Impact of Work Environment and Job Stress towards Job Satisfaction

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Abstract: *In the modern period, organizations are facing several challenges due to the dynamic nature of the environment. , the business must satisfy the needs of its employees by providing good working conditions. One of the many challenges for a business is to satisfy IT employees in order to cope up with the ever changing and evolving environment and to achieve success and remain in competition. Job satisfaction is related to different socio-economic and personal factors, such as: Age, Gender, Incentives, working environment, education, duration of work etc. In order to increase efficiency, effectiveness, productivity and job commitment of employees. The objective of this paper is to analyze the impact of working environment and job stress on employee job satisfaction. Work environment and job stress are major barriers of job satisfaction.*
The present paper will highlight different factors affecting job satisfaction in selected IT companies in Visakhapatnam.
Key words: *Job satisfaction, Stress, Skill, Social security, Working Condition.*

I.   Introduction

In human life many situations arise which are caused by stress of daily routine life. Some of the problems can be solved and certain problems remain unsolved, one has to bear them. All people cannot face difficulties. Some people can meet the challenge. Some people are shaken in difficulties. As a result they lose their health the main cause is stress. Here it is very much important and essential to measure their Job stressas a result in the present study work environment, job stress and job satisfaction is included. Working environment and working conditions raise the stress; according to the stress employees lose their job satisfaction. Job stress not only effect to the employees and also effects to the company.

Objectives

The objective of the present study "Impact of Work environment and Job stress towards job satisfaction" is to conduct an in-depth and comprehensive study on effect of stress in IT sector in India. The present study was designed to analyze the various factors influencing work environment, job stress for job satisfaction of the selected IT company professionals in Visakhapatnam, with following specific objectives:-

- To identify the sources or causes of Job stress in the IT industry.
- To measure the level of job stress among the IT professionals.
- To test the effect of job stress on job satisfaction.
- To evaluate the work environment that effect of job stress.
- To suggest suitable measures for reducing occupational stress to the IT companies.

Purpose of the study

The purpose of this study is to explore the relationship between work environment, job stress, and job satisfaction, intent to leave and its effect on organizational commitment.

Working environment

Working environment plays an important role towards the employees 'performance. Several businesses fail to understand the importance of working environment for employee job satisfaction and thus face a lot of difficulties during their work. Employees should meet the performance criteria set by the organization to ensure the quality of their work. Good working environment avoid job stress, its helps to better outcomes and increased productivity. Working environment allows the employees to work freely without problems that may restrain them from performing up to the level of their full potential.

Different factors within the working environment such as wages, working hours, autonomy given to employees, organizational structure and communication between employees & management may affect job satisfaction (Lane, Esser, Holte, & Anne, 2010).

Change in working condition in IT- Its impact on employees

Information Technology (IT) industry in India has got a tremendous boost due to globalization of Indian economy and favorable government policies. IT and IT related professionals are at a constant pressure to deliver services efficiently and have to be cost effective.

Employees working in IT industry are prone to develop a lot of health problems due to continuous physical and mental stress of their work. Diseases are induced, sustained or exacerbated by stress. Globalization and privatization have brought new work relationships, job insecurity, insecurity regarding future working conditions and rapid obsolescence of skills are causes of stress. IT industry has become one of the fastest growing industries in India. Strong demand over the past few years has placed India among the fastest growing IT markets in Asia-Pacific region. The reason for choosing particularly IT employees is that the level of stress these employees face is comparatively higher than other employees. Thus, the main aim of this article is to bring to limelight the level of stress with IT employees in Visakhapatnam.

➢ **Causes of stress**

Course of stress called stressor. There are numerous stressors in organizational setting and life activities have been identified. McShane and Glinow (2009) Negative outcomes of job stress among nurses include illness, decline in overall quality of care, job dissatisfaction, external environment, and staff turnover (Schwab, 1996).

Many people have a love/hate relationship with their jobs. Some love the work they do but aren't fond of the environment in which they do it. Others like their coworkers, but they do not find their duties challenging or enjoyable. Still others feel totally overwhelmed with demands and responsibilities. There are strategies that can help with easing stress at work, but first, it's important to identify where these stresses often arise from.

• **Demanding superior**

Everyone has probably had a superior who insisted in perfection in all things. The smallest mistake is met with criticism or the threat of disciplinary action. On the other hand, perhaps your superior wasn't quite that dictatorial; it was just that he or she did not understand why a sick child necessitated you taking a day off or doing some important work at home. An overly demanding superior does not only cause stress in the workplace, but can also make an employee feel devalued. The quickest way to ruin office morale is to make your employees feel like failures.

• **Conflicts with Co-workers**

In some offices, everyone gets along; in other others, however, this is not the case. A work environment is made up of a variety of people, and when you put different types of people in the same environment, personality conflicts that can be a cause of stress are bound to occur.

• **Workload**

When a company downsizes, the work that terminated employees did does not simply go away. Those left behind are typically required to pick up the slack. This could mean that one employee is doing the work that two or more did previously. This leads to later hours, working lunches and weekends, less sleep, and more stress in the workplace. An increased workload with no increase in pay or benefits can be one of the greatest causes of stress an employee can face.

• **Anxiety of Losing Your Job**

After watching a series of co-workers get pink slips, you might well be on pins and needles, wondering when you will receive yours. You are overworked and might have already taken a pay cut, but management insists that your work must remain at a high-quality level. This is one of those causes of stress that keeps even the most even-keeled people up at night.

• **Lack of Communication**

A lack of communication becomes a cause of stress, breeds office paranoia, and provides grist for the rumor mill. Before you know it, the whole company is packing up and moving overseas, and a twenty-person office staff is fighting over ten career postings on a job site.

➢ **Job Stress**

Job stress is one of the most important workplace health risks for employees in developed and developing countries (Rehman, Irum, Tahir, Ijaz, Noor, Salma, 2012). Stressors are usually associated with interpersonal relationships at work, such as conflicts with the behavior of supervisors, conflicts with colleagues, conflicts with subordinates and conflicts with management policies (Adeoye, 2002). Job stress may be referred to the body's reaction to a change that requires a physical, mental or emotional adjustment or response to work responsibilities. Stress may come from any situation or thought that makes you feel frustrated, angry, nervous or anxious. Job stress is the harmful physical and emotional response that occurs when there is a poor match between job demands and the capabilities, resources, or needs of the worker (Adeoye, 2002).

➢ **Common causes of stress at work**

It's important to recognize the common causes of stress at work so that you can take steps to reduce stress levels where possible. . Workplace stress can be caused by a number of factors – from heavy workloads and over-promotion to bullying and blame culture.

Some common causes of stress in the workplace include:

• Excessively high workloads, with unrealistic deadlines making people feel rushed, under pressure and overwhelmed.
• Insufficient workloads, making people feel that their skills are being underused.
• A lack of control over work activities.
• A lack of interpersonal support or poor working relationships leading to a sense of isolation.
• People being asked to do a job for which they have insufficient experience or training.
• Difficulty settling into a new promotion, both in terms of meeting the new role's requirements and adapting to possible changes in relationships with colleagues.
• Concerns about job security, lack of career opportunities, or level of pay.

➢ **Bullying**

• A blame culture within your business where people are afraid to get things wrong or to admit to making mistakes.
• Weak or ineffective management which leaves employees feeling they don't have a sense of direction. Or over-management, which can leave employee feeling, undervalued and affects their self-esteem.
• Multiple reporting lines for employees, with each manager asking for their work to be prioritized.
• Failure to keep employees informed about significant changes to the business, causing them uncertainty about their future.
• A poor physical working environment, eg excessive heat, cold or noise, inadequate lighting, uncomfortable seating, malfunctioning equipment, etc.

➢ **Job satisfaction**

Job satisfaction is all about how one feels about (or towards) one's job. An employee who expresses satisfaction is said to have a positive attitude towards the job, unlike a dissatisfied employee who has a negative attitude towards the job. A person having negative attitude shows a personality disposition which is inclined to experience nervousness, tension, worry, upset and distress, where as those with positive attitude will feel happy with themselves, others, and with their work. Job satisfaction reflects the extent to which people find gratification or fulfillment in their work. Job satisfaction shows that personal factors such as an individual needs and aspirations determine his/her attitude, along with group and organizational factors such as relationships with co-workers and supervisors and working conditions, work policies, and compensation. A satisfied employee tends to be absent less often, to make positive contributions, and to stay with the organization. The effect of job satisfaction goes beyond organizational setting. Satisfied employees are more likely to be satisfied citizens. These people will hold a more positive attitude towards life in general and make for a society of more psychologically healthy.

Job satisfaction has been defined many different ways by numerous researchers. However, Suk Lee (2008) noted in her study, which all agreed that job satisfaction is a nebulous, complex, but an important concept for human resource management practice because it depends on so many different factors such as work environments, job position, and work roles as defined by Gruenberg (1976); Hopkins (1983); Hsiao and Kohnke (1998); Locke (1969); Mumford (1972); Willa and Blackburn (1992). According to Wiley and sons, inc.(1976), job satisfaction is the favorableness or unfavourableness with, which employee view their work

In addition, it influences one's feelings of expectations and attitudes toward a job. Vroom (1964), defined job satisfaction as the positive perception of an individual's work and work role. Choi (2001); Morrison et al. (1997), were defined it as employee's feelings or emotional responses to a job, which can be the result of the employee's expectancy and actual outcome from the work environment. Hsiao and Kohnke (1998) defined

job satisfaction as one's emotional response to a job that results from the person's expectations of job and the reality of the job situation.

II.   Review Of Literature

- Dubin (1968) found that job satisfaction is based on the workers attitude about their jobs and its correlation with characteristics of the work they do. The study further mentioned that there is positive correlation between job satisfaction and working conditions, but dissatisfaction with pay could overpower all other factors.
- Corine et al. (2011) conducted a study based on 412 employees in two large organizations in Netherland: one in retail and one in health care. It was found that HR practices help employees to feel better able to meet the requirements of their jobs and to feel that their needs are fulfilled by the job, which in turn enhances job satisfaction. The study shows a direct relationship as well as mediating and moderating role of person organization and person-job fit in the relationship between perceived HR practices and employee job satisfaction.
- Baah and Amoako (2011) described that the motivational factors (the nature of work, the sense of achievement from their work, the recognition, the responsibility that is granted to them, and opportunities for personal growth and advancement) helps employees to find their worth with respect to value given to them by organization.

III.   Methodology

The purpose of the study, the relationship between working environment, work related stress and job satisfaction. The data is gathered randomly from the employees of IT companies at Visakhapatnam through survey questionnaire. In this study, 120 randomly selected employees were selected.

Source of Information
This consists of 2 types. They are
1. Primary data
2. Secondary data.

1) Primary data
Raw data or primary data is a term for data collected at source. This type of information is obtained directly from first hand sources by means of surveys, observations and experimentation and not subjected to any processing or manipulation and also called primary data.

2) Secondary data
The secondary data is the data collected from the internet, newspapers; journals also collected data from reference books and magazines.

Statistical analysis
The data collected from the respondents were separated according to their category and were screened for any possible errors or incompleteness. The primary data collected from the potential respondents from different demographic segments have been properly sorted, classified, edited, and tabulated in a proper format. The researcher used excels spreadsheet for recording and calculation of 120employees from selected IT Companies as samples. Depth interviews were conducted with representatives of the target population to elicit items for outcome quality. All the percentage tables were prepared first in order to know the trends. Later, these data, which were in qualitative form, were converted into numerical codes and these codes were entered into the computer in the spreadsheet form and analyzed by deploying appropriate statistical tools.

IV.   Profiles Of The Company

a)   Wipro Limited
The third-largest company in India, Bangalore-based Wipro Limited is an ever-growing and ever-diversifying global company that manufactures and sells products and services ranging from cooking oil and soaps to healthcare instruments and information technology (IT) consulting. Wipro's world-class technologies division provides a range of high-tech services such as global IT consulting, e-business integration, and legacy systems maintenance to clients such as Cisco Systems, Thomas Cook, and NEC. Wipro's IT efforts are so reliable in 1998 the company became the first in the world to have been awarded the Software Engineering Institute's (SEI) coveted level 5 Certification for quality.

b) Tech Mahindra

Limited is engaged in the business of computer programming, consultancy and related services. The Company's segments include Information Technology (IT) Services and Business Processing Outsourcing (BPO). The Company operates in various sectors, including telecom business and enterprise solutions business. The telecom business provides consulting-led integrated portfolio services to customers, which are telecom equipment manufacturers, telecom service providers and IT infrastructure services, and BPO, as well as enterprise services (banking, financial services and insurance (BFSI), retail and logistics, and manufacturing, among others) of IT and IT-enabled services delivered through a network of various locations around the world. The enterprise solutions business provides IT services, including IT enabled services, application development and maintenance, consulting and enterprise business solutions, extended engineering solutions and infrastructure management services.

V.   Impact Of Work Environment, Job Stress And Job Satisfaction-An Analysis

Table: 1 DemographicCharacteristic of the Respondent

Characteristics	Groups	Frequency	Percentage
Gender	Male	68	57
	Female	52	43
	Total	**120**	**100**
Age (in years)	Less than 25	26	22
	26 – 30	44	37
	31 – 35	36	30
	Above 35	14	11
	Total	**120**	**100**
Education	Graduation	76	63
	Post-graduation	44	37
	Total	**120**	**100**
Marital Status	Single	57	48
	Married	63	52
	Total	**120**	**100**
Family Size	< = 2	22	18.3
	3 – 4	52	43.4
	> 4	46	38.4
	Total	**120**	**100**

Table:1(a) Demographic Characteristic of the Respondents

Dimensions	Chi-Square Value	P-Value	Ho	Decision
Gender	2.132	0.14425	Accept	Not significant P<0.05
Age	16.793	0.00078	Reject	Significant P<0.05
Education	17.00	3.7E-05	Reject	Significant P<0.05
Marital Status	0.30	0.58388	Accept	Not significantP<0.05
Family size	11.7	0.00288	Reject	SignificantP<0.05

Gender

The final sample (N=120) was composed of 68 males (57 %) and 52 females (43 %). Gender – composition of the sample is realistic and representative with almost equal distribution of male and female ratio. Thus from the analysis it can be concluded that a majority of respondents are male

Age

The age of the respondents are 26 (22%) respondents are in age group of 'less than 25 years', 44 (37%) in '25 to 30 years', 36 (30 %) in '30 – 35 years', and 14 (11%) in 'above 35 years'. Thus from the analysis it can be concluded that a majority of respondents are 25 to 30 year's age group.

Education

The pilot study conducted before arriving at final questionnaire has made it clear that IT sector is having only graduates and post-graduates. Hence, the final questionnaire was limited with two options. The final sample represented 76(63.1 %) of graduates and 44 (36.9 %) of post graduates. Thus from the analysis it can be concluded that a majority of respondents are graduates.

Marital Status

With regard to marital status of the respondents, both married and unmarried were equally distributed representing 57 singles or unmarried (47.5%) and 63 married (52.5 %) software professionals.Thus from the analysis it can be concluded that a majority of respondents are married.

Family Size

It was found that there are 22 respondents (18.3%) who are having 'less than 2 members' in their family. 52 respondents (43.4) have '3 – 4 members' in their family and 46 respondents (38.4 %) have a family size above 4 members. Thus from the analysis it can be concluded that a majority of respondents family size above four members.

It is clearly observed from the table 1 that the employees gender-wise and marital status-wise insignificant at 5% level.Age-wise, education-wise, family-wise significant at 5% level.

Table: 2 Occupational Profiles of the Respondents

Characteristics	Groups	Frequency	Percentage
Annual Income (in lakhs)	Less than 2	26	21.4
	2 – 5	42	34.6
	5 – 10	37	30.7
	Above 10	16	13.3
	Total	**120**	**100**
Work Experience (in years)	Less than 2	44	36.7
	2 – 4	34	28.2
	4 – 7	18	15.1
	Above 7	24	19.9
	Total	**120**	**100**
Working Hours (in hours)	8	20	16.8
	9	62	51.5
	10	38	31.7
	Total	**120**	**100**

Table: 2(a)

Dimensions	Chi-Square Value	P-Value	Ho	Decision
Annual Income	13.49	0.0036	Reject	Significant P<0.05
Work Experience	13.06	0.0045	Reject	Significant P<0.05
Working Hours	22.2	1.5E-05	Reject	Significant P<0.05

The other variables considered in the present study are annual income, work experience and working hours. Table: 2 displays the frequency and percentage of responses recorded in the survey.

Annual Income

The other important variable in the present study is family income. The income of the respondents was categorized as: 'below 2 lakhs', '3 – 5 lakhs', '5 – 10 lakhs' and 'above 10 lakhs'. Majority of the respondents were in '3 – 5 lakhs' category i.e., 42 (34.6%). The next major group found was '5 – 10 lakhs' i.e., 37 (30.7 %). 26 respondents were in the category 'less than 2 lakhs' and only 16 (13.3 %) respondents were in the category 'above 10 lakhs'. Thus from the analysis it can be concluded that a majority of respondents are 3-5 lakhs category.

Work Experience

Majority of the respondents, 44 (36.7 %) are at entry level with less than 2 year experience, and 34 (28.2 %) have 2 to 4 year experience. 18 respondents (15.1 %) are team or project leaders at the middle level with 4 to 7 year experience and 24 (19.9 %) are technical or functional heads with more than 7 years of work experience. Thus from the analysis it can be concluded that a majority of respondents are 44 members have very less experience.

Working Hours

From the pilot study, it was found that the IT professionals are having eight to ten hours of work shifts based on their project deadlines and company policies. The final sample represents a majority of professionals working nine hours per day i.e., 62 (51.5 %) and reasonable good number of professionals was working 10 hours per day i.e. 38 (31.7 %). Only 20 respondents (16.8 %) reported their work shift as eight hours.Thus from the analysis it can be concluded that a majority of respondents are nine hours per day. Few employees working hourseight.

It is concluded that the Income-wise, Work experience-wise, Work hours-wise employees5% level of significance as per the significance P-Value of the Chi-Square test mentioned in the table2 (a).

VI.   Conclusion

The main objective of the present study "Impact of work environment, job stress and job satisfaction" of employees of IT Companies. The sample of the present study was selected conveniently IT Companies. The sample of the present study was divided by their demographic profile and Occupational profile.

* The employees of two IT Companies only are included.
* Present research is conducted with limited sources.
* Only employees are included in the present study.
* The conclusions and results are not applicable retired persons.
* Only the people of Visakhapatnam chapter included in this study.

Importance of the research:

* Present research is useful to know the effect of work environment, Job stress and Job Satisfaction.
* Present research imparts information regarding various individual difficulties of employees, economic problems and how they affect his life.
* This research is useful in removing employees' problems and what can be done how to increase their Job stress and Job Satisfaction.
* Employees come to know about work environment, Job stress and Job Satisfaction.
* The objective of the present research is regarding Job Satisfaction. This is a humble attempt to measure the Job stress and level of Job Satisfaction of the employees who are considered the pillars of society.
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VII.   Limitation

Research work demands persistence. It is time consuming. Researcher to study within stipulated time regarding behavior the effect of more than one variation is observed.

Researcher keeps in mind only certain variable various aspects affect work environment, job stress and job satisfaction. Only specific factors are considered in this study. There are some limitations of this study which are as follows.

* The Researcher collected data from the selected respondents from two IT companies only in Visakhapatnam.
* The limitation and biasness of sampling techniques used in the survey may influence the   findings   to some extent.
* The study encountered certain inevitable limitations which normally all the studies related to social research undergo such as primary data collected from the selected samples are subjected to normal errors related to social surveys as the data offered influenced by attitude.
* The present study may not hold good over a period of time because of the various improvements and changes going on presently as well as due to those to be undergone in   the future in the IT sector.
* The personal observational techniques used for data analysis may also produce biased results.

Suggestions for the future study

Following are the suggestions to avoid the limitations of research in future.

* In the present study employees of IT Company have been included. For wider research demonstration could have been selected from the whole Visakhapatnam district or other various districts.
* Only service people of Software Company have been included in the present study. For comparative study other variable should have been included.
* Conclusion could have been more reliable and proper by expanding the scope of research.
* Research can be performed by considering factors like caste, religion, blind faith, superstitions, physical fitness, economic matters etc. These factors are all related to Job stress and Job Satisfaction.
* Research can be made more reliable by applying statistically more developed analytical methods.

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