

Coping Strategies to Manage Work Stress Among Married Women Employees in It Companies

Lata S.P Singh,

Research Scholar, School of Commerce & Management, IIMT University, Meerut

Dr. Ashu Saini,

Assistant Professor, School of Commerce & Management, IIMT University, Meerut

ABSTRACT

“IT Companies in Delhi-NCR”, particularly women employees, are increasingly confronted with the dilemma of choosing b/w a career job & a comparably seeking job at home. The cuttingedge female workers must work in two systems at the same time. They must properly manage their work-life balance because family duties are an important part of their lives. The main aim of the study is to examine coping strategies to manage work stress among married women employees in IT companies. Delhi NCR is a prominent IT hub, with various IT businesses offering vast chances to employees throughout India. The research concluded that the IT female married employees adopt various coping strategies and mechanisms like healthy coping strategies, spiritual coping mechanisms, social supporting, and high risk coping, etc., to diminish the various stressors in their jobs.

Keywords: IT companies, Delhi NCR region, coping strategies, women employees etc.

INTRODUCTION

Stress is a perplexing phenomenon that is very subjective and differs from person to person. What one individual thinks to be a test may cause concern for another. The level of stress that an individual experiences is determined by how well he or she regulates himself and his or her connections with the environment. Complex circumstances indicate stress levels, and an individual's coping style dictates how to deal with this additional stress. Furthermore, change is the most constant aspect; it cannot be avoided, and the vulnerability that comes with it is painful. Workplace issues have become more severe as work complexity and technology breakthroughs have increased.

The stress assessments are becoming increasingly important these days, and global financial crisis & recession of 2008 contributed to increased level of stress on individuals, particularly in workplace.[1] Organization have undergone extensive restructuring, layoffs, downsizing, and mergers in order to maximize the productivity of their assets. This have resulted in an unstable employee manager relationship, causing a lot of tension among staff. There is no such thing as a stress free job on the earth. Everyone at work experiences stress, aggravation, and anxiety as they navigate the responsibilities assigned to them. To make our work experience and atmosphere as pleasant as possible, we should learn how to control and manage our personal stress levels. As a result of the research, it appears that high levels of stress have a meaningful impact on job performance as well as their health. This essay examines & condenses 3 years of precise writing concerned with stress in general & work stress in particular, as well as major coping mechanisms.

The term stress has several meanings. Stress may be characterized as an internal condition created by physical demands on the body, such as disease, exercise, and so on, or by environmental and social events that are judged potentially detrimental, uncontrollable, or beyond our coping abilities. Stressors include the physical, environmental, and social sources of stress. When stress triggers the inner stress state, it can result in a wide range of reactions.[2]

From one perspective, it can cause a variety of physical and actual reactions, and from another, it can cause psychological reactions such as worry, sadness, depression, fractiousness, and a general sense of being unable to adjust to the work environment. Stress is a serious concern among the general populace. What is stressful to one person may inspire another to take on a task, depending on the individual's view on the circumstance and his own capacity to adapt to it. Regardless of whether a situation is seen as demanding or hazardous, it may not elicit a stress response if the individual feels he can cope effectively with it, either on his own or with the help of outside assets or support from others in his life.

The inquiry focuses on dimensions of stress, the effects of stress, & coping techniques that may be used by people. Thus, this study is focused on analyzing the primary concerns associated with stress in the IT sector employment

area in IT organizations, as well as the many coping mechanisms that may be used to overcome these challenges. This assessment is important because it will serve as a wake-up call to staff & managers that any form of stress would not be underestimated & that it may impede execution of workforce if it is not completed on time.

STRESS COPING STRATEGIES

Coping is defined as the process of handling pressures (both external and internal) that an individual perceives as absorbing or exceeding his or her available resources. An individual who assesses an event as trying is more likely (given individual differences) to adapt through direct action or problem-solving procedures to change the situation, whereas an individual who assesses the circumstance as threatening is more likely to adapt through intrapsychic procedures such as evasion, unrealistic reasoning, or threat minimization. Problem fixing entails improving the situation, if possible, either by revising the activity for which one is accountable or by changing the harmful or threatening environment. The emotional function entails dealing with the significant and subjective aspects of stress associated with emotions themselves.[3]

Shirking tactics involve persons taking care to safeguard and separate themselves from the cause of the issue. This is particularly obvious in remedial work, as the basis of so many issues is at the organizational and, more importantly, social level. The concepts of stress and coping are unbiased. They are strongly identified with one another, and whether or not an intentional and conscious approach is used to handle stress, some technique is accepted inalienably. Despite the fact that most people regard stress to be bad and coping to be beneficial, the link is not so simple. Stress may be psychologically good or negative, and coping strategies can be helpful or inefficient in overcoming the challenge presented by the stressful situation.

Coping is defined as the cognitive and behavioral efforts required to handle explicit external requests as well as internal demands that are deemed to burden or exceed the individual's resources.

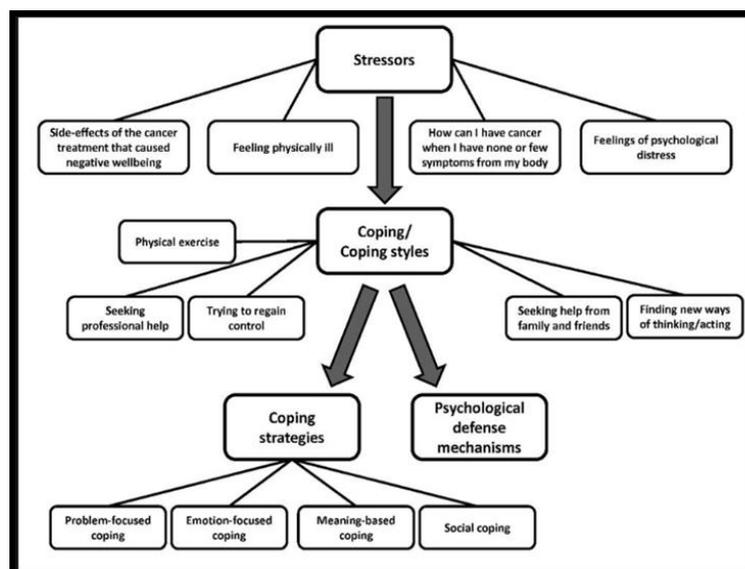


Figure 1.: Stressors and Coping Strategies

In a broader sense, coping is defined as an individual's attempts or activities to deal with issues, handle demands or pressures, or establish a sense of control over their surroundings. Coping is often defined as a series of acts that assist people in adapting to their surroundings.

- If an IT person has true stress, they should discover ways to adjust.
- There are other strategies to cope with stress, including identifying useful colleagues, friends, and family members and making social plans with them. At times, campus-wide social events might help relieve tension.
- Engage in deep breathing, perception, meditation, yoga, or other relaxation techniques.

- Take a break from whatever is giving you stress and participate in activities like laughing, playing, singing, having fun, and asking.
- Ensure a healthy balanced diet and adequate sleep. Exercise regularly, at least a couple times each week.
- Remember that coffee, alcohol, cigarettes, and narcotics do not assist you solve your problems and instead contribute to stress.
- Organize mental refreshment activities to reduce stress and create a positive work atmosphere on campus for the IT industry.
- IT staff working circumstances should be enhanced by providing some social amenities, such as satellite TV and PCs with Internet access.

LITERATURE REVIEW

Farooq A. Shah [4], in his study on "Role Stress in the Indian Industry: A Study of Banking Organizations," provided a thorough explanation of stress, including its tendency, dimensions, sources, symptoms, and coping mechanisms. It was shown that the majority of employees suffer moderate to high levels of stress at work. Role stagnation, insufficiency of role specialists, and role degradation are generally high-valued elements of occupational stress.

Randeep and Ravindran [5] examined the association between coping techniques and coping styles among 30 marketing executives from two private sector mobile phone companies. The findings revealed significant differences in CEOs' cognitive styles. It includes the use of coping mechanisms such as home and work relationships, task strategies, rationales, time management, and engagement.

Wanigasekara [6] investigated the gender differences in occupational stress and coping mechanisms among center-level managers in Sri Lankan private sector enterprises. The study discovered that female managers reported a lack of support from superiors, as well as less personal and professional growth, as compared to male managers.

Henry Ongori and Joseph Evans Agolla [7] investigated the gender differences in occupational stress and coping mechanisms among focus level managers in Sri Lankan private sector enterprises. The investigation indicated that female managers demonstrated a lack of support from superiors, as well as a decrease in personal and professional growth compared to male managers.

Devi, U. T. [8] argues that professional stress has become a major worry as a result of dynamic social factors and shifting demands in modern life. The study focused light on the prevalent silent problem known as "stress," which has resulted in acute dysfunctions, multiple diseases, increased marital and mental challenges, and other types of harassment. The author feels that IT workers are still anxious because they are so focused on achieving their goals.

J.S. Bidlan and Anupama Sihag [9] conducted an analysis on 600 health care workers from private medical clinics in Delhi, NCR. The findings show that gender and occupation type have a significant effect on various dimensions of emotional insight, burnout, occupational stress, and coping; however, the interaction effect of gender and occupation type is only significant for the managing emotions dimension of emotional knowledge.

Oluregun Agboola Sogunro [10] identifies stressors for principals as unfavorable relationships, individual conflict, time management issues, and school-wide stress. Policy obligations, fiscal limits and related concerns, bad public opinion, fear of disappointment, media center, and other variables were seldom identified as stressors. Behavioral change indicators, relaxation techniques, physical activities, and professional aid were all viewed as coping mechanisms.

In their study titled 'Impact of Organizational Role Stressors on Employees Stress and Burnout', Abbas, Roger, and Ali Asadullah [11] proposed that stress management treatments be presented at both the essential and secondary levels. It should be able to reduce burnout by providing resources such as research partners who can assist senior workers in completing research projects while also easing their workload in typical IT sector jobs and administrative duties.

Gomes Sda F, Santos MM, Carolino ET: Rev Lat Am Enfermagem [12] conducted a study to identify sources of stress and coping methods in nurses. The most often stated concerns were job overload, poor income, the physical

location in which they operate, emotionally exhausting conditions, and a lack of professional recognition. The most common coping tactics are preparation, active coping, recognition, and self-distraction.

Anuradha and Naidu [13] performed a research on stress management among women working in the IT industry in Vishakhapatnam, providing an overview of the issues that women encounter as a result of occupational stress. Changes are expected in female employees to cope with the stress of their growth in the firm.

Lakshi and Hema [14] investigated stress and its effects on women in the Indian IT sector and identified numerous ways that working women might use to cope with stress.

Shen, P., and Slater, P. F. [15] investigate the current state of occupational stress, coping techniques, mental health, and psychological wellness among university professors in Northern Ireland were examined during the COVID-19 epidemic, as well as the consequences of anxiety and ways to cope on mental health and psychological well-being. The findings can help to establish reliable techniques for informing university academic health and well-being policies, resulting in increased workplace productivity.

Musthafa Mohamed Firose et al. [16] examine job stress, coping techniques, & their effect on health of construction workers in Sri Lanka amid current economic crisis. According to the study, construction professionals in Sri Lanka experience moderate levels of stress & anxiety, which are mostly driven by 5key stressors: time constraints, long working hs, an excessive work load, insufficientpay, & WLB.

DeBrabander et al. [17]expand on this research by looking at work-related variables (such as police stress, perceived organizational support, and the frequency of critical incidents) that may affect sleep quality in a sample of 104 law enforcement officers from various criminal justice agencies in the Southern United States. The new study offers insight on the complex interplay between law enforcement forces, potential mitigating factors, and sleep. The consequences for more particular coping strategies are underlined.

HYPOTHESIS TESTING

H:There is significant adoption of various types of coping strategies among married women employees in IT companies to manage their occupational stress

Table1: various levels of coping check list & results of chisquare tests

Subscale		Low	Medium	High	Chisquare	Pvalue
Healthy cognitive mechanisms	F	01	102	197	14.494	0.000
	%	0.33	34.00	65.67		
Social support coping	F	07	99	194	86.974	0.000
	%	02.33	33.00	64.67		
Spiritual religious coping	F	102	139	59	14.891	0.001
	%	34.00	46.33	19.67		
Physical activity related coping	F	13	114	173	64.165	0.000
	%	04.33	38.00	57.67		
Problem solving coping	F	10	57	233	136.535	0.000
	%	03.33	19.00	77.67		
Unhealthy coping habits	F	218	60	22	108.588	0.000
	%	72.67	20.00	07.33		
Unproductive Coping mechanisms	F	120	123	57	14.478	0.001
	%	40.00	40.67	19.33		

High risk coping	F	188	96	16	72.713	0.000
	%	62.67	32.00	05.33		

“Healthy cognitive processes”: The bulk of the sample exhibited high levels of healthy cognitive processes (65.67%), with 34.00% having moderate healthy mental mechanisms. The chi-square test revealed a statistically significant difference ($X^2=14.494$; $p=0.000$), indicating that the vast majority of female married IT people had healthy cognitive processes.

‘Social support coping’: Majority of sample 64.67% had high levels of ‘social support coping’, 33.00% had moderate levels, & just 2.33% had low levels of ‘social support coping’. Chi-square test indicated a significant difference ($X^2=86.974$; $p=0.000$), suggesting that majority of female married IT personnel exhibited high levels of ‘social support coping’.

‘Spiritual religious coping’: Majority of sample 46.33% had moderate ‘spiritual religious coping’, 34.00% had low ‘spiritual religious coping’, & only 19.9% had high ‘spiritual religious coping’. Chi-square test found a significant difference ($X^2=14.891$; $p=0.001$), demonstrating that majority of female married IT personnel exhibited moderate levels of ‘spiritual & religious coping’.

‘Physical activity linked coping’: Majority of sample 57.67% had high levels of ‘physical activity related coping’, 38.00% had moderate ‘physical activity related coping’, & just 4.33% had low levels of ‘physical activity related coping’. Chi-square test indicated a significant difference ($X^2=64.165$; $p=0.000$), suggesting that majority of female married IT professionals reported high levels of ‘physical activity-related coping’.

Majority of sample showed high levels of ‘problem-solving related coping’ (77.67%), 19.00% had moderate ‘problem-solving coping’, & just 3.33% had low levels of ‘problem-solving coping’. Chi-square test indicated a significant difference ($X^2=136.535$; $p=0.000$), suggesting that majority of female married IT personnel exhibited high levels of ‘problem-solving coping’.

‘Harmful coping behaviors’: Majority of sample selected had low levels of ‘harmful coping habits’ 72.67%, while 20.00% had intermediate. Unhealthy coping patterns were prevalent among just 7.33% of them. Chi-square test found a significant difference ($X^2=108.588$; $p=0.000$), suggesting that majority of female married IT personnel had low levels of ‘unhealthy coping behaviors’.

‘Unproductive coping strategies’: Majority of sample 40.67% had moderate ‘unproductive coping mechanisms’, 40.00% had low ‘unproductive coping mechanisms’, & only 19.33% had high ‘unproductive coping mechanisms’. Chi-square test showed a significant difference ($X^2=14.478$; $p=0.001$), demonstrating that the majority of female married IT personnel reported moderate levels of ‘unproductive coping techniques’.

‘High risk coping’: Majority of sample 62.67% had low levels of ‘high-risk coping’, 32.00% had moderate ‘high-risk coping’, & only 5.33% had high levels of ‘high-risk coping’. Chi-square test showed a significant difference ($X^2=72.713$; $p=0.000$), suggesting that majority of female married IT personnel exhibited low levels of ‘high-risk coping’.

Table2: Summary

No	Variables	Coping level
1	Healthy cognitive mechanisms	High
2	Social support coping	High
3	Spiritual religious coping	Moderate
4	Physical activity related coping	High
5	Problem solving coping	High

6	Unhealthy coping habits	Low
7	'Unproductive coping mechanisms'	Moderate
8	'High risk coping'	Low

Hypothesis is somewhat accepted. Test results clearly demonstrated that married women IT professionals had 'high levels of healthy cognitive processes', 'social support coping styles', 'physical activity-related coping', & 'problem-solving coping'. However, selected samples demonstrated moderate levels of coping among components of 'spiritual religious coping' & 'unproductive coping mechanisms', as well as low levels of coping among components of 'unhealthy coping behaviors' & high-risk coping'.

Even if we have had various studies on 'unhealthy behaviors' of police officers in past, negative image of police may need to be removed at least in these days. Because, despite the fact that police is one of the most demanding jobs, they have not adopted any maladaptive coping strategies.

The previous experience may have taught them to cope with stress in a 'healthy cognitive style', by 'social support', by identifying fundamental causes of stress & resolving it in a healthy manner, or since they were in force, they were coping through 'physical activity'.

Adaptation of 'healthy coping mechanisms' indicates that police are more professionalized, & by implementing new systems such as community policing, IT people policing, & so on, police have become more 'public friendly', allowing them to cope with stress with help of 'members of society'.

This indicates that when confronted with dangers, respondents use a variety of coping mechanisms to alleviate their work stress. All of these coping mechanisms were studied using characteristics such as 'gender, age group, educational level, and position held in the organization of respondents working in IT businesses in DelhiNCR'. Hence, the hypothesis H: There is significant adoption of various types of coping strategies among married women employees in IT companies to manage their occupational stress is accepted.

CONCLUSION

It was discovered that IT female married employees in IT companies use a variety of coping strategies to manage their occupational stress, and that definite predictive stressors are present among IT female married employees in IT companies who use different stress coping styles. The study looked at eight different types of coping methods, and the results showed that female married IT professionals had high levels of healthy cognitive processes, social support coping styles, physical activity-related coping, and problem-solving coping. However, the selected sample demonstrated moderate levels of coping among components of spiritual religious coping and unproductive coping mechanisms, as well as low levels of coping among components of unhealthy coping behaviors and high-risk coping. Eventually, IT female married employees adopt various coping strategies and mechanisms like healthy coping strategies, spiritual coping mechanisms, social supporting, and high risk coping, etc., to diminish the various stressors in their jobs, and there has been no significant effect of demographic factors (age, educational status, years of experience, etc.) on the occupational stress of IT female married employees of IT companies.

REFERENCES

1. Córdova A, Caballero-García A, Drobnic F, Roche E, Noriega DC. Influence of Stress and Emotions in the Learning Process: The Example of COVID-19 on University Students: A Narrative Review. *Healthcare (Basel)*. 2023 Jun 17;11(12):1787. doi: 10.3390/healthcare11121787. PMID: 37372905; PMCID: PMC10298416.
2. A Farooq, Shah (2003). Role Stress in the Indian Industry: A Study of Banking organizations. *Indian journal of Industrial Relations*, 38(3), 2003, pp.381-396.
3. Randeep K. and Ravindran A.(2005). Organizational stress and coping as a function of cognitive style. *J. Psychol. Res.*, 49(1): 14-17

4. Wanigasekara, (2008). A study of the impact of Gender on Job Satisfaction & Family Satisfaction of the employees if the private sector banks in Sri Lanka: IT company of Kelaniya, Sri Lanka.: Proceedings of the International Conference on Social Sciences, Sri Lanka, IT company of Kelaniya, pp 141.Digital Repository.
5. Agolla, J. E. (2008). Occupational Stress Among Police Officers: The case of Botswana Police Service. Research journal of Business management. vol. 2, no. 1, pp. 25-35.
6. Devi, U. T. (2011). A study on stress management and coping strategies with reference to IT companies. Journal of information technology and economic development, 2(2), 30. Retrieved from <https://search.proquest.com/openview/c0e37e549aaedf5d98e81611eb95e76d/1?pq-origsite=gscholar&cbl=2032033>
7. J.S. Bidlan and Anupama Sihag (2011). Occupational stress, burnout, coping and emotional intelligence: Exploring gender differences among different occupational groups of healthcare professionals. Indian journal of Health & Wellbeing. 2014, Vol.5, Issue 3.
8. Oluregun Agboola Sogunro (2012). Stress in School Administration: Coping Tips for Principals. Journal of School Leadership, v22 n3 p664-700 May 2012
9. Abbas, Roger, Ali Asadullah (2012) . Impact of Organizational Role Stressors on Employees Stress & Burnout. 4ème colloque international, (ISEOR - AOM). pp 1-18.
10. Gomes Sda F, Santos M M, Carolino E T: Rev Lat Am Enfermagem(2013). Psycho – social risks at work: stress and coping strategies in oncology nurses. 21(6): 1282-9. PubMed PMID: 24271316 [PubMed - in process]
11. Nakka, N. & Naidu, N.V. (2016). Stress Management in Women Employees in IT Sector Industry: A Study in Vishakhapatnam. International Journal of Applied Research. 2(1), 686-689.
12. Lakshmi, V. & Hema, S. (2016). Stress among Working Women in IT Sector. International Journal of Current Advanced Research, 5(12), 1581-1586.
13. Shen, P., & Slater, P. F. (2021). The Effect of Occupational Stress and Coping Strategies on Mental Health and Emotional Well-being among University Academic Staff during the COVID-19 Outbreak. International Education Studies, 14(3), 82-95. Advance online publication. <https://doi.org/10.5539/ies.v14n3p82>