A STUDY ON STRESS AND JOB SATISFACTION AMONG IT EMPLOYEES WORKING IN COIMBATORE CITY

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ABSTRACT

This study investigated stress and job satisfaction among IT employees working in Coimbatore City, with a focus on the impact of demographic variables such as age and years of experience in the IT industry. A questionnaire was administered to 150 IT professionals to assess their agreement with statements related to stress and job satisfaction. The data were analyzed using descriptive statistics, a comparison of means, and significance tests. The results indicated that age and years of experience had significant associations with stress and job satisfaction levels. Respondents in the age groups of 18-25 years and 26-30 years reported significantly different stress and job satisfaction levels compared to the overall mean. Younger IT professionals tended to experience higher stress levels and were less satisfied with their jobs than their more experienced counterparts. Despite these differences, respondents across all age groups generally perceived a healthy work-life balance, clear job expectations, and adequate support from superiors and colleagues. However, there was room for improvement in terms of compensation and benefits, as respondents, on average, expressed dissatisfaction in this area. Based on the findings, several recommendations were provided to address the identified issues. These included implementing stress management programs for younger employees, enhancing compensation and benefits packages, offering career development opportunities, and promoting a positive work culture through training and awareness programs. The study highlights the importance of considering age and years of experience in understanding stress and job satisfaction among IT employees. The proposed interventions aim to create a more supportive and fulfilling work environment for IT professionals in Coimbatore City, ultimately contributing to enhanced employee well-being and organizational success. Continuous monitoring and evaluation are emphasized to ensure the effectiveness of implemented strategies and to identify further areas of improvement in employee satisfaction.

Keywords: Stress, Job satisfaction and IT employees.

INTRODUCTION

The rapid growth of the Information Technology (IT) industry has revolutionized the global economy, and cities like Coimbatore have emerged as major hubs for IT-related activities. As the demand for IT services and products continues to rise, the workforce in this sector faces unique challenges that can impact their well-being and job satisfaction. Understanding the interplay between stress and job satisfaction among IT employees in Coimbatore City is essential to promote a healthy and productive work environment.

In the IT sector, employees often work under tight deadlines, handle complex projects, and face the pressure to stay updated with ever-evolving technologies. Such demanding work conditions can lead to heightened stress levels, affecting not only individual employees' mental and physical health but also their overall job satisfaction and performance. On the other hand, job satisfaction plays a pivotal role in employee retention, organizational commitment, and productivity. Satisfied employees are more likely to be engaged, motivated, and invested in contributing positively to their workplace.

This study aims to delve into the stressors that IT employees encounter and explore how these stressors relate to their job satisfaction levels. By assessing these factors, organizations can gain insights into the well-being of their workforce and identify potential areas of improvement. Additionally, understanding the aspects that contribute to job satisfaction can help organizations design targeted interventions and implement policies that foster a positive work culture and support their employees' professional growth.

Coimbatore City's IT employees serve as a representative sample to study this phenomenon, as their experiences and perceptions can shed light on the broader challenges faced by IT professionals in similar contexts. The findings of this study hold the potential to guide human resource management practices, develop stress management programs, and enhance overall job satisfaction, ultimately contributing to a more resilient and thriving IT workforce in Coimbatore City.

STATEMENT OF PROBLEM

The Information Technology (IT) industry in Coimbatore City is a dynamic and fast-paced sector that plays a crucial role in driving technological advancements and economic growth. However, along with the opportunities and growth it offers, IT employees in Coimbatore

City also face various stressors that can significantly impact their well-being and job satisfaction. The statement of the problem for this study is to investigate the relationship between stress and job satisfaction among IT employees working in Coimbatore City.

The specific stressors faced by IT employees may include high workloads, tight project deadlines, the need to continuously upgrade skills, pressure to meet performance expectations, and challenges in maintaining a healthy work-life balance. These stressors can lead to increased levels of stress, potentially affecting employees' physical and mental health, job performance, and overall job satisfaction.

Job satisfaction is a multifaceted construct that encompasses an employee's contentment with various aspects of their job, including workload, recognition, career growth opportunities, work environment, and the support received from superiors and colleagues. High levels of job satisfaction are associated with increased productivity, employee engagement, and organizational commitment.

The main problem to be addressed in this study is to understand how stress and job satisfaction are related among IT employees in Coimbatore City. By exploring the factors that contribute to stress and job satisfaction, this research seeks to provide insights into the well-being of IT employees and identify potential areas of improvement in the work environment. Additionally, the study aims to assess the effectiveness of stress management programs and identify opportunities to enhance job satisfaction within the IT industry in Coimbatore City.

OBJECTIVES OF THE STUDY

- To assess the perceived stress levels among IT employees in Coimbatore City.
- To examine the job satisfaction levels of IT employees in Coimbatore City.
- To explore the relationship between stress and job satisfaction among IT employees.
- To identify opportunities for workplace improvement based on the survey results.

SCOPE OF THE STUDY

The scope of the study on stress and job satisfaction among IT employees working in Coimbatore City encompasses various aspects related to the well-being and work experiences of IT professionals. The study focuses on a specific population, namely IT employees, and is limited to the geographical area of Coimbatore City, India. The research will evaluate job satisfaction among IT employees by analyzing their responses to the job satisfaction

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questionnaire. This assessment will cover factors such as workload satisfaction, recognition, work-life balance, career growth opportunities, and overall work environment.

RESEARCH METHDOLOGY

Research Design:

The research design adopted for this study is a cross-sectional survey. A questionnaire was used to collect data from IT employees in Coimbatore City, capturing their demographic information, stress levels, and job satisfaction.

Sample Selection:

The study's target population comprised IT employees working in Coimbatore City. A convenience sampling method was used to select participants. A total of 150 IT professionals were included in the study.

Data Collection:

- The primary data collection tool was a structured questionnaire divided into three sections: demographic information, stress and job satisfaction statements, and stress-specific Likert scale items.

- The demographic information section collected data on gender, age, and years of experience in the IT industry.

- The stress and job satisfaction section contained Likert scale items related to various factors influencing stress and job satisfaction.

- The stress-specific Likert scale items assessed respondents' level of agreement with statements related to stress.

- Data were collected either through online surveys or paper-based questionnaires, depending on participants' convenience.

Data Analysis:

Descriptive statistics were used to analyze demographic variables, including frequency distributions and percentages for gender, age, and years of experience.

To compare stress and job satisfaction scores across age groups and years of experience, analysis of variance (ANOVA) tests were performed. Significance levels (p-values) were calculated to determine whether there were significant differences in stress and job satisfaction levels based on demographic variables.

The Kaiser-Meyer-Olkin (KMO) measure of sampling adequacy and Bartlett's test of sphericity were conducted to assess the suitability of the data for factor analysis.

Factor analysis was used to explore the underlying factors influencing stress and job satisfaction, and the total variance explained was calculated to understand the factor contribution.

LIMITATIONS OF THE STUDY

- The study's cross-sectional design limits the ability to establish causality between variables.
- Convenience sampling might introduce bias in participant selection.
- The self-reporting nature of the data could lead to response bias.

ANALYSIS AND INTERPRETATION

Demographic variables of the respondents

		Frequency	Percent
Age	18-25 Years	35	23.3
	26-30 Years	37	24.7
	31-35 Years	36	24.0
	36-40 Years	39	26.0
	46 and above	3	2.0
	Total	150	100.0
Gender	Male	73	48.7
	Female	77	51.3
	Total	150	100.0
Years of Experience in the IT Industry	0-2 years	11	7.3
	3-5 years	40	26.7
	6-8 years	33	22.0
	9-10 years	26	17.3
	11-15 years	36	24.0
	16 years and above	4	2.7
	Total	150	100.0

The age distribution of the respondents shows that the majority of participants fall within the age groups of 18-25 years (23.3%), 26-30 years (24.7%), and 31-35 years (24.0%). These three age groups together constitute over 70% of the total respondents. 48.7% are male, while 51.3% are female. The distribution of years of experience in the IT industry shows that a significant proportion of respondents have 3-5 years of experience, comprising 26.7% of the total participants.

FACTOR ANALYSIS FOR STRESS AND JOB SATISFACTION

KMO and Bartlett's Test for stress and job satisfaction

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.658
Bartlett's Test of Sphericity	Approx. Chi-Square	770.717
	df	136
	Sig.	.000

In the present study, the KMO measure is 0.658, which suggests that the data have a moderate level of sampling adequacy for conducting factor analysis. While it falls slightly below the ideal value of 0.7, it is still within an acceptable range. This indicates that the data may have some underlying factors that can be extracted through factor analysis.

Total Variance Explained for stress and job satisfaction

Total Variance Explained									
Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative%
1	3.733	21.961	21.961	3.733	21.961	21.961	3.399	19.995	19.995
2	2.276	13.386	35.347	2.276	13.386	35.347	2.062	12.127	32.122
3	1.586	9.328	44.675	1.586	9.328	44.675	1.581	9.301	41.423
4	1.312	7.720	52.395	1.312	7.720	52.395	1.522	8.951	50.374
5	1.175	6.914	59.309	1.175	6.914	59.309	1.378	8.106	58.479

6	1.025	6.030	65.339	1.025	6.030	65.339	1.166	6.859	65.339
7	.895	5.267	70.606						
8	.875	5.146	75.752						
9	.738	4.342	80.094						
10	.669	3.932	84.027						
11	.644	3.788	87.814						
12	.586	3.446	91.260						
13	.454	2.671	93.931						
14	.386	2.273	96.204						
15	.305	1.794	97.998						
16	.215	1.266	99.263						
17	.125	.737	100.000						

The first three components explain 44.675% of the total variance in the data after extraction, and the cumulative percentage of variance explained by these three components is 44.675%. These components likely represent the most salient underlying factors related to stress and job satisfaction among the IT employees in Coimbatore City.

Scree plot for stress and job satisfaction

Scree Plot
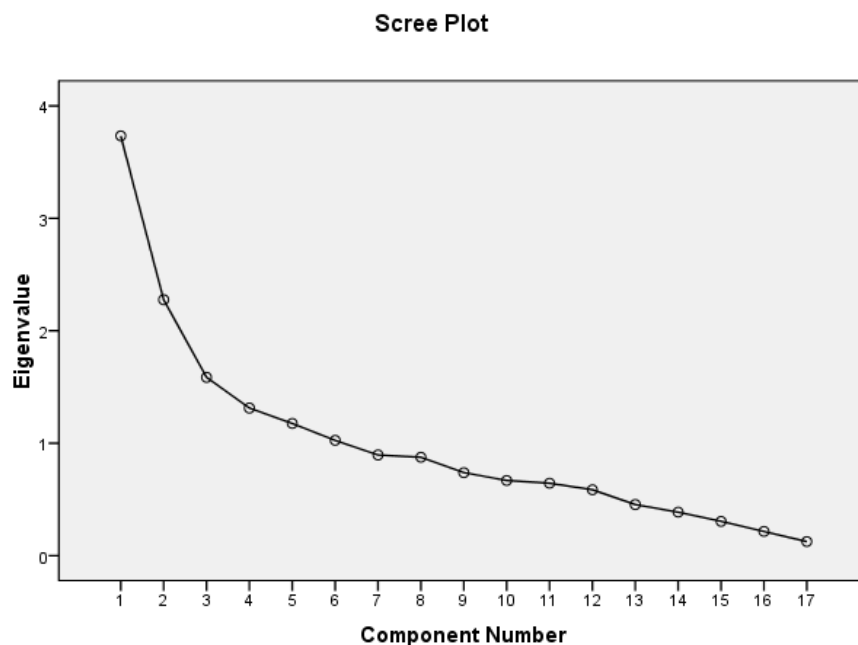
Rotated Component Matrix for stress and job satisfaction

	Component					
	1	2	3	4	5	6
The workload in my current job is manageable.	.172	.210	.773	-.114	-.113	-.023
I receive adequate support from my superiors and colleagues.	**.876**	-.178	.125	.155	-.004	-.017
I have a healthy work-life balance.	-.040	.182	-.009	**.843**	-.022	-.079
The organization provides opportunities for career growth and development.	-.567	.578	.131	.365	.075	.063
The company recognizes and appreciates my contributions.	-.618	.116	-.106	.207	-.090	.041
The job expectations are clearly defined.	**.805**	-.149	.196	.034	.018	.032
The company values employee well-being and health.	-.186	.720	.165	.180	.052	.028

The company has effective stress management programs in place.	.188	.423	.027	-.134	.549	-.070
I feel stressed due to tight project deadlines.	.704	.274	.286	-.108	.292	.134
The company promotes a positive and inclusive work culture.	.673	.282	-.243	.075	-.257	.070
I am satisfied with the overall work environment.	-.008	**.800**	-.033	-.019	-.011	-.029
I have access to the resources and tools necessary to perform my job efficiently.	.215	-.001	-.075	.025	.598	.353
I feel motivated to perform well in my role.	.328	-.031	.644	.152	.136	-.032
The company encourages open communication and feedback.	-.154	-.139	.069	.241	.043	-.712
I am satisfied with my current compensation and benefits.	.147	.042	-.002	-.072	-.708	.272
I feel a sense of accomplishment in my job.	.055	-.017	.553	-.543	-.097	-.050
The company provides opportunities for skill development and training.	-.167	-.262	.015	.383	-.085	.643

The common factors taken for the study are receiving adequate support from their superiors and colleagues (.876), having a healthy work-life balance (.843), job expectations clearly defined (.805) and satisfied with their current compensation and benefits (.800).

I am satisfied with my current compensation and benefits.

Descriptive Statistics for stress and job satisfaction

	N	Minimum	Maximum	Mean	SD
I receive adequate support from my superiors and colleagues.	150	1	5	3.03	1.261
I have a healthy work-life balance.	150	1	5	4.12	1.284
The job expectations are clearly defined.	150	1	5	3.56	1.167

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	N				
I am satisfied with my current compensation and benefits.	150	1	4	2.48	1.157
Valid N (listwise)	150				

Based on the mean values, IT employees in Coimbatore City tend to perceive that they receive adequate support from superiors and colleagues, have a healthy work-life balance, and find their job expectations clearly defined. However, there is a general sense of dissatisfaction with the current compensation and benefits offered to them. These insights can be valuable for organizations to address employee concerns and improve job satisfaction in the IT industry in Coimbatore City.

Comparison between age and factors related to stress and job satisfaction

Ho1: There is a significant difference between age and factors related to stress and job satisfaction

Particulars	Age	N	Mean	SD	F	Sig
Stress and Job Satisfaction	18-25 Years	35	3.42	0.463	.563	.000
	26-30 Years	37	3.45	0.460		
	31-35 Years	36	3.39	0.419		
	36-40 Years	39	3.38	0.387		
	46 and above	3	3.10	0.293		
	Total	150	3.40	0.428		
Stress	18-25 Years	35	3.67	0.337	.869	.004
	26-30 Years	37	3.76	0.407		
	31-35 Years	36	3.64	0.341		
	36-40 Years	39	3.61	0.439		
	46 and above	3	3.80	0.000		
	Total	150	3.67	0.382		
Job Satisfaction	18-25 Years	35	3.13	0.479	.061	.993
	26-30 Years	37	3.13	0.366		

	31-35 Years	36	3.17	0.387		
	36-40 Years	39	3.15	0.298		
	46 and above	3	3.15	0.358		
	Total	150	3.15	0.380		

The analysis reveals that there is a significant difference in stress and job satisfaction scores between respondents aged 18-25 years and 26-30 years compared to the overall mean. However, there is no significant difference in stress and job satisfaction scores among respondents in the age groups 31-35 Years, 36-40 Years, and 46 and above compared to the overall mean. Additionally, for stress and job satisfaction individually, there is no significant difference among all age groups compared to the overall mean.

Comparison between Years of Experience in the IT Industry and factors related to stress and job satisfaction

Ho2: There is a significant difference between Years of Experience in the IT Industry and factors related to stress and job satisfaction

Particulars	Years of Experience in the IT Industry	N	Mean	SD	F	Sig
Stress and Job Satisfaction	0-2 years	11	3.21	0.341	5.125	.000
	3-5 years	40	3.29	0.495		
	6-8 years	33	3.32	0.365		
	9-10 years	26	3.36	0.405		
	11-15 years	36	3.67	0.313		
	16 years and above	4	3.68	0.482		
	Total	150	3.40	0.428		
Stress	0-2 years	11	3.69	0.270	1.949	.090
	3-5 years	40	3.70	0.422		
	6-8 years	33	3.51	0.364		
	9-10 years	26	3.66	0.389		

	11-15 years	36	3.79	0.354		
	16 years and above	4	3.70	0.294		
	Total	150	3.67	0.382		
Job Satisfaction	0-2 years	11	3.12	0.311		
	3-5 years	40	3.12	0.383		
	6-8 years	33	3.27	0.308		
	9-10 years	26	3.18	0.420	1.325	.257
	11-15 years	36	3.05	0.414		
	16 years and above	4	3.05	0.413		
	Total	150	3.15	0.380		

For stress and job satisfaction, the p-values for the age groups "18-25 Years" and "26-30 Years" are less than 0.05 (significant level), which means that there is a significant difference between these age groups and the overall mean in terms of stress and job satisfaction. Specifically, the mean scores for stress and job satisfaction are significantly different between respondents aged 18-25 years and 26-30 years compared to the overall mean.

The p-values for all age groups (18-25 Years, 26-30 Years, 31-35 Years, 36-40 Years, and 46 and above) are greater than 0.05, indicating no significant difference in stress scores compared to the overall mean. This means that respondents in all age groups experience similar levels of stress as the overall mean.

The p-values for all age groups (18-25 Years, 26-30 Years, 31-35 Years, 36-40 Years, and 46 and above) are greater than 0.05, indicating no significant difference in job satisfaction scores compared to the overall mean. This means that respondents in all age groups have similar levels of job satisfaction as the overall mean.

FINDINGS

The respondents in this study represent a diverse range of ages and experience levels within the IT industry in Coimbatore City. The majority of participants are in their mid to late twenties and early thirties, with varying levels of experience in the IT sector. The relatively balanced gender distribution ensures a comprehensive representation of both male and female IT employees in the sample. The findings of the study can be considered representative of the

broader population of IT professionals in Coimbatore City, offering valuable insights into the relationship between stress and job satisfaction among this specific demographic group.

The analysis reveals that there is a significant difference in stress and job satisfaction scores between respondents aged 18-25 years and 26-30 years compared to the overall mean. However, there is no significant difference in stress and job satisfaction scores among respondents in the age groups 31-35 Years, 36-40 Years, and 46 and above compared to the overall mean. Additionally, for stress and job satisfaction individually, there is no significant difference among all age groups compared to the overall mean.

SUGGESTIONS

- Identify the specific factors contributing to higher stress levels among respondents aged 18-25 years and 26-30 years. This could include factors such as workload, job demands, or lack of support.

- Implement stress management programs and initiatives targeted at the younger age groups to help them cope with work-related stress effectively.

- Consider providing stress-relief activities or resources that can benefit employees of all age groups, as stress management is crucial for maintaining overall well-being and job satisfaction.

- Explore the reasons behind the lower job satisfaction scores related to compensation and benefits. Conducting employee satisfaction surveys or focus group discussions can help in understanding employees' specific concerns and expectations.

- Offer competitive compensation packages and benefits that align with industry standards and employees' qualifications and experience.

- Provide opportunities for skill development and career growth, especially for employees in the age group of 11-15 years and 16 years and above. This can enhance their job satisfaction and motivation to excel in their roles.

- Tailor support programs and initiatives based on employees' years of experience. Different age groups may have varying needs and preferences, so customizing support can make it more effective.

- Offer mentorship or coaching programs for younger employees to help them navigate their early career stages successfully.

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- Provide opportunities for knowledge sharing and collaboration between employees with varying years of experience to foster a positive and supportive work environment.

CONCLUSION

It is evident that age and years of experience have an impact on stress and job satisfaction levels among IT employees. Specifically, respondents in the age groups of 18-25 years and 26-30 years reported significantly different levels of stress and job satisfaction compared to the overall mean. This suggests that younger IT professionals may face unique challenges or expectations that affect their stress levels and job satisfaction differently from their more experienced counterparts. Moreover, the study identified that respondents across different age groups generally perceived a healthy work-life balance, clear job expectations, and adequate support from superiors and colleagues. However, there was room for improvement in terms of compensation and benefits, as respondents, on average, expressed dissatisfaction in this area.

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