Original Research Paper

Social Science

EFFECT OF OCCUPATIONAL STRESS ON JOB SATISFACTION AMONG WOMEN EMPLOYEES IN IT SECTOR

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ABSTRACT — One of the common work place problems experienced by all professionals, irrespective of their nature of work is job stress. Individual's job satisfaction can lead to various consequences such as organizational success, reduced employee turnover and absence. An extensive review of literature reveals that there is effect of occupational stress on job satisfaction of employees but only a few studies has been conducted to analyze this relationship in women employees in IT sector. Because of the stress women employees experience in course of their job it is necessary to find the stressors and their effect on job satisfaction. The study is intended to fill the literature gap in understanding the relationship between occupational stress and job satisfaction among women employees in the IT sector. The problem under study is to measure the level of occupational stress among the women employees and to measure the level of job satisfaction and relationship between occupational stress and job satisfaction among women employees of Information technology industry in Ernakulam city.

INTRODUCTION

Occupational stress, which has become a very prevalent issue in most organizations of the current society, has various repercussions on people's welfare as well as organizational results. As defined by the National Institute for Occupational Safety and Health (1999), the occupational stress is the detrimental physical and psychological outcomes due to a mismatch between the demands of job and the worker's capacity, resources, and needs are have shown to present various negative effects. One interesting specialized topic includes its relation to job satisfaction, which in a way means how pleased and satisfied the employee is with his or her job (Locke, 1976). Actually, the effect of occupational stress on job satisfaction can be classified as organically intertwined and dependent. Work related stress can cause burn-out, low production levels and high turnover rates, which are antithetical to job satisfaction (Maslach, Schaufeli, & Leiter, 2001). On the other hand, a good management of work stress by both the employer and the employees and promotion of job satisfaction will lead to better organizational performances.

Job satisfaction refers to a certain degree of satisfaction an employee experiences towards their job. It is an attitude towards their job. Job satisfaction encompasses various factors such as the work environment, relationship with colleagues, job responsibilities, salary, opportunities for growth and overall fulfillment derived from ones job.

Information technology sector is one of the most progressive sectors in today's economy which increases more and more year by year and it has high rates of inventions, and has resulted in significant changes of the working environment. Work environment of this sector is multi-dimensional because of the diverse functions these organizations have to perform. As the industry is growing employees in this sector is facing unique challenges and opportunities.

Women's engagement in the IT field is gradually improving; however, they are rather marginalized in relation to men. IT employees also provide additional challenges for female employees like gender discrimination and limited career opportunities. All these factors can lead to a higher occupational stress and affect their job satisfaction. The stress originating within the IT occupational context may be because of workload, time pressure, and technological advancements, as well as the frequent need for training and up skilling. Additional stressors that might be faced by women employees include work-family conflict, experiencing unfair treatment based on gender, and being in a working environment where most employees are males. Exposure to such stress can be detrimental and may lead to burn out, low productivity, poor health and hence job dissatisfaction. Therefore, comprehending of relations between occupational stress and job satisfaction concerning women in the IT workforce can be crucial for developing ways for improving work experience of such employees. Stress at the workplace affects morale hence reducing the general satisfaction for the job and thus exposed to high turnover rates and low engagement. On the other hand, a workplace that reduces stress on employees can improve the satisfaction level, thus leads to morale and high productivity.

Objectives of the Study

- To measure occupational stress among women employees in IT sector
- To measure job satisfaction among women employees in IT sector
- To analyze the relationship between occupational stress and job satisfaction among women employees in IT sector
- To analyze the effect of occupational stress on job satisfaction among women employees of IT sector

Hypotheses of the Study

- H1: Time Stress has significant negative effect on Job Satisfaction
- H2: Anxiety has significant negative effect on Job satisfaction
- H3: Role Expectation Conflict has significant effect on Job Satisfaction
- H4: Coworker Support has significant positive effect on Job satisfaction
- H5: Work Life Balance has significant positive effect on Job satisfaction

Research Methodology

Population for study is women employees in IT sector in Ernakulum. Data has been collected from both primary and secondary sources. However, the study is based mainly on Primary data which were collected from people by using well defined questionnaires. Research Design used for the study was partially descriptive and analytical. For purpose of the study 208 women employees in IT sector were selected randomly from Ernakulum city. Sampling technique used for the study was Convenience sampling method.

Findings of the Study

- Based on the study it is revealed that employees generally struggle to satisfy the different demands of various people over them with mean score of 3.60.
- The study revealed significantly higher time stress among women employees of IT sector compared to the neutral value of 3 and it suggests time stress is a notable concern in the work place.
- It has been revealed that women employees experience significantly higher anxiety levels than average level which indicate existence of anxiety related issue in work environment
- With regard to Role Expectation Conflict there is no significant difference from average level suggests that Role Expectation Conflict is neither particularly high nor low among employees
- Employees report higher Co Worker support which is above average level and it indicate supporting and collaborating working environment
- In case of Work Life Balance Employees experience lower value than average level which means balancing work and personal life is challenging for many employees
- Employees experience significantly lower level of Job satisfaction than average level which means many employees are dissatisfied with their jobs.
- The study revealed that there is significant difference across age group regarding Time stress and respondents belong to 31-40 experience higher time stress

❖ Coworker support has significant difference across age group and women employees belonging to age group above 50 experiences low coworker support

❖ The study revealed a negative correlation between anxiety and job satisfaction that is higher anxiety is associated with lower job satisfaction

❖ The study revealed a positive correlation between Coworker support and Job satisfaction that is employees experiencing higher coworker support experiences higher job satisfaction

❖ The study revealed that there is a very weak negative correlation between Time Stress and Job satisfaction and also shows that relationship is not significant

❖ The study revealed there is a weak to moderate negative correlation between role expectation conflict and job satisfaction

❖ Major finding of the study was that only Anxiety and Coworker support has a statistically significant effect on Job Satisfaction.

❖ Based on the study it has been found that Time Stress , Anxiety, Role Expectation Conflict has no statistically significant effect on Job Satisfaction of Employees

Conclusion of the Study

The Study examined the relationship between occupational stress and job satisfaction of women employees in IT sector. It has been revealed that anxiety level of employees will have a statistically significant negative relationship with Job Satisfaction. When employees feel higher anxiety level and nervousness about their job it will lower their job satisfaction. So, it is important for companies to address the anxiety related issues within the work place. Coworker support has strong positive correlation with Job satisfaction. So employees perceiving high support from their Coworkers usually have higher satisfaction from job. So companies have to maintain a supportive and collaborative working environment. Team building activities will foster a supportive work culture in the organization and thus companies can enhance coworker support. Enhancing communication about pay structures and benefits could help to align employee perception and enhancing Job Satisfaction. Managers should be equipped to understand anxiety related problems among employees so that they will able to effectively handle it because of the negative effect of Anxiety on Job Satisfaction. If there are opportunities for employees to be acknowledged by other members in the organization for their performance it will enhance Job Satisfaction of employees.

Suggestions of the Study

❖ Leverage Co Worker Support: Build-up co-worker support structure so that working employees have a way of dealing with occupational stress and therefore leading to job satisfaction. As there is a positive relationship between coworker support and job satisfaction

❖ Work load Management: Time management strategies are to be proposed to guarantee that employees have reasonable amounts of work with reasonable time to complete them. This could be in form of, having parties share the workload, recruiting more staff or improving performance of work processes so that employees will not be having a feeling that only little time is available for completing the task.

❖ Concentration on Minimizing Workplace Stress: The organization should adopt ways of managing time pressure, stress and conflicts of roles in the performance of tasks of the employees with the aim of enhancing their health and levels of satisfaction.

❖ Training for Managers: Train managers how to look for stressful and anxious signs in staff and equip them with adequate means of handling their employees. It is recommended that managers should be able to engage employees in deliberation on matters regarding workload and mental health.

❖ Personalized Stress Management Programs: Different employees face different level of Stress so it would be more beneficial to have individual stress management programmes. Most people are stressed by time in one way or the other; therefore, identifying which areas in employee's daily work call for most pressure and implementing solutions that may address these areas can be of great help when it comes to the management of stress caused by time.

❖ Encouraging Leave and Time off :Companies have to ensure that taking leave is normalized and also have to offer regular time off to its employees this will reduces stress level among employees

❖ Employee Assistance Programs (EAPs): Organizations need to introduce EAPs that offer counselling and assistance on personal and workplace issues because stress is a common problem among employees.

❖ Enhance Employee Recognition Programs: Since study revealed the dissatisfaction of employees with recognition for good work it will be better to implement effective recognition programs for employees who perform outstanding so that job satisfaction can be enhanced.

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