



Special Issue - Innovative Commerce: Bridging Business and Computer Applications (ICBBCA-2026)

PG Department of Commerce with Computer Applications, Mannar Thirumalai Naicker College, Madurai – March 2026

A STUDY ON EMPLOYEES STRESS MANAGEMENT IN IT SECTOR IN MADURAI CITY

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Abstract

Employee stress has become a significant concern in the dynamic work environment of the Information Technology (IT) sector, impacting productivity, job satisfaction, and overall organizational performance. The present study investigates the levels of occupational stress, the major stressors, and the stress management practices adopted by employees working in IT companies located in Madurai City, Tamil Nadu, India. Using a descriptive research design, data were collected from 150 IT professionals across various job roles through a structured questionnaire comprising demographic variables, perceived stress scale items, and stress management strategies. The study identifies key stressors such as work overload, tight deadlines, lack of work-life balance, and interpersonal conflicts. It further explores coping mechanisms like time management, organizational support, relaxation techniques,

and professional counseling. Statistical tools such as descriptive analysis, correlation, and ANOVA were applied to understand relationships between demographic factors and stress levels. The findings suggest that stress is prevalent among IT employees in Madurai, with significant differences observed across age groups, experience levels, and gender. The research underscores the importance of effective stress management interventions – including employee wellness programs, flexible work arrangements, and supportive leadership – to enhance employee well-being and organizational efficiency. The study concludes with recommendations for both employees and management to adopt proactive strategies that mitigate stress and promote a healthy work environment.

Introduction

The Information Technology (IT) sector has emerged as one of the fastest-growing industries in India, contributing significantly



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to economic development and employment generation. However, the rapid expansion of the industry has also led to increased job demands, technological pressure, and performance expectations. Employees in IT organizations often face tight deadlines, long working hours, role ambiguity, and continuous skill upgradation requirements. These factors contribute to occupational stress, which may adversely affect both individual well-being and organizational productivity.

Literature Review

Several studies have examined occupational stress in the IT sector:

- Studies indicate that work overload, role conflict, and lack of work-life balance are major contributors to stress among IT professionals.
- Research findings suggest that prolonged exposure to stress can lead to burnout, absenteeism, reduced productivity, and high employee turnover.
- Previous research highlights that organizational support, employee wellness programs, counseling services, flexible working hours, and stress management training programs significantly reduce stress levels.

Objectives of the Study

The primary objectives of the study are:

- To identify the major causes of stress among IT employees in Madurai City.

- To measure the level of stress experienced by employees.
- To examine the relationship between demographic factors and stress levels.
- To analyze the stress management strategies adopted by employees.
- To provide suggestions for improving stress management practices in IT organizations.

Research Methodology

Research Design

The study adopts a **descriptive research design**.

Area of Study

The research is conducted among IT companies located in Madurai City.

Sample Size

A total of **150 IT employees** were selected using convenience sampling.

Data Collection

- **Primary Data:** Collected through a structured questionnaire.
- **Secondary Data:** Collected from journals, articles, books, and online resources.

Tools for Analysis

The collected data were analyzed using:

- Percentage analysis
- Mean and standard deviation

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- Correlation analysis
- ANOVA

Period of Study

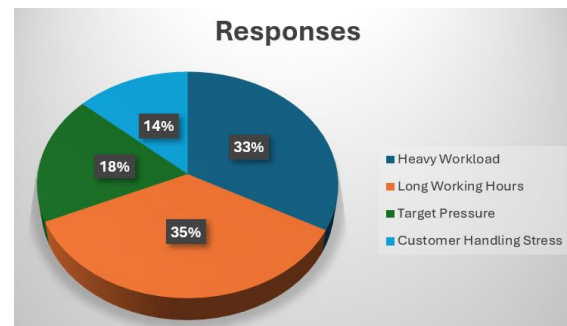
The study was conducted over a period of three months.

| | | |
|-------|-----|-----|
| 11-15 | 5 | 4 |
| 16-20 | 2 | 2 |
| TOTAL | 120 | 100 |

Source: Primary Data

Data Analysis and Interpretation

In this chapter, we focus on the analysis and interpretation of the data collected from 100 (one hundred) employees working in the IT sector in Madurai City. The data collected comprises primary data gathered directly through a structured questionnaire and secondary data obtained from relevant books, journals, websites, and previous research studies. The collected data has been analyzed using percentage analysis and frequency distribution with the help of SPSS (Statistical Package for the Social Sciences). This chapter presents the results related to the demographic profile of the respondents and further examines various aspects of employee stress management, including sources of stress, workload, work-life balance, organizational support, coping strategies, and overall job satisfaction



Major Problems Faced by the respondents

| Particulars | No. Of respondents | Percentage |
|-------------|--------------------|------------|
| 0-5 | 106 | 88 |
| 6-10 | 7 | 6 |

Interpretation

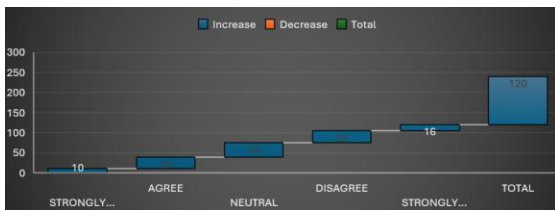
The data on major problems faced by the respondents reveals that the majority experience relatively few difficulties. Out of 120 respondents, 106 (88%) reported facing 0–5 major problems, indicating that most respondents encounter only minor challenges. A smaller number, 7 respondents (6%), faced 6–10 problems, while 5 respondents (4%) and 2 respondents (2%) reported 11–15 and 16–20 problems, respectively. This shows that as the number of problems increases, the number of respondents experiencing them decreases sharply. Overall, the findings suggest that extreme difficulties are uncommon, and most respondents face only a limited number of issues.

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Table showing Not comfortable working with my colleagues

| PARTICULARS | NO. RESPONDENTS | OF PERCENTAGE |
|-------------------|-----------------|---------------|
| STRONGLY AGREE | 10 | 8 |
| AGREE | 29 | 24 |
| NEUTRAL | 36 | 30 |
| DISAGREE | 29 | 24 |
| STRONGLY DISAGREE | 16 | 13 |
| TOTAL | 120 | 100 |

Source: Primary Data



Interpretation

The table shows the opinions of 120 respondents regarding the statement. Among them, 30% of respondents are neutral, which represents the highest proportion. 24% agree and another 24% disagree with the statement, showing an equal level of agreement and disagreement. Meanwhile, 8% strongly agree and 13% strongly disagree.

6. Results and Findings

The major findings of the study are:

- A significant percentage of employees experience moderate to high levels of stress.

- Work overload and tight deadlines are the most prominent stress factors.
- Employees with fewer years of experience tend to experience higher stress levels.
- Female employees reported slightly higher work-life balance stress compared to male employees.

Findings and Suggestions

Findings

High Levels of Work-Related Stress:

A majority of respondents reported experiencing moderate to high levels of stress due to long working hours, tight project deadlines, and performance pressure.

Primary Causes of Stress:

Work overload and tight deadlines. Lack of work-life balance

Stress Management Techniques Used by Employees:

1. Physical activities like exercising and yoga
2. Listening to music or engaging in hobbies
3. Meditation and mindfulness practices
4. Seeking support from colleagues or supervisors



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Suggestions

Based on the study findings, the following suggestions are recommended for effective stress management in the IT sector in Madurai City:

- **Implementation of Stress Management Programs:** Companies should organize regular workshops on stress management, meditation, and work-life balance strategies.
- **Flexible Work Policies:** Introducing flexible working hours, remote work options, and reasonable project deadlines can help reduce work-related stress.
- **Employee Counseling and Support:** Providing access to professional counseling services or Employee Assistance Programs (EAPs) can help employees cope with stress effectively.

Conclusion

The study concludes that stress is a prevalent issue among IT employees in Madurai City. The competitive and demanding nature of the IT industry contributes significantly to occupational stress. While employees adopt personal coping strategies, organizational intervention plays a crucial role in reducing stress levels.

IT companies should implement structured stress management programs, promote work-life balance policies, and provide psychological support services.

Encouraging open communication, flexible work schedules, and wellness initiatives can enhance employee satisfaction and productivity.

Effective stress management not only improves employee well-being but also strengthens organizational performance and long-term sustainability.

References

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