

Work place stress, Wellbeing, and Job satisfaction among IT Professionals.

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Abstract

Context: Globally, work place stress has become an issue of great concern over the last decade. Work place stress is a major concern facing by many organizations, and IT industries. Despite the increasing awareness of the impact of work place stress on business performance, however, the organizations were still unable to resolve this issue in the best possible ways. Over the last three decades witnessed a progressively increasing concern of issue related to work place stress resulting unfavorable effects on health and the consequent productivity, creativity and subsequent economic loss. Psychological wellbeing is closely related to job satisfaction. Recently, the studies on work place stress were switching the focus on outcome such as psychological well-being, and job satisfaction.

Aims: The aim of this study is to compare work place stress, job satisfaction, and wellbeing among IT professionals. **Objectives:** To study Work place stress, Job satisfaction, and wellbeing among IT Professionals. To study the gender differences in Work place stress, wellbeing Job satisfaction among IT Professionals.

Methodology: The sample consisted of 80 IT Professionals (40 male and 40 female) from IT sector in Ahmednagar city. Age group of samples is 25-45 years. Data was studied by purposive sampling method. Testing tools Occupational stress index by Dr. A.K. Srivastava and Dr. A.P. Singh. Job satisfaction scale by Singh & Sharma, and wellbeing scale by Sisodia and Chaudhary used for collecting the data. The occupational stress scale has various dimensions. The psychological wellbeing scale has five dimensions namely satisfaction, efficiency, sociability, mental health, and interpersonal relations. The differences in work place stress, psychological wellbeing and job satisfaction among IT Professionals were analyzed by using t test. The findings showed that there is a significant difference among Male and Female IT Professionals with respect to work place stress, psychological well-being and job satisfaction. **Conclusions:** The findings showed that there is a significant difference among Male and Female IT Professionals with respect to work place stress, psychological well-being and job satisfaction. In the present study research findings revealed that male IT professional were higher on workplace stress, wellbeing, and job satisfaction as compare to female IT Professionals. Some stress reduction training Programmes will be utilized in reducing the work place stress and boosting the psychological wellbeing of IT Professionals.

Keywords: *Work place stress, Wellbeing, job satisfaction, Mental Health, sociability, interpersonal relations, IT Professionals*

Overview

Workplace conflict can cause considerable stress and this can lead to mental health issues. In the field of IS mainly characterized by some typical aspects of the occupational culture, such as: predominantly project work and therefore increased time and work pressure, working on several projects at the same time, irregular and sometimes extended working hours, high requirement for advanced training as a result of technical change (Armstrong, Riemenschneider, Allen & Reid, 2007; Goswami, 2014; Guzman, Stam & Stanton, 2008; LeRouge, Wiley, & Maertz, 2013). There are also signs that the culture in IT professions is dominated by men, and (therefore) women are not welcomed in the same way (LeRouge et al., 2013; Pluralsight, 2016; Sumner & Niederman, 2002; Tapia, Kvasny, & Trauth, 2004). Furthermore, work place stress is becoming more important in health care sectors and IT Professionals industry due to several problems such as inadequate staffing, high public expectations, long work hours, exposure to infectious diseases and hazardous substances, threat of malpractice litigation and the constant encounters with death and dying. Psychological well-being is one of the factors can effect on people's job. Psychological well-being is the expression of positive emotions and general satisfaction with their lives and others, in different areas of family, education and jobs and has emotional and cognitive components. Professionals are put under additional pressure by scientific research work, performance appraisal, expectations of promotion and fear of redundancy. In this regard, studies from the Indian context Revealed that High levels of stress and heavy workload were the explanations by the IT professionals.

Ryff (1989) is one of the famous theorists in the field of multi-dimensional concept of psychological well-being that provided the model presented six components of psychological well-being based on a survey. These six components are contained of self-acceptance (accept different aspects of yourself and having a positive attitude to your life and past), positive relationships with others (the ability to love, warm and trusted relationships with others and the ability to show empathy), autonomy (activity and act on the basis of personal independence standards and ability to stand against social tension), to control on environment (ability to create or select the environment due to the person psychological conditions and control the external activities), purposeful life (meaning life) and personal development (a feeling of perpetual growth and effort to demonstrate the capabilities of the human being) .

Ryff (1995) claimed that the central element in the psychological well-being is having the sense of purpose and meaning in life. Stress is a feeling that's created when we react to particular events. It's the body's way of rising to a challenge and preparing to meet a tough situation with focus, strength, stamina, and heightened alertness. Job stress is a universal phenomenon which is part of mankind's work environment. It is widely viewed as a product of mismatch between the individual and his/her physical or social environment. In the IT sector professionals are not only have the stress of dealing with so many diverse issues on a daily basis. They are also charged with educating and helping to their colleagues into productive members of society. With rules, regulations, guidelines, and performance expectations all around IT professionals can have very high levels of work place stress. Present study deals with studying the differences in work place stress, psychological wellbeing, and job satisfaction among IT professionals. It also focused on studying the gender differences in work place stress, psychological wellbeing, and job satisfaction.

Review of literature

In a study of comparison of work place stress, psychological well-Being, ,job satisfaction among IT professionals Mohammadreza T. and, Saba G. (2016) found a significant difference between psychological well-being and job stress and job satisfaction.

Chan et.al. (2000) examined work stress among professionals and para-professions (namely general practitioners, lawyers, engineers, teachers, nurses and life insurance personnel) in Singapore. Results showed that performance pressure and work family conflict were perceived to be the most stressful aspects of work. These two stressors also significantly contributed to the experience of overall work stress.

Boroun et al (1998) studied the work place stress and job performance among 150 self-paced repetitive workers. He indicated that the low satisfied workers experienced more after work stress than the high satisfied workers.

Green Glass et al. (1990, quoted by Aghayousefi, 2008) in a study entitled the role of gender in contrast, burnout, relationship between burnout and occupational stress and coping were examined. The results showed that men experience job stress more than women.

Gyust and colleagues (1990, quoted by Ghobari Bonab, 2005) showed that men are more in work place stress than women. Ryff (1995) claimed that the central element in the psychological well-being is having the sense of purpose and meaning in life.

According to the theory of Deci and Ryan (2006, cited in, Moltafet, 2012), social factors and tissue impact directly on individual's well-being. One of the important environmental factors is teachers and their roles. Psychological well-being increased with high leisure time physical activity among college teachers. Hence the best well-being and lifestyle was to endorse leisure-time physical activity into college. (Castillio, Molinia-Garcia, & Queralt, 2011).

According to Burris, Brechting, Carlson, and Salsman (2009), female college teachers were more likely to report seeking out and receiving care for psychological issues when compared to their male college teacher's counterparts.

Numerous studies have found that positive social support is crucial to manage stress, (Chao, 2012). To ensure the best outcome while enrolled in college, support is necessary to enable students to complete college successfully, as well as the transition from college life to the workforce (Bewick, Koutsopoulou, Miles, Slaa, & Barkman, 2010).

In a study by Demir & Orthel, (2011), women's relationships were documented as being more deep, supportive, intimate, closer, lower in conflict, and affectively richer when compared to men's friend. Mohan et al

(2011) they studied to find out the level of stress and depression experienced by women IT professionals. They studied with a sample of 250 women software professionals experienced moderate level of stress.

Studies showed that psychological well-being can boost resilience, endurance, and optimism (Salsman et al., 2014). Psychological well-being is necessary to manage day to day life chores effectively. People find inner peace and inner gratification, which often results in reduction of stress while facing their daily life challenges.

According to Ryan & Deci (2001), some people evaluate well-being based on the nature of experiences they have in their everyday life also known as subjective well-being (SWB).

While others evaluate well-being based on the existence of having significance in life and understanding its nucleus. This viewpoint of well-being which suggests how people take account of their lives is termed as psychological well-being (Waterman, 1993).

Psychological well-being is tied to an individual's mindfulness that he or she has, or will have, a meaningful and self-fulfilling life (Keyes et al., 2002). PWB states in what way individuals appraise their life.

Objectives

1. To study the work place stress, job satisfaction, and wellbeing among IT professionals
2. To study the gender differences in work place stress, job satisfaction, and wellbeing among IT professionals.

Methodology

Sample

Sample consists of a subset population selected to participate in a research study. In this study total sample consists of 80 IT professionals (40 male college and 40 female IT Professionals) from Ahmednagar city. The sample was categorized into two groups on the basis of gender. Male and Female IT professionals. In each group 40 samples were taken. Age group of samples was 25 to 45 years. Only those respondents were selected for the study who had voluntarily given the assurance to participate in the study. Samples were selected using purposive sampling technique.

Hypotheses

1. There would be significant difference among male and female IT professionals with respect to work place stress.
2. There would be significant difference among male and female IT professionals with respect to wellbeing
3. There would be significant difference among male and female IT professionals with respect to job satisfaction.

Tools

1. Occupational stress index by Dr. A.K. Srivastava and Dr. A.P. Singh (1984)

Occupational stress index was developed by Srivastava. The scale consisted of forty-six items, each to be rated on five-point scale. Out of 46 items, 28 were true keyed and 18 were false keyed. It has 12 factors namely Role overload, Role ambiguity, Role conflict, Unreasonable group & political pressures, Pressure from persons, Underparticipation, Powerlessness, Poor peer relations, Intrinsic impoverishment, Low status, Strenuous working conditions, Unprofitability. The reliability of the test is reported 0.78 to 0.86 in the test manual. In the present study reliability of the test was assessed by using Cronbach alpha. It was found to be 0.78 to 0.85. The validity of Occupational stress index was determined by computing co-efficient of correlation between scales on the OSI and the various measures of job attitude and job behavior.

2. Psychological wellbeing scale by Dr. Devendra Singh Sisodia and Pooja Chaudhary.

Psychological wellbeing scale measures the psychological wellbeing of the individual in five dimensions like satisfaction, efficiency, sociability, mental health, and interpersonal relations. It measures psychological wellbeing of the individual through 50 items divided into five subscales: satisfaction, efficiency, sociability, mental health, and interpersonal relations. The response format is type five-point Likert scales ranging from strongly agree to strongly disagree. The reliability of the test was found 0.80.

3. Job satisfaction questionnaire by Singh and Sharma (1986)

The job satisfaction scale developed by Singh & Sharma was used to measure job satisfaction. The scale has a very wide acceptance in measuring psychological aspects of functioning in any profession. It consisted of 30 statements. Respondent have to give their responses on five-point scale from Strongly Agree to Strongly Disagree. Moreover, the satisfaction measures obtained from this scale have a close resemblance to the ratings given to the employees

on a 3-point scale: fullysatisfied, average satisfied, dissatisfied by the employers.The scale measures job satisfaction in two types of areas -job-intrinsic (factors lying in the job itself) and job-extrinsic (factors lying outside the job). The test retest reliability of thescale works out to be 0.978. The scale has a validitycoefficient of 0.743. The reliability of the test was found tobe 0.85. Cronbach alpha technique was used for assessing thereliability.

3. Procedure

Participants volunteered to participate in this study. They were asked to fill in all anonymity, the occupational stress,psychological wellbeing scale and job satisfaction scale. The participants were told that their responses will be kept confidential and used for research purpose only. All the participants were told that to report their responses truthfully and honestly. They were asked to follow the instructions given on the scales. As this way data was collected and processed for statistical analysis.

Analysis of data and interpretation of results

A. Comparison of Work place stress, Psychological wellbeing and Job satisfaction among IT professionals.

Factors of occupational stress	Gender	N	Mean	SD	t value	p
Role overload	Male IT Professional	40	41.55	7.095	3.150 **	0.01
	Female IT Professional	40	36.63	6.088		
Role ambiguity	Male IT Professional	40	23.23	1.819	2.359 *	0.05
	Female IT Professional	40	24.25	2.060		
Role conflict	Male IT Professional	40	12.88	1.856	2.182*	0.05
	Female IT Professional	40	13.85	2.131		
Unreasonable group & political pressures	Male IT Professional	40	16.75	2.0204	1.347	NS
	Female IT Professional	40	17.58	3.186		
Pressure from persons	Male IT Professional	40	14.33	1.474	0.932	NS
	Female IT Professional	40	14.75	2.478		
Under participation,	Male IT Professional	40	13.6	6.873	0.943	NS
	Female IT Professional	40	11.08	1.542		
Powerlessness,	Male IT Professional	40	9.38	2.212	1.255	NS
	Female IT Professional	40	10.15	3.21		
Poor peer relations,	Male IT Professional	40	7.35	1.56	0.54	NS
	Female IT Professional	40	7.60	2.479		
Intrinsic impoverishment	Male IT Professional	40	9.63	1.957	0.501	NS
	Female IT Professional	40	9.85	2.058		
Low status	Male IT Professional	40	11.38	2.121	1.531	NS
	Female IT Professional	40	12.08	1.966		
Strenuous working conditions	Male IT Professional	40	8.10	1.533	1.154	NS
	Female IT Professional	40	8.53	1.754		
Unprofitability	Male IT Professional	40	13.98	1.717	0.915	NS
	Female IT Professional	40	14.40	2.384		

B. Comparison of Psychological wellbeing and Job satisfaction among IT professionals.

Variables	Type of group	N	Mean	SD	t value	p	
Psychological Wellbeing (Entire)	Male IT Professional	40	188.13	11.377	4.05	0.01	
	Female IT Professional	40	177.15	12.809			
Dimensions of	Satisfaction	Male IT Professional	40	37.70	5.336	0.313	NS
		Female IT Professional	40	37.25	7.362		
	Efficiency	Male IT Professional	40	35.88	6.525	0.266	NS

	Sociability	Female IT Professional	40	36.23	5.171	2.464	0.05
		Male IT Professional	40	37.10	5.377		
	Mental health	Female IT Professional	40	34.23	5.056	4.219	0.01
		Male IT Professional	40	39.50	5.048		
	Interpersonal Relations	Female IT Professional	40	34.93	4.643	2.958	0.01
		Male IT Professional	40	37.95	3.693		
Job Satisfaction	Female IT Professional	40	82.95	17.32	4.179	0.01	
	Male IT Professional	40	97.53	14.95			

The above table shows the descriptive statistics for psychological wellbeing, job satisfaction, and work place stress among male and female IT Professionals. The mean differences in workplace stress, psychological wellbeing and, job satisfaction among IT Professionals was analyzed by using t test.

Discussion

- The stated hypothesis there would be significant difference among male and female IT Professionals with respect to work place stress. The table A shows the mean value of work place stress. Work place stress was measured using occupational stress index. It has various dimensions like Role overload, Role ambiguity, Role conflict Unreasonable group & political pressures, Pressure from persons, Under participation, Powerlessness, Poor peer relations, Intrinsic impoverishment, Low status, Strenuous working conditions, Unprofitability. The obtained t value for Role overload, Role ambiguity was 3.15, 2.35 & 2.18 was significant.
- The stated hypothesis there would be significant difference among male and female IT Professionals with respect to psychological wellbeing. The difference between male and female IT Professionals with respect to psychological wellbeing was analyzed with the help of t test. The obtained t value for psychological wellbeing (entire scale) was 4.05 was significant at 0.01 level. The hypothesis there would be significant difference among male and female IT Professionals with respect to psychological wellbeing was accepted. The stated hypothesis there would be significant difference among male and female IT Professionals with respect to dimensions of psychological wellbeing namely Satisfaction, Efficiency Sociability, Mental health, and Interpersonal, Relations. Obtained t values for these dimensions 0.313, 0.266, 2.464, 4.21, and 2.95 respectively. t values of sociability, mental health, and interpersonal relations Satisfaction, Efficiency, and Interpersonal relations dimension was significant at 0.01 level.
- The stated hypothesis there would be significant difference among male and female IT Professionals with respect to job satisfaction. The table B shows the mean value of job satisfaction for male IT Professionals was 97.53, and 82.95 for female IT Professionals. The obtained t value 4.179 was significant at 0.01 level. The stated hypothesis there would be significant difference among male and female IT Professionals with respect to job satisfaction is accepted.

Conclusion

The stated hypothesis there would be significant difference in work place stress, psychological wellbeing and job satisfaction among male and female IT Professionals is accepted. Male IT Professionals were found higher in work place stress, psychological wellbeing, and job satisfaction than female IT Professionals. Thus, gender differences were observed in IT professionals with respect to work place stress, psychological wellbeing and job satisfaction.

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