



THESIS ENTITLED

**“THE IMPACT OF WORK STRESS ON EMPLOYEES’
PRODUCTIVITY IN IT COMPANIES IN SELECTED CITIES OF
GUJARAT”**

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By

ARCHANA MISHRA

RESEARCH GUIDE

DR. SANDIPKUMAR G. PRAJAPATI

ASSISTANT PROFESSOR,

DEPARTMENT OF COMMERCE & BUSINESS MANAGEMENT

FACULTY OF COMMERCE

THE MAHARAJA SAYAJIRAO UNIVERSITY OF BARODA

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Abstract of the Ph.D. Thesis:

The research was performed with the primary objective of examining the impact of work stress on employee's productivity working in IT companies across a number of selected cities of Gujarat. The study's main focus is how employee's belonging to IT sector perceive the effects of work-related stress on their productivity as well as job satisfaction. After identifying the prominent factors which contribute to the development of stress in an organization, the study focuses on to provide a conceptual understanding regarding their effects on an employee's productivity, while also taking into account the role of job satisfaction for an employee.

The thesis is divided into six chapters, which explain in detail about each and every specific aspect of the relationship between work stress and an employee's productivity. The researcher has also provided support for the research through empirical data and theoretical insights such as conclusions and derivations of existing research, followed by application of statistical data analysis techniques and tools.

The first chapter discusses about the study problem, objective followed by it, and then the significance of work stress in the IT business. While the second chapter provides a comprehensive review of the literature, focusing in particular on earlier research that looked at the relationship between work stress and productivity. Chapter three provides a clear description of the research methodology, which includes data collection method and sampling techniques. Chapter four main objective is data analysis, followed by the Chapter five which discusses the main conclusions based on the former. At last, the chapter six ends with suggestions, practical applications, and methods for reducing workplace stress in IT companies in order to increase productivity.

1.0:Chapter Number One: An Overview of the IT industry and how work stress, employee's productivity as well job satisfaction plays an important role in it:

This section provides a simplistic and easy overview of the IT industry in India and how it's a crucial wheel driving the economy of the nation, followed by the development of the idea of stress, and the explanation of stress at work and its impact on an employee's productivity as well as job satisfaction, especially in the IT industry. The word "stress," which comes from the Latin words "strictus" (constricted) and "stringer" (to tighten), originally denoted a feeling of limitation, which is similar to how people respond to stressful circumstances.

Many organizations, including IT industry now place a strong emphasis on human resource management (HRM), seeing their workforce as one of their most significant assets to the company. To maximize productivity and take advantage of the diverse workforce effective HR methods are a must. Therefore, HR policies are increasingly including stress management to lessen the negative impact of workplace stress on worker attendance and productivity.

Occupational stress has become a significant problem in the IT sector due to the industry's rapid expansion, long work hours, and high-performance standards. Because of the continual mental and physical demands of their professions, IT professionals are highly susceptible to stress-related health problems like hypertension, sleeplessness, and gastrointestinal difficulties. In addition to having an impact on workers' health, this stress also lowers productivity overall, which ultimately impacts the company attributes.

As a result, numerous IT businesses, including TCS, Infosys, and Wipro, have adopted stress-reduction techniques as coping mechanisms in response to these issues. These mainly include developing a positive workplace culture, sharing responsibility, and fostering teamwork. Nevertheless, in a fiercely competitive climate, the industry still faces the difficulty of properly managing stress while preserving development and productivity of an employee at personal as well as professional level.

In summary, stress has changed from being a broad physiological term to a crucial component affecting worker productivity as well as job satisfaction, ultimately causing hinderance to any organizations success, which is particularly in high-stress fields like information technology. As the sector expands and encounters more intense global competition, maintaining employee well-being and promoting sustained growth in the business will depend on the understanding and management of workplace stress and effectively developing coping strategies suitable for the employees.

2.0: Chapter Number Two: Review of Literature:

This section particularly includes a thorough analysis and study of empirical literature which is available on work stress, its causes, and the problems of job satisfaction and productivity, with respect to the Indian IT sector employees . A clear issue statement and research questions were formulated as a result of the literature review's assistance in

identifying important research gaps in the understanding of workplace stress and its impacts. The study also includes an examination of research articles from databases like Web of Science, Google Scholar, Semantic Scholar, and Scopus, along with it the investigator investigated topics such as job happiness, productivity, and stress at work using different mediums. The study also includes choosing of approximately 150 papers from a starting 200, and using bibliometric methodologies to arrange them using Zotero Desktop.

It was found from the review of existing literature that understanding the effects of stress on employees has greatly benefited by historical viewpoints on the topic. Early debates shaped the understanding of stress in the workplace by viewing it as both a cause and an effect of several circumstances. Moreover, studies pertaining to coherence have demonstrated how people's perceptions impact how they react to stress. Stress and strain were observed to be significantly influenced by a number of factors which include the family security, work obligations, and the harmony between control and social support.

The researcher examined various research conducted on topic of stress in the workplace from a variety of industries, such as banking and IT, and identified similar type of stressors include high job demands, a lack of control, and a poor work-life balance. It was even observed that practical methods of stress prevention were the main focus of an exploration of guidelines for reducing workplace stress. After the analysis of existing literature it was found that researches have linked workplace stress to adverse consequences such as decreased output, elevated absenteeism, and elevated employee attrition, thus highlighting the significance of managing stress in the work environment to enhance overall worker welfare and improving the workers productivity.

Moreover, the evaluation also stressed that stress management techniques had to be tailored to certain professions, sectors, and cultural settings. It was shown that the relationship between work stress and productivity is mediated in large part by job satisfaction, especially in IT sector. Although this link can vary between industries and countries, employees generally who are happier in their professions typically show stronger resilience to organizational stress and prove to be productivity even during stressful events. This emphasizes the value of a tailored approach to the stress management that considers the particulars of every workplace and even the employees.

The goal of this study is to fill the gaps in our understanding of how work stress affects

employee productivity in the Indian IT industry, with a special focus on the role of job happiness in this relationship. The main aim is to provide valuable insights that can help create effective stress management techniques, improving both employee well-being and organizational performance.

In short, the research highlights the importance of managing work stress by looking at personal, professional, and environmental factors. It suggests that well-planned interventions can lead to greater job satisfaction, increased productivity, and better work environments for everyone involved.

3.0: Chapter Number Three: Research Methodology:

The chapter number three on research methodology describes the study that was carried out to look into how work stress affected employee productivity as well as the role of job satisfaction in the IT industry. The research methodology adopted, mainly utilizes a combination of primary and secondary sources to guarantee a thorough comprehension of the topic into consideration. While primary research is gathering fresh information straight from sources via questionnaires, interviews, and surveys in order to determine the factors that contribute to work stress, how it affects output, and how job satisfaction functions as a moderator. On the other hand, secondary research comprises of examining previously published studies, reports, researches and articles in order to contextualize the results and findings.

The main aim of the researcher is to identify the key variables that affect how IT companies in a few Gujarati cities evaluate the effects of work stress on employee productivity. Following this the secondary goals include: determining and ranking the factors that contribute to work stress in IT staff; investigating the relationship between work stress and job satisfaction; assessing the effect of work stress on worker productivity; and assessing the effect of job satisfaction on worker productivity. After that the researcher intends to quantify the degree to which job satisfaction mediates the relationship between work stress and employee productivity using a series of statistical techniques and tests, illustrate the relationship between productivity and quality of work among IT employees, and offer coping mechanisms appropriate for lowering stress at both the individual and organizational levels.

A structured questionnaire is used as the research tool in this survey-based study. The

final design of the questionnaire will be determined by keeping in mind the research goals and the features of the sample segment; and moreover, the scale selection will be based on the the type of sample and the kind of replies needed.

The survey's questions were created after a thorough analysis of other studies on work stress and how it affects workers in different industries. Responses are recorded on a standardized five-point Likert scale with 1 denoting "strongly disagree" and 5 denoting "strongly agree."

Owing to the above information from a variety of sources was gathered, with an emphasis on primary and secondary data, as part of the data collection process. The study would employ non-disguised, closed-ended questionnaires to gather primary data from IT sector personnel in the designated cities of Gujarat. Personal interviews and standardized questionnaires using a five-point Likert scale will be used to collect data on a variety of study factors. The secondary data will be obtained from reputable and trustworthy sources, such as newspapers, research papers, articles, reports, and other published references. Supplementary information will be obtained by online and offline means from books, e-books, online literature, periodicals, journals, and electronic media.

Following this, the gathered information from primary and secondary sources will be collated for further analysis. The information obtained from the questionnaires will be carefully examined and categorized using programs like the Statistical Package for Social Science (SPSS) and AMOS. The efficiency of this analysis technique in locating, contrasting, and characterizing data to draw insightful conclusions led to its selection. The influence of work stress on employee productivity in IT enterprises across a subset of Gujarati cities can be evaluated by the researcher through the conversion of recorded observations and open-ended questions into descriptive statements and conclusions. The investigation will produce significant findings from the SPSS analysis.

4.0: Chapter Number four: Data analysis:

The chapter number four, which is called data analysis includes about the research findings that are based on the analysis and interpretation of primary data gathered using a structured, non-disguised questionnaire filled out by workers of IT companies in particular Gujarati cities. The study's main goals and the research question were carefully

taken into account by the investigator. For this study, the information gathered from the questionnaire answers was carefully reviewed and analyzed using certain statistical techniques and tools. In addition to creating demographic profiles of the participants based on predetermined characteristics such as age, gender, residential city, educational level, occupation, yearly income, and work experience, the study also aimed to gather data on variables associated with job satisfaction, productivity, and work stress. Identification of main stressor responsible for work stress, as well as finding the relationship between the three constructs, development and knowledge of stress management techniques, and general working atmosphere were among the main subjects of investigation. Furthermore, emphasis was placed on qualitative elements namely employee job satisfaction and how gender plays the role of moderation and accordingly opinions about organizational assistance for stress management were suggested.

The data was further analyzed by the researcher using a variety of statistical techniques, such as frequency distributions, averages, and percentages. Graphical representations that give a concise summary of the data gathered were also included during the study's primary data gathering phase, which are used to demonstrate this analysis. The Chi-Square Test was used by the researcher to evaluate the correlation between specific demographic variables, including age, gender, and job experience, to find out their effect on variables associated with productivity and work stress. Moreover, the researcher employs a variety of statistical tests known as Pearson's chi square, Normality tests, Linear Regression analysis as well as correlation tests to assess the data and develop an understanding of the important aspects related to the study. Statistical analysis software like SPSS-21, AMOS and Process Hayes MACRO and Microsoft Excel were used to perform the study, finding out the relationships, and guaranteeing that the results were accurate and dependable. The analysis' findings provide insightful information on how work stress affects workers' productivity in Gujarat's chosen IT hubs as well as how different gender view them. These findings prove to be important for understanding the relationship between productivity and job stress as well as for educating organizational leaders and legislators about the critical elements affecting worker well-being.

5.0: Chapter Number Five: Findings and Implications of the Research Study:

This chapter known as findings and conclusion contains the research study's conclusions,

which were drawn from empirical data gathered and the analysis done, to look into the effect of work stress on employee productivity in IT companies in particular Gujarati cities. In order to test theories and examine the connections between work stress, job satisfaction, and employee productivity, the study made use of a variety of statistical methods, techniques and methodologies from chapter number four. Following this, one of the primary conclusions showed a negative correlation between employee productivity and job stress, meaning that production tends to decrease with increasing work stress. Similarly, a negative relation was found between work-related stress and employee job satisfaction, indicating that increase in stress levels have an adverse impact on employees' job satisfaction levels.

On the other hand, the study also discovered one of the objective which showed that a positive correlation exists between worker productivity and job happiness, demonstrating that happier workers typically do better work. After doing a mediation analysis using PROCESS Hayes macro, it was shown that job satisfaction acts as a mediator in the relationship between employee productivity and work stress. Put another way, job satisfaction has a big impact on how much work stress reduces productivity.

It was also noted that health problems, gender discrimination, work-related demands, and role-related challenges were shown to be the top stressors among the researched ones that had the biggest effects on employee productivity among those that contribute to work stress. These elements produced a high-stress atmosphere that affected worker productivity and motivation.

It was also observed that gender played a main influence in modulating the relationship between productivity and work satisfaction through indirect path. As compared to their male counterparts, female employees' job satisfaction had a greater beneficial impact on productivity according to the results obtained. Meanwhile, according to this research, increasing job satisfaction—especially for female employees—may have a bigger effect on raising productivity in the IT industry.

6.0: Chapter Number Six: Conclusions, Recommendations and Suggestions of the Research Study:

The last chapter provides a brief overview of the research project titled "The Impact of Work Stress on Employees' Productivity in IT Companies in Selected Cities of Gujarat."

It offers the research study's limits, results, and suggestions in addition to suggestions for further research. Based on the examination of primary data gathered from a sample of workers at IT companies located in particular Gujarati cities, and after thorough inspection and analysis, the researcher offers conclusions. The researcher's interpretations of the data are reflected in this chapter, which also offers practical suggestions for lowering workplace stress and raising productivity among IT workers.

IT firms need to understand the different elements that lead to employee stress and how these factors impact productivity in light of the study's results and implications. Stress levels are shaped by a number of factors, including gender, age, residential city, education, career type, designation, income, and work experience. Certain criteria, such as residential city and gender, have a greater impact on stress than others. For example, gender-related cultural norms and expectations influence how different people view their jobs, and discrimination based on gender might make stress levels even higher. Similarly, urban living is more difficult than rural living due to factors including increased competition and environmental pressures. Employees' ability to handle stress is also influenced by their age and experience, with older workers typically having better coping abilities.

As a result, companies should also take into account stress-reduction tactics depending on the demographics of the employee, such as age and city of residence of their employees. Long commutes, loud cities, and fast-paced lifestyles can all be stressful for urban workers, necessitating the use of special techniques to deal with these problems. While older employees might place a higher value on work-life balance and health promotion initiatives, younger employees might favor technology-driven stress management solutions.

The sources of secondary data referenced throughout the study are listed in the study and supporting materials are provided in the "References" to offer additional context for the research findings.