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Science of Organisational Stress for ITES Employees in India

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ABSTRACT
Organizational stress in ITES Sector having employees from different genders requires a lot of attention for their well being.Growth of ITES Industry has a deep rooted influence on various parts of the nation.The concept of global village has demanded tovarious working situations leading to occupational stress which is accelerating day by day.The situations of work are changing day by day in various domains resulting in high rise of Occupational Stress. Having no or little control on external environment has affecting the health issues of employees.As these employees have to work in varied circumstances their psychological health is deterioting day by day due to lifestyle disorder.The factors of Stress that are exorbitant giving the employees stress due to overtime and lack of sleep.The ITES occupation demands night shift and work pressure as the industry has international clients of outsourcing and off-shoring. The Information Technology enabled service (ITES)sector of our nation has an influential impact on world's economy.Employee retention rate ,engagement and their sustainability are vital for organizational achivements of their objectives. Attrition rate of employees is of high levelled concern in this era of industrialization and globalization.
Key words-organizational stress,Globalisation,Psychological health, Life Style disorder,factors of stress

INTRODUCTION

Stress

Stress is a health problem ,a disease if not handled with care can lead to many physiological,pshychological and behavioral issues in employees.

Job Stress

Job stress or work stress is a condition where a person has difficulty handling the organizational work due to several factors.

Types Of Stress

Distress

This type of stress is a negative stress leading to many issues and health impairment in employees.

Eustress

This is apositive stress that can give major optimistic results in employees leading to achievement of goals in due time.

Factors of Stress

1.Physiological Factors

a.Lack of sleep

ITES sector employees get stressed due to late working hours that leads to health problems like lack of sleep.

b.Lifestyle disorder

Stress leads to wrong eating habits,less of movement and exercise which gives them lifestyle disorder for a longer duration.

c.Miscellaneous health problems

Stress in ITES employees leads to various health problems like asthma, diabetes, thyroid malfunction,cancer etc.

d.Inadequate Salary

Due to less of salary the employees get stressed up carry their family expenses that can lead to heart aches and attacks,braindisorder,strokes,paralysis,weakened immune system,cardio vascular disorder,High blood pressure etc.

e.Marital Discord due to Work Pressure

The late work timings due to high demands of job leads to less attention in family that an employee is unable to handle so the employee is in turn not able to retain and sustain in current relationship of marriage and hence that affects his married life.

2.Psychological Factors

a.Lack of motivation

Due to late work timings,lack of communication the ITES employees get a high rate of stress levels that leads to lack in motivation .

b.Job dissatisfaction

Due to inadequate salary hike the employees in ITES sector have ahigh job dissatisfaction rate leading to getting stressed up.

3.Behaviorial Factors

a.Anxiety

As its well known stress and anxiety go hand in hand.Where there is high stress rate there is anxiety due to which employees are unable to cope up with current working conditions.

b.Fear and phobias

The employees dealing with stress develop many types of fears like job loss and many different forms of phobias like claustrophobia.

c.Depression

The employees with high stress levels can develop signs of depression that can lead to ending up of their life,aloofness etc.

d.Addictions

Employees in ITES sector under high stress can get into addictions of smoking,drinking and drugs that not only hampers their lives but others as well.These addictions can give them temporary relief but in a longer run if not controlled can ruin them.

4.Stress Busters

There can be many stress busters to get the employees in ITES sector to be relieved and cope up with Stress.The management in ITES Sector should introduce policy in their stress management audit to make the employees cope up with stress.These can be implemented with time .the following points can be considered in their yearly policy framework.

a. Going on vacation

The policy should be framed in such a way and method for ITES employees that they are able to avail holidays and can go on vacations with their near ones.

b.Spending more time with friends and family

Employees should be given more time to spend with their families to cope up with high rate of stress

that will be beneficial for their personal health ,longetivity and can help to achieve organizational objectives easily.

c. Flexible work timings

Employees can be given flexible working hours to have a work life balance and decrease the attrition rate among them.

d.Yoga, exercise and meditation,stress buster games

Employees inITES sector should be involved in managerial games,yoga,meditationexcercises as a stress buster.The employees should be given proper timings to avail such benefits within the organization.

e.Employee engagement

The employees should be engaged in decision making that can make give them hike in job satisafcation and increase in job retention rate.

LITERATURE REVIEW

Sameera, Shaik and Firoz (2016) opined during their delving in managing anxiety in work place for Business Process Outsourcing staff that they have fret due to what they attribute in work place. The solution found out during the quest which is due to assignment worry that role plays ,mental and physical excercises when resonated can give them a push for work life balance through which they can cope up with the botheration of work.

(White,et al 2003)Articles advise,flexible work timings can reduce the attrition rate and accelerate the retention rate leading to a relief from work related pressure which is a task difficulty method(Johnson,1995). Lessening of task tension among employees due to struggle in handling balance in work life

As Suggested by Darshani (2014) while conducting investigation in their study that the type of persona and emplacement as a dilutors of inter personal relations in task tension among employees. Such kind of strategies when focussed,directed and implemented can give the best results with employees.

An exploration conducted on the affect of tension on a class of higher education students and how to deal with them strategically. The experiment was done on these students who were professionals.The size of sample was 60 and hypothesis done through ANOVA. The conclusion was that gender played an important role in stress.For females societal norms are restricting which is highly challenging that leads to diseases of nerve interconnections in brain ,impacting the full organs of their physical anatomy Sanjeev and Bhukar(2013)

Akbar.et.al (2005) analysed that task done in industry in shift timings enhance stress.The size of the sample in males 220 aged between 36 to 57 years.This study divulged ,shift timings as a high grade of task stew.Based on this study it was concluded that work shift gave rise and emphasized on nervous tension.Properdiet rich in nutrition including proteins,sunlight ,good foods like green leafy vegetables and fruits act as carriers of phytonutrients , are favourable to the staff working at stretch.

RESEARCH GAP

The present study focuses on the following parameters in ITES Employees:

1. ToFrame the influence of the factors relating to work tension.
2. To test the impact of flexible hours indecreasing staff tension.
3.To find solutions to make them free from stress.

NEED AND SCOPE OF STUDY

Stress plays a vital role in working professionals. There are many factors that lead to job stress among ITES employees. The factors can vary from inadequate salary,miscommunication,lack of sleep,work-pressure,inadequate-salary,language-barriers,lack of holidays, work life balance, genderdisparity, cultural differences factors. A common policy to frame for stress management and needed solutions to be implemented at proper time.The present study has focussed on the mentioned points to examine and evaluate the dynamics of stress in ITES employees.

OBJECTIVES

1. To studytheparameters that is important in work tension among ITES staff in India.
2. To Find and test the vitalityof work tension and anxiety on ITES Employees in India.
3. To evaluatesignificance of factors on Occupational stress for ITES employees
4. To suggestCommon Solution as stress busters for ITES Employees.

RESEARCH METHODOLOGY

The type of research has been confined to Descriptive research.

DATA ANALYSIS AND INTERPRETATION

The data for present study has been collected,analysed and interpreted from Secondary Data: The data and information was collected from Journals, research articles, research reports, conferences, workshops,books , daily news reports ,internet.

The following major analysis and interpretation has be done from different sources:

1. ITES employees have high stress levels .
2.Different factors lead to their job stress.
3.Attrition rate is high among them.
4.The job stress not only impact their physical anatomy but psychologically as well.
5.Solutions to reduce their job stress have been answered,

FINDINGS

The present study has found out the following:

1.Different factors relating to organizational stress in ITES employees.
2. Flexi time among ITES employees that has decreased the Attrition rate
3.Answers how to cope up with stress among ITES employees.

SUGGESTIONS

Suggesting,following points after the research is conducted to work on major dimensions that relate to work tension of ITES employees and directing them to have flexible working hours as an staff retaining also work anxiety diluting tool.

1. A stress management programme should be implemented to prevail leaves for current employees in ITES Sector.
2.Proper media of communication at all levels of Highrarchy.
3. Time to time giving flexible hours to ITES Sector Employees to reduce attrition rate.
4.Inculcate habit of Yoga,Pranayam,meditation and excercises to cope up with Stress..

CONCLUSION

Work tension is part and parcel of our daily operations.It is utmost important to find out,analyse,examine the factors relating to stress and coming to solution.The present study has

critically examined the same and given answers to the same for ITESemployees. This research is a guidance and motivation among the societal people also, that in the work place the kind of anxiety the staff is going through while working, so making them alert and spread awareness about this concept.. The best method is to have a proper communication channel and its media also to have new practices implemented through framework of policies. It shall help not only the work culture also the staff is happy to improve and open up about their ideas and thoughts with the reporting managers. Giving the staff to have an authority to take decision will have a positive affect .This can be done throughmentoring and coaching them and making them free to work without any hassles and obligations.

PARAMETERS OF FUTURE EXPLORATION

1. The present study has considered flexible timings among employees as stress busters
2. The study can be conducted in different sectors as well.
3. A study on comparison between other sectors can be done.
4.Further research can be done to rely upon the vitality of flexible timings that can be jointly ventured for motivation and current job satisfaction.

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