

# Behind the Screens: Exploring Workplace Stress and Job Satisfaction of Women in the It Industry

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## ABSTRACT

This study investigates the relationship between job satisfaction and workplace stress among women employed by IT companies. The primary sources of stress, according to data from 61 respondents, include long work hours, a high workload, performance pressure, a lack of support, and challenges balancing work and home obligations. Although many women are satisfied with their jobs, they are not as happy with salary, opportunities for promotion, or recognition. According to the report, women in the IT industry can significantly decrease stress and increase job satisfaction with flexible work schedules, work-from-home choices, childcare assistance, equal promotion opportunities, and a friendly, safe workplace atmosphere. Statistical tools such as frequency analysis, mean, median, mode, standard deviation, mean ranking, chi-square test and correlation were used to analyse the data.

## INTRODUCTION

In today's digital age, the information technology (IT) sector is crucial, providing outstanding job opportunities but also promoting a highly competitive and demanding workplace. IT workers generally put in long hours, have to meet deadlines, and cope with ongoing technical advancements. High levels of work stress brought on by these difficulties may have an impact on their performance, mental well-being, and general job satisfaction. When work stress is not properly managed, it can lead to emotional tiredness, decreased motivation, and decreased productivity. The pressure on balancing work and home responsibilities is frequently greater for female professionals. With the introduction of remote and hybrid work habits following the COVID-19 pandemic, it becomes more challenging to maintain a healthy work-life balance.

Improving employee welfare and organizational success requires an understanding of how work stress affects psychological health and job satisfaction. Organizations can take the required actions to promote a pleasant and encouraging work environment by knowing the sources and effects of stress.

## SCOPE OF THE STUDY

This study focuses on how IT workers' mental health and job satisfaction are affected by work-related stress. It mostly consists of women employed IT firms. The study looks at things including workload, work-life balance, and organizational support. It seeks to understand how these elements lead to stress and how that stress affects job satisfaction. The findings of this study will assist IT firms in developing better ways to lower stress and improve employee satisfaction and performance.

## RESEARCH GAP

Earlier research has examined IT workers' job satisfaction, work-life balance, and work stress. Only few

research, however, have examined the effect of workplace stress on women's psychological health and job satisfaction. Additionally, not much study has been done on women IT employees following the pandemic. This study aims to bridge the gap, by studying the effects of work stress on the wellbeing and satisfaction with their jobs of women who work in the IT sector.

## REVIEW OF LITERATURE

Anitha (2020) carried out research called "Work Life Balance and Job Stress of Women Employees in the IT Industry with Reference to Coimbatore City" which was published through ResearchGate. This investigation explored how work-life balance and workplace stress impact job satisfaction among female workers in the information technology field, particularly throughout the COVID-19 outbreak. The research included 343 IT specialists who were working remotely from various locations in India, SPSS software was used for analyzing the collected data. Results showed that workplace stress, the balance between work and personal life, and remote work environments had substantial effects on job satisfaction through both direct and indirect pathways. The research determined that remote work setups assisted female employees in sustaining their job satisfaction by providing greater flexibility and improved harmony between their career duties and personal lives. Additionally, the study recommended that companies should think about implementing flexible work arrangements as a permanent strategy to improve employee wellness and work performance.

<https://tinyurl.com/3658bb9v>

Bhuvaneswari and Amutha (2021) carried out a research on the topic Stress and job satisfaction among Coimbatore city's IT workers. They gathered data from 200 IT professionals and analyzed it using statistical software. According to the report, the majority of workers experience moderate to high levels of stress due to a heavy workload, a poor work-life balance, and little opportunities for professional advancement. Additionally, it shown that job satisfaction falls as stress levels rise. In order to increase satisfaction with work and efficiency, the researchers suggested that IT firms take steps to reduce stress and assist staff in creating a balance between their personal and professional lives.

<https://tinyurl.com/3b3v3c2f>

Khatun, Bharti, and Tiwari (2022) studied the effects of occupational stress on psychological well-being and job satisfaction. According to their research, a little stress may encourage workers, but excessive stress is negative to their physical and mental well-being and lowers output. They observed that elements like excessive workloads, loud noises, dim light, and uncomfortable workspaces decrease focus and productivity. According to the review, there is an inverse link between psychological well-being, job satisfaction, and work stress; that is, when stress levels decrease, well-being and job satisfaction increase. According to the authors, stress can be decreased by providing appropriate training, comfortable working environments, frequent breaks, and equal compensation, all of which can raise worker satisfaction and productivity.

<https://tinyurl.com/yt5fd4p4>

## OBJECTIVES OF THE STUDY

1. To find out the main causes of workplace stress among women working in the IT industry.
2. To study the level of job satisfaction among women employees in IT companies.
3. To understand how workplace stress affects job satisfaction.
4. To know the role of work-life balance and support from the organization in reducing stress.

5. To suggest ways to reduce stress and improve job satisfaction among women in the IT field.

**RESEARCH METHODOLOGY**

Research Design: Descriptive Research design was adopted. Sampling Method: Convenient sampling method was used for the study. Source of data: Both primary and secondary data were used in the study. Primary data was collected through questionnaire, Secondary data were collected through various journals and website. Sample size: The questionnaire was sent to 65 respondents. Therefore, 61 is the sample size for the Study. Statistical tools used: Frequency analysis, chi-square test and mean ranking, correlation are the different statistical tools used to analyse the data.

**LIMITATION OF THE STUDY**

The results of this study may not be representative of all IT workers in other areas because it is restricted to female employees. The information gathered is derived from employee responses, which may contain personal thoughts and sentiments. The number of responders are also restricted by time and resource.

**INTERPRETATION AND ANALYSIS**

**DEMOGRAPHIC PROFILE OF THE RESPONDENTS**

S NO.	DEMOGRAPHIC PROFILE	PARTICULARS	FREQUENCY	PERCENT
1	Age	Below 25	31	50.8
		26-30	17	27.9
		31-35	9	14.8
		Above 40	4	6.6
		Total	61	100.0
2	Marital Status	Married	27	44.3
		Unmarried	34	55.7
		Total	61	100.0
4	Experience	Less than 2 years	32	52.5
		2-5 years	16	26.2
		6-10 years	11	18.0
		More than 10 years	2	3.3
		Total	61	100.0
5	Nature of income	Technical	21	34.4
		Non-Technical	15	24.6
		Supportive Services	16	26.2
		Others	9	14.8
6	Type of Employment	Full time	44	72.1
		Contract	9	14.8
		Part time	8	13.1
		Total	61	100.0
7	Work shift	Day shift	19	31.1
		Rotational shift	13	21.3
		Hybrid	9	14.8
		Night shift	20	32.8
		Total	61	100.0

From the above table we come to know that 50.8% of the respondents are in the age group of below 25. 55.7% of the respondents are married. 52.5% of the respondents have less than 2 years of experience. 34.4% of the respondents are involved in Technical job. 72.1% of the respondents are full time employees. 32.8% of the respondents are night shift employees.

**MEAN MEDIAN MODE**

S No.	WORK PLACE STRESS	Mean	Median	Mode
1.	I often feel stressed due to heavy workload	1.92	2.00	2
2.	Tight deadlines makes me feel anxious at work	2.26	2.00	3
3.	Long working hours affect my physical and mental health	2.41	3.00	3
4.	I find it difficult to balance work and personal life	2.13	2.00	2
5.	Gender bias or unequal treatment increases my workplace stress.	2.13	2.00	3
6.	Lack of support from supervisors adds to my stress	2.21	2.00	3
7.	Meeting performance expectations causes constant pressure.	2.08	2.00	2
8.	I feel emotionally exhausted after work	2.26	2.00	3
9.	I have considered leaving my job because of stress	2.13	2.00	2
10.	I feel stressed due to unclear job roles or responsibilities.	2.16	2.00	2

The majority of female employees agree or somewhat agree that they encounter stress at work, according to the mean, median, and mode values for all workplace stress statements, which fall around 2 and 3. Their stress increases by a heavy workload, long hours, deadlines, performance pressure, a lack of supervisory support, gender bias, challenges balancing work and personal life, and unclear positions. A major issue in the IT workplace is highlighted by the responses, which also reveal that some employees have even thought about quitting because of stress.

**STANDARD DEVIATION**

S NO.	JOB SATISFACTION	STANDARD DEVIATION
1.	I am satisfied with my current job role	0.542
2.	My salary and benefits are fair.	0.743
3.	I am happy with the promotion and career growth opportunities	0.743
4.	My organization values my work and contributions.	0.743
5.	The working environment is friendly and supportive	0.645
6.	I receive adequate feedback and appreciation from my superiors	0.701
7.	I feel motivated to perform better each day	0.656
8.	Overall, I am satisfied with my job	0.581

The standard deviation scores show that women employees in the IT industry have higher levels of satisfaction regarding their current job role and overall job satisfaction, whereas there is greater dissatisfaction regarding salary fairness, promotion opportunities, recognition, feedback, and support at

the workplace. This means that in order to reduce unhappiness and unbalanced, organizational policies related to rewards, progress, and recognition may require further attention.

**MEAN RANKING**

S.No	STATEMENT	PARTICULARS	FREQUENCY	PERCENT
1.	What do you think is the main reason for workplace stress.	Heavy Workload	21	34.4
		Long Working Hours	36	59.0
		Lack of Managerial support	4	6.6
		Total	61	100.0
2.	Which factor contributes most to your job satisfaction?	Salary and benefits	22	36.1
		Career growth and opportunities	35	57.4
		Work flexibility	4	6.6
		Total	61	100
3.	How can work-life balance be improved in your organization?	Reduced working hours	11	18.0
		Childcare or family support facilities	20	32.8
		More leave benefits	13	21.3
		Stress relief or recreational programs	17	27.9
		Total	61	100.0
4	What kind of organizational support helps reduce stress	Counselling and wellness program	15	24.6
		Flexible working hours/Work from-home option	33	54.1
		Friendly supervisions and guidance	15	24.6
		Clear communication of roles	3	4.9
		Total	61	100
5	What can be done to make women employees more satisfied at work?	Equal growth and promotion opportunities	25	41.0
		safe and respectful work culture	21	34.4
		Better recognition and reward	12	19.7
		Mentorship and training program	3	4.9
		Total	61	100.0

**WORK LIFE BALANCE AND ORGANIZATIONAL SUPPORT**

S No.	WORK LIFE BALANCE AND ORGANIZATIONAL SUPPORT	MEAN	RANK
1.	My organization allows flexible working hours	2.15	2
2.	I can manage both personal and professional life effectively.	2.46	6

3.	My supervisor supports me in balancing work and family needs	2.36	5
4.	The company provides stress management or wellness programs.	2.28	4
5.	I feel the organization cares about employees' well-being	2.23	3
6.	What do you think is the main reason for workplace stress?	2.02	1

Workplace stress (Rank 1) is the most urgent problem for female employees, according to the mean rank data. Although they have only been little recognized, flexible work schedules (Rank 2) and an understanding that the company respects its workers (Rank 3) are present. The highest mean for managing personal and professional life (Rank 6) shows that many employees struggle to manage work and family, meaning an overall imbalance in work-life balance and little organizational support. Additionally, wellness programs and supervisory support are less effective.

### **SUGGESTIONS AND OPINIONS**

From the above table we come to know that 59% of the respondents think that long working hours is the main reason for workplace stress. 57.4% of the respondents think that career growth and opportunities contribute to job satisfaction. 32.8% of the respondents think that childcare or family support system can improve work life balance in the organization. 54.1% of the respondents think that Flexible working hours/Work from-home option help reduce organizational stress. 41% of the respondents think that Equal growth and promotion opportunities can make women employees more satisfied at work.

### **FINDINGS**

It was found that 50.8% of the respondents are in the age group of below 25. 55.7% of the respondents are married. 52.5% of the respondents have less than 2 years of experience. 34.4% of the respondents are involved in Technical job. 72.1% of the respondents are full time employees. 32.8% of the respondents are night shift employees. The majority of female employees agree or somewhat agree that they encounter stress at work, according to the mean, median, and mode values for all workplace stress statements, which fall around 2 and 3. Their stress increases by a heavy workload, long hours, deadlines, performance pressure, a lack of supervisory support, gender bias, challenges balancing work and personal life, and unclear positions. A major issue in the IT workplace is highlighted by the responses, which also reveal that some employees have even thought about quitting because of stress. 59% of the respondents think that long working hours is the main reason for workplace stress. 57.4% of the respondents think that career growth and opportunities contribute to job satisfaction. 32.8% of the respondents think that childcare or family support system can improve work life balance in the organization. 41% of the respondents think that Equal growth and promotion opportunities can make women employees more satisfied at work.

### **SUGGESTION**

IT firms should reduce long hours and a heavy workload, provide possibilities for growth and promotion, adjust benefits and wages, and enhance feedback and recognition. Along with full psychological wellness and counseling programs to help women manage stress and work-life balance, they should also offer improved supervisory support, flexible work alternatives, and support for families and childcare. To find problems and take immediate action, conduct employee surveys on a regular

basis. Give female employees time management, stress management, and coping abilities training. Establish forums or support groups just for women so they may discuss problems and ask for advice. To guarantee a safe workplace, strongly enforce anti-harassment and anti-gender bias regulations. Provide coaching and mentorship programs to assist women in successfully advancing in their jobs. Organize recreational activities and trips for groups to lower stress and strengthen relationships. To prevent misunderstandings and role stress, make sure that roles, expectations, and goals are communicated clearly. Keep a close check on night shift workers and offer them assistance with transportation, safety, and health.

## CONCLUSION

According to the report, women in the IT sector are generally satisfied with their jobs, but they are dissatisfied with pay, opportunities for advancement, support and recognition. Long hours, a high workload, deadlines, a lack of support, and challenges balancing work and family are the main causes of workplace stress. Organizations have to prioritize equal pay, growth opportunities, encouraging supervisors, flexible working hours, and family-friendly rules in order to increase job satisfaction and lower stress.

## REFERENCE

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