

Stress Management and Employee Well-Being in the Information Technology Sector

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ABSTRACT

The competitiveness in the information technology industry in India is unprecedented. There is a substantial cause for concern regarding the rapid technological advancements that have led to an increase in competitiveness as well as the influx of global firms into the Indian market. Both of these causes have contributed to increased competition. The stress that information technology workers encounter has a negative influence on their health. The vast majority of workers are becoming more proactive in their pursuit of stress-management strategies. In order to solve this problem, the information technology industry needs to take a proactive strategy. An investigation on the difficulties that information technology professionals encounter in terms of stress is presented in this paper. As an extra benefit, the investigation helps these folks reduce stress, which has a negative impact on both their mental and physical well-being.

Keywords: *Technology; ITSector; stress; measures; health disorders.*

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1. INTRODUCTION

The physiology and psychology of an individual can be influenced by stress in a variety of complex ways, depending on the circumstances and the individual themselves. These kinds of effects might vary from person to person. It is not impossible for a person to experience symptoms of depression in addition to a medical condition. It is argued that a person is suffering stress when they are unable to respond effectively to the stimuli that are occurring in themselves and their environment. An increase in the likelihood of encountering stress is associated with increased levels of collaboration, which is a response that is prompted by external events. The ways in which the environment is altered have the potential to influence both the cognitive and physiological functioning of an individual. Stress is something that could potentially be experienced by an individual in the case that these challenges appear to be insurmountable. The following are two ways in which tension can influence outcomes: positively and negatively. It has been demonstrated that tension can influence outcomes in both forms. A good stress can be identified by the possibility of obtaining positive feedback, which is one approach to identify pleasant stress. When it comes to stress, there are many different manifestations that can be good. An individual is stated to be enduring "poor stress" when it is determined that there is a substantial association between stress and negative health impacts, substance abuse, trouble in employment, frequent absence, and intoxication from the individual. Stress that lasts for an extended period of time has a detrimental effect not only on the capacity of the organisation to be sustainable but also on the productivity of its employees. Employees that are unhappy with their occupations make it difficult for them to concentrate, which can have a detrimental effect on the organization's overall performance. Administrators are required to devise and implement strategies for lowering tension in order to fulfil their responsibilities.

2. SIGNSOFTRESS:

One of the effects that can be brought on by stress is a change in temperament, unpleasant emotions, an

increased hunger, impatience, anxiety, sadness, decreased focus, unwillingness to take risks, irregular eating habits, excessive profanity, and intolerance. It can also bring on intolerance.

3. SOURCES/CAUSES OF STRESSES

Stress can be caused by individuals, groups, or organisations. It is conceivable for all of these to be contributors.

Individual level stressors:

There are a number of factors that contribute to human stress, the most important of which are personality traits, job expectations, role ambiguity, role conflict, and task characteristics. There are more factors that lead to stress, such as the demands of one's employment. In order to successfully operate video display screens, about ten million employees who are experiencing challenges related to computers are need to wear specialised glasses on an annual basis. This is necessary in order to ensure productivity. It constitutes forty percent of the total.

Group level stressors:

There is a one-to-one relationship between the stress that the group experiences as a result of their interactions and the operational dynamics and administrative responsibilities that they are responsible for. The development of a crowded working environment, the demonstration of apathy, the supply of insufficient support, the exhibition of unstable behaviour, and the provision of poor advice are all ways in which supervisors can increase the likelihood that their employees will experience anxiety. The presence of hostility and vengeance among coworkers is one of the most significant factors that contribute to stress being experienced in the workplace. More than one thousand persons from the United States of America lost their life while serving their country on an annual basis.

Organizational level stresses:

There are a significant number of employees who are influenced by the dynamics of the company. An inability to participate, excessive pressure, inadequate illumination, rowdy neighbours, filthy furnishings, and unpleasant aromas produced by the workplace are some of the causes that may lead to stress. Other issues that may contribute to stress include an inability to contribute altogether. In addition, there is the chance that the implementation of stringent requirements and limits will result in stress.

There is a possibility that the culture of the organisation will have an effect on the process of identifying problems and finding solutions to those problems. The views of stress held by individuals, the manifestation of stress in health difficulties, the reporting of stress and health problems, and the management of these concerns by the organisation are all susceptible to being influenced by this factor. Stress can present itself in a variety of health challenges.

Health related consequences of stress:

- Heart disease & stroke
- Smoking
- Headaches
- Accident proneness
- Cancer
- Family conflicts
- Diabetes
- Sleep disturbances
- Lung disease
- Depression

4. REVIEW OF LITERATURE:

The results demonstrated by Rajkumar S. to add a P.S. The results that were obtained are in agreement with the findings that Swaminathan obtained in 2013 regarding stress and the behaviour of employees. A person must first achieve role balance, role self-distance, and role stagnation before they can function at their best

level. Only then can they function at their full potential.

The research that Satija S. conducted allowed her to get all of this various pieces of information. it was carried out. The research that was carried out by Khan W. was titled "Emotional Intelligence as a Predictor of Occupational Stress among Working Professionals." Khan W. published the findings of this study. 2013 is the year in question. Both professional stress and anxiety related to one's career are considered to be the same thing, and they are both able to be treated in the workplace, according to their argument. Consequently, the worker went through a huge amount of distress, which forced them to adjust their behaviour. The purpose of this study is to investigate the relationship between emotional intelligence and the stress that is experienced in the job. According to the findings of this study, emotional intelligence is a crucial measure that plays a role in determining the amount of stress that is experienced in the job.

The findings of Kavitha's research reveal that female workers experience much higher levels of stress in comparison to their male colleagues compared to the same work environment. When compared to the levels of stress that are experienced by single women, the levels of stress that married women feel are significantly higher.

Abraham Pizam and Amir Shani, the authors of the essay "Sadness at Work Among Hotel Workers," undertook an enquiry on the occupational miserableness that was experienced by hotel workers in Central Florida. The findings of this investigation were published in the article. The evaluation of the influence that professional stress has on behavioural patterns in the workplace is a task that is both challenging and unwelcome.

Viljoen and Rothmann made the discovery in 2009 that there is a correlation between a person's devotion to their job, potential health issues, and the stress that is brought on by their place of employment. In addition to having a negative impact on health outcomes, the stress that existed within the company was a significant contributor to the low level of employee commitment. The unpredictability of their employment situations had a negative impact on both the patients' emotional and physical health. It was shown that there was a correlation between the reduction in employee loyalty and five major features. Managing an excessive amount of work, not having enough time off, and not having a healthy balance between work and personal life were all factors that contributed to stress. Aspects of Employment and Compensation in the Workplace After conducting study, Schmidt, Denise Rodrigues Costa, and their colleagues came to the conclusion that medical nurses are subjected to elevated levels of stress in their place of employment. This was one of the findings that they came to. The purpose of their research was to ascertain whether or not surgical nurses are subjected to occupational stress and to investigate the connection between stress and the aspects of their professions.

"Occupational Stress and Teaching Approaches Among Chinese Academics" was the focal point of the investigation that Zhang Li-fang carried out in the year 2009. According to the hypothesis that was presented by the researcher, the positive shifts that the participants experienced in their perceptions of teaching, their capacity for self-evaluation, and their feelings of inadequacy in their profession were all indicators of negative alterations. Dr. K. Chandrasekhar (2011) came to the conclusion that the working environment is positive and that factors such as colleagues, environmental control, shift patterns, emotions, job assignments, overtime, and prolonged hours played a role in determining the level of job satisfaction experienced by employees. He also found that the working environment is positive.

In accordance with the description that was presented by Pratibha Garg (2010), job or occupational strain is marked by a misalignment between the talents of an individual and the requirements that are imposed by the firm. There are a variety of variables that could potentially add to stress in the workplace. Some of these problems include an excessive quantity of duties, a demanding schedule, role ambiguities, confusion over employment status, unpleasant relationships with coworkers, and terrible working surroundings. A number of symptoms, including but not limited to headaches, high blood pressure, addiction to substances, disagreements, and feelings of hopelessness, are typical with anxiety. In order to compensate for the costs of medical care, firms will experience losses that are higher than the profits they already generate. It is a waste of both time and effort due to the behaviour that they exhibit.

In a study that was carried out in 2009 by Kayo Ko Urakawa and Kazuhito Yokoyama and titled "Sense of Coherence (SOC) May Reduce the Effects of Occupational Stress on Mental Health Status among Japanese

Factory Workers," it was found that occupational stress had a negative impact on mental health while demonstrating a positive correlation with SOC. The findings of this study were published in the journal Occupational Stress and Mental Health. Women who worked in administrative roles exhibited much better mental health outcomes than men, who had significantly worse mental health. Men's mental health was significantly worse than women's. They came to the conclusion that in order to properly manage stress in the workplace, it is vital for both men and women to have self-control, which is also referred to as SOC.

In his paper titled "Burnout," which was published in 2006, Kulakarni suggested that the rapid development of contemporary work life is due to the demand to acquire new skills and adapt to novel work modalities, in addition to the requirement to boost productivity and timeliness. He also argued that this requirement is the reason for the rapid development of modern work life. In addition to this, he added that occupations that require a great deal of physical exertion and rigors schedules are adding to the aggravation of anxiety. In his statement, he argued that globalisation and privatisation had led to precarious employment, mergers, and increased economic competitiveness. According to what Douglas said in 1980, "a source of stress is generally understood to be any action or circumstance that places a significant amount of strain on the body or mind of an individual." In 1975, Cobb made the statement that the burden of obligation causes a large amount of stress among not just employees but also managers.

It has been suggested by French and Caplan (1975) that the requirement to work excessive hours, which is an additional source of stress, may be the result of both qualitative and quantitative overload. Working for extended periods of time is known to increase levels of stress. There is a possibility that tension will be brought about as a result of the necessity to quickly complete duties in order to meet deadlines.

Need for the Study: A growing number of companies have initiated the implementation of stress management programmes in order to offer aid to their staff members who are going through challenging times in their personal or professional lives. A substantial proportion of the workforce is responsible for transporting their personal possessions from their homes to their places of employment or other locations of employment. It is absolutely necessary for companies to make the efficient execution of comprehensive stress management techniques a top priority in order to comply with the requirements.

Scope of the Study: Because the capacity of individuals to deal with stress may vary substantially depending on the environment in which they are situated, the research is carried out in a variety of various locations. This is due to the fact that the research is taken into consideration.

Research Problem: The primary goals of this research are to investigate the problem-solving abilities of professionals working in the field of information technology and to determine the levels of stress that these professionals feel on a daily basis.

Hypotheses Formulation: The subject of "Stress management among information technology employees" is one that incorporates a lot of explicit assumptions, which is something that should be taken into consideration.

There are no apparent shifts that can be observed in the levels of anxiety that are reported by those who work in the information technology field.

- It is common for people and populations to have stress levels that are comparable to one another.
- In order to alleviate the symptoms that are associated with stress, there is a wide variety of techniques.
- In spite of the fact that there is some variation, the tolerance for tension and the capacity to handle are quite consistent.
- The elements that contribute to conflict at work and at home are not very distinct from one another. There is very little differentiation between the two.
- Employees' performance is only marginally affected by stress, which is a relatively minor negative impact.

OBJECTIVES OF THE STUDY: "Stress Management Among Employees in the IT Sector" is the title of a study that investigates the strategies that IT professionals employ in order to manage the stress that they experience on a daily basis through their work. In the following order, the succeeding targets that have been established are as follows:

One of the things that has to be done is to investigate the factors that lead to anxiety among workers.

- For more specific purposes, the impacts of stress on the health of workers are the focus of this particular research study.
- This study examines the relationship between academic achievement and anxiety that is related with the development of a number of skills, including stress management. The study focuses on a number of abilities, including stress management.
- This project's objective is to give a variety of techniques to improving organisational procedures in order to lessen the amount of stress experienced and to speed up the process of completing jobs.

Research Design:

The data for this study was gathered through the use of convenience sampling from a total of 500 questionnaires that were received from a variety of information technology firms based in Hyderabad. The total number of questionnaires collected was three hundred.

Findings: Here are the major findings of the study:

- As a result of the expectations for growing productivity and quality, the demand to acquire new skills for evolving job roles, time limitations, and a rapid work environment, as well as the goal of improving living conditions, the labour force is experiencing an increase in stress. This is a result of all of these factors.
- There are a number of elements that can have an impact on the working conditions of an employee. Some of these aspects include emotional worries, job commitments, additional activities, shift work, workplace environment regulation, and extended hours.
- Different employees may experience different levels of stress depending on the roles and responsibilities they play, and the ways in which they cope with stress may differ from person to person and team to team. It is conceivable for employees to feel different levels of stress.
- In contrast to what is typically seen, the relationship between stress and performance is inverted.

5. CONCLUSION

Ultimately, the manifestation of stress varies from person to person, especially amongst students and professionals, and is determined by the conditions that they are experiencing. This could have a detrimental effect on your physical health if you are experiencing an excessive amount of stress. The responsibility of fostering a healthy work environment and giving training to all employees falls on the shoulders of the management team. This is done with the goals of lowering stress levels, increasing productivity, and increasing the likelihood of success.

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