Perception of Job Stress and Its Impact on The Job Performance of IT Company Employees in Chennai City

Dr.T. Malathi [1], B. Venkata Srilatha [2] *

[1] *Research Supervisor, Assistant Professor, PG and Research Department of Commerce,*
Poompuhar College (Autonomous), (Affiliated to Bharathidasan University), Melaiyur – 609 107 Tamil Nadu, India.
[2] Research Scholar (Part-Time), PG and Research Department of Commerce,
Poompuhar College (Autonomous), (Affiliated to Bharathidasan University), Melaiyur – 609 107 Tamil Nadu, India
**Corresponding author E-mail: bvsrilatha27@gmail.com*

Abstract

Job performance means the ability of an individual to complete their assigned work using available resources effectively. Although extensive research has been conducted on occupational stress and job performance worldwide, India has not focused on this area. In recent years, there has been a notable increase in the prevalence of stress inside organisations. Hence, this study was thought of examining the stress of the job and its impact on employee performance in selected IT Companies in Chennai city. A sample of 121 IT Company employees was taken for this study by using non-probability sampling methods. Job stress factors such as workload and pressure, roles and responsibilities, relationships and communication, and personal factors were analysed to assess the level of job stress and its impact on job performance. The results of this study revealed that workload and work pressure and relationships, and communication factors did impact employee performance in IT companies in Chennai City.

Keywords: Job Stress Factors; Job Performance; Personal Factors; Workload; Work Pressure.

1. Introduction

Work-related stress can give rise to many challenges for employees in the IT Companies. The consequences of this can include decreased productivity, diminished work quality, increased employee turnover, and a higher number of absentees owing to health problems such as anxiety, depression, migraines, and musculoskeletal discomfort. According to Vijaya Kumar et al. (2015) Job stress is a significant issue in organisations, and it has numerous detrimental implications on both operational aspects and the economy. Workplace stress negatively impacts employees' performance. Numerous studies have examined the impact of occupational stress on job performance Kieseberg & Tjoa, 2021).

Argued that work stress significantly affects many employees and operates in subtle and discreet ways (Seo, 2022). Work stress is also costly to companies because it reduces employee productivity, decreases motivation to work, and increases errors committed by employees in their assigned work.

Failure to address work-related stress can lead to significant repercussions in both an individual's personal and professional life. They encounter different types of stress in their professional environment. Employees are now considered the most important resource, but increased stress, worry, and demands in the work environment make this resource degrade (Mohammad & Azam, 2015; Anusuya, 2024).

1.1 Job Stress can Create a Substantial Influence on Job Performance, which can Ultimately Result in:

Reduced efficiency, diminished job contentment, increased rates of employee absence and staff turnover, errors and mistakes, inadequate and poor decision making, diminished inventiveness and innovation, strained interactions with colleagues and superiors, physical and mental health issues (such as anxiety and depression), fatigue and depletion and reduced motivation and involvement (Bhuyan & Bipasha, 2022).

1.2 Factors Contributing to Job-Related Stress

1. Excessive workload and extended working hours.
2. Absence of authority and independence.
3. Ambiguous anticipations and contradictory requirements.

4. Inadequate equilibrium between work and personal life.
5. Inadequate work environment and colleagues who do not provide support.
6. Intense pressure to achieve targets and fulfil deadlines.
7. Divergent ideals and ethical principles.
8. Insufficient acknowledgement and incentives.
9. Ambiguity and transformation.

According to job satisfaction refers to employees' positive and negative emotions toward their work and a sense of accomplishment. Job satisfaction is said to be high when employees working with an organisation are content and at ease with the organizational environment and have a feeling of being valued for their contributions (Abdullah & Nagmulden, 2024).

To effectively handle work-related stress and enhance job productivity IT companies needs to following strategies such as, arranging tasks in order of importance and effectively handling the amount of work to be done, establishing clear and efficient communication with co-workers and supervisors, establishing limits and keeping a healthy equilibrium between work and personal life, Obtaining assistance and access to necessary tools and materials, engaging in self-care activities and employing stress management approaches, defining and communicating clear expectations and responsibilities, requesting feedback and guidance, allocating time for rest, and utilising HR or employee assistance programs for support, if necessary Ivković et al., (2022).

2. Review of Literature

Shalini & Brindha (2018) conducted a study for the purpose of analysing the factors influencing job stress, measuring the level of job stress of women employees, and further analysing the impact of job stress among IT women employees on their job performance. This study is based on a purposive sampling technique with a sample size if 243, IT women of WIPRO and Cognizant companies in Coimbatore City. The Statistical tools used for the analysis were descriptive analysis, chi-square test, correlation, reliability analysis, and factor analysis. The results of this study found that a larger number of respondents felt that they work with a higher workload. 42.79% of the women employees reported that their job stress strains their families and relationships. 29.22% of the respondents have back pain, and the age group of the respondents has a positive and significant relationship with factors that influence job stress. It is suggested in this study that the management of these IT Companies must conduct special workshops for these women employees to get relief from stress arising from the jobs they perform (Atashsooz et al., 2019).

According to Gunaseelaprabhu & Jayachitra (2023), a common issue faced by women employees in this corporate world is stress. Specifically, women must face stressors like difficulties in adjusting to personal and professional responsibilities, discrimination based on gender, inequality in pay, and poor career growth opportunities. Hence, this study was carried out to investigate the acceptance level of work-related factors, withdrawal-related factors, behaviour-related factors, and other psychological symptoms affecting women employees. Data were collected from 70 women employees based on a stratified sampling method. Percentage analysis, descriptive statistics, and chi-square test were used for analyzing the data. The results of this study revealed that the women employees may show aggressive behaviour chi-square test result revealed that there existed a significant relationship between the age and acceptance level as regards performance inconsistency. Further, the women's family emotions and relaxation at home. It is suggested in this study that Employee Assistance Programmes (EAPs) may go a long way in offering counselling and other support services to them. A recent study revealed that many working women have the feeling of more stress than men. A report from mental health platform YourDost had surveyed over 5000 Professionals of India, and the findings of the survey reported that 72.2% of the female respondents experience high levels of stress, as against 53.64% of men having the same feeling. Further, women are facing challenges in achieving WLB, with 18% struggling to juggle between personal and professional responsibilities, compared to 12% of men. The major stressor for female employees is the lack of proper WLB, with other issues like insufficient recognition, low morale, and or a constant fear of judgment. 20% of women are always feeling down, while only 9.27% of male employees have the same feeling.

Trivedi et al. (2024) conducted a study to examine the prevalence of stress at work among the IT professionals in Bengaluru during the COVID-19 period and to find out the factors leading to work stress of IT professionals. 356 I.T. professionals who are based in Bengaluru by adopting convenience sampling. The respondents were asked to report their work-related stressors through a web link to TAWS-16 (Tool to Assess and Classify Work Stress). The domains of assessment are role in organization, career development, organizational environments such as working conditions, relationships with superiors and peers, responsibilities, job demand and job control, organizational support, and WLB. Demographic analysis and Univariate and multivariate logistic regression analysis were performed for the analysis of data. The findings of this study found that 17.7% of the professionals experienced work stress during the pandemic period, with a higher rate of employees aged 31 year and above higher rate of work stress among female employees. It is also found that more than 80% of the professionals had stress due to deadline pressure, long work hours, multi-tasking, and WLB difficulties. This study recommended that periodical medical examination for work-stress assessment of IT professionals must be implemented to promote health and improve productivity.

According to (Kefelew et al., 2023), "work-related stress and anxiety have created health problems globally, causing economic and social consequences. Particularly, working women bear the brunt due to gender inequality, work-life imbalance, and social disparity in society. Hence, this study was undertaken to investigate the prevailing work stress and anxiety and the associated factors. A cross-sectional study was undertaken among those women employees with the help of a questionnaire that contained anxiety, depression, and work stress scales. A simple random sampling method was followed, work-related stress and anxiety were the outcome variables, and socio-demographic factors, behaviour factor, job and organizational factors, past illness, and social support factor were the other associated factors taken up for this study. Bivariate and multivariable logistic regression analyses were used for analysing data. This study found that work stress and anxiety were prevailing and were high. Marital status, alcohol drinking, and chronic illness were the factors that were most important associated factors with work stress. Work experience, fear of losing a job, working overtime, and poor social support were associated with anxiety.

Shirani (2015) conducted research that was intended to examine perceived stress and coping resources among the workforce. The objective of this research work was to compare different groups of work workforce created based on gender. The total sample for the study was 260 participants. The quantitative data collected for the study were analysed using simple descriptive statistics of mean and standard deviation. The results of the study revealed that there existed a highly significant difference between the eight groups that were created based in gender. The pattern found in the result hinted at the need for understanding the experience of men and women in the workplace beyond the diversity found in the demographic structures.

3. Research Methodology

This study is mostly about job stress and how it affects the work of employees at specific IT Companies in Chennai city. The main data for this study came from a questionnaire that IT workers filled out to find out how stressed they were. Out of the 150 groups that were supposed to fill out the questionnaires, 135 sent them back, and 121 had valid answers. 14 responses were thrown out because they were not full. Convenient sampling, a type of non-probability sampling, was used for this study because the data were easy for the researcher to get. The type of study is a detailed research study. The questionnaire has two parts. The first part asks about the respondents' personal information. The second part asks about job stress factors like workload and pressure, roles and tasks, interpersonal interaction, and personal factors. Statistics that describe, like mean and standard deviation, are used to find out how stressed-out bank workers are at work.

3.1 Objectives of the Study

1. To assess the perception of job stress and job performance of employees in selected IT Companies in Chennai city.
2. To examine the significant impact of job stress on employee performance in those selected IT Companies.

4. Results and Discussions

Perception regarding the Work Stress of the IT Company Employees
The respondents have given their perception about the work stress being faced by they. The work stress factors are grouped under the following headings:
1. Workload and Work Pressure
2. Role and Responsibilities
3. Relationships and Communication
4. Personal Factors.
The perception of work stress of bank employees is expressed in the form of descriptive measures in the following table.

Table 1: Perception regarding the Work Stress of the IT Company Employees

Factors	Statements	Mean	S.D.
Workload and Work Pressure	Excessive workload	3.85	1.274
	Tight deadlines	3.01	1.048
	Inflexible schedule	3.24	1.062
	High expectations	4.21	1.295
	Long working hours	3.44	1.016
Role and Responsibilities	Ambiguous or contradictory responsibilities	3.91	1.810
	Insufficient regulation and independence	3.07	1.223
	Excessive number of workloads	3.08	1.481
	Unfavorable or harmful work environment	3.19	1.124
Relationships and Communication	Inadequate communication with coworkers and supervisors	4.16	1.249
	Interpersonal disputes with colleagues or supervisors	3.91	1.311
	Lack of support and feedback	3.76	1.248
	Job-related emotional requirements	3.66	1.289
Personal Factors	Individual problems or concerns	4.12	0.814
	Lack of self-care and stress management	4.01	0.899
	Inadequate time management and prioritization abilities	3.59	1.098
	Interpersonal disputes with colleagues or supervisors	3.99	0.981

4.1 Workload and Work Pressure

Workload and Work Pressure the one of the work stress factors measured with five variables, such as Excessive workload (3.85), Tight deadline (3.01), Inflexible schedule (3.24), High expectations (4.21), and long working hours (3.44). The results indicate that employees have high expectations. Excessive workload and long working hours are common in the working environment in IT Companies. But employees are a little unhappy with the tight deadlines of the work and the inflexible schedule in banks.

4.2 Role and Responsibilities

Role and responsibilities are another factor of work stress in banking measured with four variables, and the mean values of those variables are: Ambiguous or contradictory responsibilities (3.91); Insufficient regulation and independence (3.07); Excessive workloads (3.08); and an Unfavourable or Harmful work environment (3.19). With these results, it can be inferred that employees consider ambiguous or contradictory responsibilities and an Unfavourable or harmful work environment are the important stress factors affecting them while doing their job in an IT Company. However, the variables such as insufficient regulation and independence, and excessive workloads are also contributing to some extent to the employees' work stress in IT Companies.
Relationships and communication factors are a combination of four variables. The mean score of each variable in this factor is: Inadequate communication with co-workers and supervisors is 4.16, Interpersonal disputes with colleagues or supervisors is 3.91, Lack of support and feedback is 3.76, and the mean score for Job-related emotional requirements is 3.66. It can be inferred from the responses obtained from the IT Company employees and based on the mean scores that the most important factors contributing to job stress were inadequate communication with coworkers and supervisors (4.16) and interpersonal disputes with colleagues or supervisors (3.91).

4.3 Personal Factors

The mean response given by the respondents in their factors, such as Individual Problems or Concerns, is 4.12; Lack of Self-Care and Stress Management is 4.01; Inadequate Time Management and Prioritization Abilities is 3.59, and Interpersonal Disputes with Colleagues

or Supervisors is 3.99. The findings indicate that employees are more concerned with the work stress caused by individual problems or concerns and interpersonal disputes with colleagues or supervisors.

4.4 Null Hypothesis Ho1: There is no Significant Impact of Work Stress on Job Performance.

Table 2: Regression analysis for Employee Satisfaction

Independent Variables	R^2	Beta	F-statistics	t- value
(Constant)		0.353		4.121**
Workload and Work Pressure	0.723	0.317		9.687**
Role and Responsibilities	Adjusted R^2	0.170	58.750**	4.512**
Relationships and Communication	0.714	0.227		11.912**
Personal Factors		0.201		6.637**

The F-value 58.750 of the regression model in the above table depicts that the model is significant at 1% level. R2 value of 0.714 shows that the work stress factors, namely Workload and Work Pressure, Role and Responsibilities, Relationships and Communication, and Personal Factors, explain a variability of 71.4% over employee job performance in IT Companies. Employees' job stress, namely Workload and Work Pressure, Role and Responsibilities, Relationships and Communication, and Personal Factors, are positively impacting the job performance of IT Company employees in Chennai city.

Moreover, it is understood from the above table that a single unit increase in Workload and Work Pressure, Role and Responsibilities, Relationships and Communication, and Personal Factors decreases the job performance of IT Company employees in Chennai city by 0.317, 0.170, 0.227, and 0.201 units, respectively. The equation for calculating job stress of IT Company employees in Chennai city in terms of its impact on job performance is defined as:

Employee job stress in IT Companies = 0.353 + 0.317 (Workload and Work Pressure) + 0.170 (Role and Responsibilities) + 0.227 (Relationships and Communication) + 0.201 (Personal Factors). Hence, Stress Factors, namely, Workload and Work Pressure, Role and Responsibilities, Relationships and Communication, and Personal Factors, significantly impact and decrease employees' job performance in IT Companies in Chennai city. Further, other stress factors such as Workload & Work Pressure and Relationships and Communication do impact employees' job performance in IT Companies in Chennai city.

5. Conclusion

Finally, job stress can significantly impact job performance, leading to decreased efficiency, reduced job satisfaction, increased rates of employee absence, higher staff turnover, insufficient decision-making, reduced creativity, lack of innovation, and physical and psychological health problems. Based on the results, it is observed that most of the IT Companies employees are highly affected by high work expectations, excessive workload, ambiguous or contradictory responsibilities, unfavourable or harmful work environment, inadequate communication with co-workers and supervisors, interpersonal disputes with colleagues or supervisors, individual problems or concerns, lack of self-care and stress management and interpersonal disputes with colleagues or supervisors. Therefore, it is more essential to mitigate these job stress elements to achieve optimal work performance of the IT Companies' employees in Chennai City.

References

[1] Abdullah, M. A., & Nagmulden, M. S. (2024). Mathematical Modeling of Meningitis. International Academic Journal of Science and Engineering, 11(1), 256–261. https://doi.org/10.9756/IAJSE/V11I1/IAJSE1129

[2] Anusuya, J. (2024). Subjugation of Indian Women in Anita Nair's Ladies Coupe. International Academic Journal of Social Sciences, 11(1), 39–42. https://doi.org/10.9756/IAJSS/V11I1/IAJSS1105

[3] Atashsooz, A., Nejad, R. E., & Sahraiy, M. (2019). Relationship between Personality Traits and Occupational Burnout in the Employees of Mahabad City Government Offices. International Academic Journal of Organizational Behavior and Human Resource Management, 6(1), 52–57. https://doi.org/10.9756/IAJOBHRM/V6I1/1910006

[4] Bhuyan, M. M., & Bipasha, N. J. (2022). An Inquiry into Information Literacy (IL) Skills among Public University Students: A Developing Country Perspective. Indian Journal of Information Sources and Services, 12(2), 22-27.

[5] Gunaseelaprabhu, K., & Jayachitra, S. (2023). Stress management of women employees working in it industry. Journal of Survey in Fisheries Sciences, 10, 2306-2319.

[6] Ivković, Z., Tošić, D., & Dramlić, D. (2022). Analysis of coal reserves with the potential for underground exploitation in the Republic of Serbia.

[7] Kefelew, E., Hailu, A., Kote, M., Teshome, A., Dawite, F., & Abebe, M. (2023). Prevalence and associated factors of stress and anxiety among female employees of hawassa industrial park in sidama regional state, Ethiopia. BMC psychiatry, 23(1), 103.

[8] Kieseberg, P., & Tjoa, S. (2021). Guest Editorial: Special Issue on the ARES-Workshops 2020. J. Wirel. Mob. Networks Ubiquitous Comput. Dependable Appl., 12(1), 1-2.

[9] Mohammad, S., & Azam, A. (2015). A model for ordering in restaurant based on QR Code without presence of a waiter at the table. International Academic Journal of Innovative Research, 2(12), 1-9.

[10] Seo, M. (2022). Authentication for V2X Communication in an Open-Source Plug-and-Play Platform. J. Internet Serv. Inf. Secur., 12(2), 1-20.

[11] Shalini, S., & Brindha, C. (2018). A study on job stress of it women employees in selected it companies: With special reference to Coimbatore city. International Journal of Applied Research, 4(1), 342-348.

[12] Shirani, D. (2015). Perceived Stress and Coping Resources among Male and Female Employees in Diverse Work Forces. The International Journal of Indian Psychology, 2(3), 17-26.

[13] Trivedi, O., Roy, R., Sukumar, G. M., Philip, M., & Gururaj, G. (2024). Levels of work stress among information technology professionals during COVID-19 pandemic in an Indian metropolis. Journal of Family Medicine and Primary Care, 13(2), 674-680.

[14] Vijaya Kumar, S., Siva Sangari, A., & Sasikumar, G. (2015). An Efficient Classification Model for Stereoscopic Videos using Visual Saliency Feature Classification. International Journal of Advances in Engineering and Emerging Technology, 6(2), 137–151.

[15] Patel, P., & Dusi, P. (2025). Optimization models for sustainable energy management: A multidisciplinary approach. Bridge: Journal of Multidisciplinary Explorations, 1(1), 1–10.

[16] Sindhu, S. (2025). Comparative Analysis of Battery-Supercapacitor Hybrids for Fast EV Charging Infrastructure. Transactions on Energy Storage Systems and Innovation, 1(1), 26-33.

[17] Reginald, P. J. (2025). Hybrid AC/DC Microgrid Power Management Using Intelligent Power Electronics Interfaces. Transactions on Power Electronics and Renewable Energy Systems, 21-29.

[18] Kurshid, B., Rshour, L., Ali, M. W., Al-Fares, R., & Fahad, A. J. (2023). The potential of ultra-wideband printed rectangular-based monopole antennas. National Journal of Antennas and Propagation, 5(2), 14–20.

[19] Koteshwaramma, K. C., Vijay, V., Bindusree, V., Kotamraju, S. I., Spandhana, Y., Reddy, B. V. D., Charan, A. S., Pittala, C. S., & Vallabhuni, R. R. (2022). ASIC Implementation of an Effective Reversible R2B FFT for 5G Technology Using Reversible Logic. Journal of VLSI Circuits and Systems, 4(2), 5–13. https://doi.org/10.31838/jvcs/04.02.02

[20] Kurma, K. (2022). Prediction of solar energy generation from the weather data using machine learning. Journal of Green Energy and Transition to Sustainability, 1(1), 15–24.

[21] Hasibuan, A. N., Ilham, R. N., & Sinta, I. (2025). Formulating an Investment Strategy in The Indonesian Capital Market: Jakarta Automated Transaction System Next Generation. Quality-Access to Success, 26(205).

[22] RUWAILI, N. F. A. (2025). Role of the Human Resources Information System in Promotion of Job Performance in the Gulf Cooperation Council Countries. Quality-Access to Success, 26(205).