress level in women employee and how to manage stress in banking sector in Maharashtra. In this research author studied the effects of STRESS among the women executives in the banks in Mumbai city. The researcher shows many types stressors among women executives like poor working condition, rotating work shift. Work load ,etc. due to excessive stress may reload many diseases like peptic ulcer ,migraine headache ,etc. researcher tested hypothesis and found that moderate level of stress is experienced by women executive like overload work ,work ambiguity etc.

(c) DNAindia.com (2012): This paper is based on survey & interviewing method and taken interviews from NGOs conducted by women professional. And the data is based on secondary data specifically. DNA delves into, why Indian women are so stressed out. In this survey it is came out to our knowledge that Indian women are so much stressed than in other countries said Shubha shameem(Secretary, working women co-ordination committee). Ms Kiran Moghe (President of Janwadi Mahila Sanghatan Maharashtra) added that Indian women still get NO support from men at home. Men are the decision maker at home today too. Ms Roshni Parkhi (working professional) realized that most of the stress by women itself. If she wants she can enjoy office and home both work equally. This survey revealed that society's attitude has not changed towards working women yet. They demand a lot from them but not interested to be a helping hand for them. Let's hope for best.

(d) Aamir Sarwar (2012): This survey is related to a specific part in Pakistan by using sampling method to study s the stress level among Pakistani working women and how to manage them accordingly. This journal is related to the study the work stress differences between manufacturing & service sector. Mr Amir found that women are more stressed that men and the stress level is varies as per their designation.

(e) MS Darshan, RajeshRaman, TS Sathyanarayan Rao, Dushad Ram, Bindu Annigeri (2013): this is the cross sectional online study using questionnaire and specifically done among software engineers i.e. CESD scale, professional life stress scale and AUDIT test to check harmful effect due to alcohol use. SPSS tool used for statistical measurement. In this study, 129 employees were taken for interviewing and 51% of them found to feel stress during interviewing to them. Due to stress, they used to consume alcohol and prone to psychiatric disorder. It is also a big obstacle of IT development among all software engineers.

(f) Dr. Umarani (associate professor), K.Tamizharasi (research scholar) (2014): this journal is related to study the work stress in BPO sector where researcher tried to know the reasons behind stress in BPO. Researcher found the main reason are work timing ,late night or night shift working specially for working women employee , work load , work timing , heavy volumes of calls , insufficient holidays etc.,. Due to these problems they prone to catch high blood pressure, diabetes, trauma, headache etc.

(g) VidyaPatwardhan, Dr.Suresh Mayya, Dr. H.G. Joshi (2014): This study used descriptive research design. OR (organizational role stress) scale used to collect data. The sample consisted of total 77 managers in different hotel industries from India. This paper is based on stress issue in hotel industries. This paper showed that role stress is determined among women managers from low to high level. Main stressors are role erosion, role stagnation, and role overload. The dual responsibilities of working women are the main cause of stress problem for them.

(h) Geeta kumar, Dr.K.M .Pandey& Dr. Joshi (2014): The main objective of this article is to highlight the stress level at software company i.e. HCL company Bangalore. This article revealed that out of 100, 98 employees feel stressed due to physically, mentally, or emotionally. The age group of 20-29 does overtime on a regular basis and this is also a reason of job stress for HCL employees.

(i) Ramesh Bhatt M, Pallavi Shet, Nayanatara AK and Ganaraja B (2014): this study is conducted among 155 professionals in IT firm in Karnataka and Mangalore. The findings are totally based on BMI (body mass index), PLSS (professional life stress score) &PSS (perceived stress score). Also this study differentiates the professional life environment which led to stress and other factors of psychological problems in young IT professional. It is revealed that they enjoyed a good earning but also suffered many diseases.

IV RESEARCH METHODOLOGY

This article and its findings are totally based on secondary data. The data has been collected through various sources like websites, e books and research papers.

V PRESENT SCENARIO FOR WORKING WOMEN IN IT SECTOR

Since the number of IT industries increased so numbers of employees are increased. In the same manner number o women employees too. As of now women are handling multiple roles in every sphere of life –she is a wife, she is a mother and Now she is a Manager in MNC (Multi National Company) too. So it is clear that she is the single person but her responsibilities are multidimensional.

Perceived focus of control in a single field means to say she is not able to concentrate in a single work or not able to give her 100% perfectly. The reason is very clear it is Stress due to she is not able to do so. If she gets a flexible environment at office as well as home then she would be greatly benefitted.

No one can avoid her family and home as well as her office work too. And in the process of balancing all these, she gets stressed. It is not possible for her to leave any one of them at all.

VI REASON OF WORK PLACE STRESS

There are lots of reasons for job Stress at work place –

(i)   Unreasonable demands
(ii) Lack of interpersonal communication between employer and employee
(iii) Lack of inter personal relationship
(iv) Long working hours
(v)   Difficulties to balance work and home demands
(vi) The fear of losing one's job
(vii) Less time to spend with family

VII CONCLUSION

We can say that stress always affects badly and this is also a truth that if it remains for a long time then it definitely creates physical and mental problems too.

Due to stress issues, organization faces the problem of less productivity by working women employee. If organizations check periodically and take a survey or meeting fortnight to know the stress level of employees then they can overcome the productivity issue definitely.

Google and many other MNCs have already started activities on the same. They have a unique office where you can take your pet and take a rest or sleep after a long work and a day care child center where a working mother can look after their children very well .There are also sport and entertainment Centre are there so that employee can be do their job and give 100% result without any stress.

VIII SUGGESTIONS

There are some personal suggestions given based on this research work and other MNCs initiatives to cope up stress issues specially for working women-

(a) IT & Ites related to all jobs are really stressful and for that, all Organizations must modify their policies and activities to de-stress the Job stress for women employees.
(b) There should be a committee cum mentor group with some psychologist who can give expert advice for any problem faced by women employee.
(c) Day Care facility should be given for taking care of small child for working mother so that she can look after her child and can give 100% without any stress.
(d) Work from home facility may also be encouraged for women employees during pregnancy and when child is too small to take care of the child properly.
(e) In-Out time should be flexible specially for working mother of new born baby with a close look and observation by Management.
(f) Cab facility should be given for safe pick up & drop from home by every IT companies.
(g) Meditation, Yoga, Gardening, weekend travel plan etc. are also very useful technique for de-stress in a personal manner for every working women.

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