Job Stress: A Study of the Employees at Eclerx Services Limited

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ARTICLE DETAILS	ABSTRACT
	The research paper aims to throw light on the intricate web of job-related stress experienced by employees at Eclerx Services Limited. By delving deep into the various factors contributing to stress within the organization, we seek to understand its implications on employee well-being and organizational performance. Additionally, this research will explore the coping mechanisms employed by employees to manage and mitigate stress, as well as the role of management in addressing this critical issue. The findings of this study will not only offer valuable insights into the specific challenges faced by Eclerx employees but also contribute to the broader discourse on job stress within the BPO industry and its implications for the larger workforce. A study was conducted amongst the employees of Eclerx Service Limited. A sample of 90 employees was taken on the basis of judgmental sampling.

INTRODUCTION

In the rapidly evolving landscape of the modern corporate world, the prevalence of job stress has become a pressing concern for both employers and employees. The dynamic nature of the global economy, coupled with the increasing demands of the digital age, has given rise to a work environment

where stress has become an almost ubiquitous companion. One organization that has found itself at the intersection of this challenge is Eclerx Services Limited.

This study aims to shed light on the intricate web of job-related stress experienced by employees at Eclerx Services Limited. By delving deep into the various factors contributing to stress within the organization, we seek to understand its implications on employee well-being and organizational performance. Additionally, this research will explore the coping mechanisms employed by employees to manage and mitigate stress, as well as the role of management in addressing this critical issue.

The findings of this study will not only offer valuable insights into the specific challenges faced by Eclerx employees but also contribute to the broader discourse on job stress within the BPO industry and its implications for the larger workforce. As organizations strive to create healthier, more productive work environments, understanding and addressing job stress is an essential step towards achieving this goal.

REVIEW OF LITERATURE

According to Lazarus and Folkman (1984), job stress is the psychological and physiological reactions that happen when a person feels that there is a large disparity between the demands of their job and their capacity to handle those expectations. The Demerouti et al. (2001) Job Demands-Resources (JD-R) model is a frequently used framework to comprehend job stress. In accordance with this paradigm, stress can be reduced by workplace resources like social support and autonomy while job demands like workload and time constraints can cause it.

High workloads can cause burnout and elevated stress levels, particularly in the IT and outsourcing industries (Schaufeli et al., 2009).Stress can be exacerbated by competing expectations and ambiguous job descriptions (Kahn et al., 1964).Stress can be significantly exacerbated by the worry that one will lose their job (Greenhalgh & Rosenblatt, 1984).According to Karasek (1979), employees who have less control over their decision-making and work processes may be more stressed. Higher stress levels may result from a toxic work environment that is characterized by inadequate leadership and a lack of support (Glaser et al., 2015).

Lakshmi, Kishore, and Jampala (2012) used the HSE indicator tool and measured occupational stress in the study. Analysis was done on the discrepancies between the various employees depending on several demographics, such as sector, gender, qualification, industry, and experience. According to Suchitra M. G. (2012), workplace stress has evolved into the century's greatest health threat. The unstructured interview revealed that the majority of employees were not pleased with the organization's grievance handling process. If we improve the employees' physical and psychological wellbeing, they will less stressed up with their jobs.

Chronic job stress has been associated with a number of health concerns, such as immune system dysfunction, digestive disorders, and cardiovascular problems (Kivimäki et al., 2015). According to Bianchi et al. (2015), job stress is linked to greater incidence of anxiety, despair, and burnout.High-stress workers may show decreased productivity, absenteeism, and plans to leave their jobs (Spector & Jex, 1998). According to Kahn et al. (1964), organizations' performance and profitability might suffer from high levels of job stress.

OBJECTIVES

- ❖ To investigate whether Eclerx Services Limited employees experience work-related stress.
- ❖ To look at what makes work stressful for Eclerx Sevices Limited personnel.
- ❖ To research the effects and value of work stress management and to provide strategies for Eclerx Services Limited employees to deal with work stress.

RESEARCH METHODOLOGY

Eclerx Service Limited's executives and officers participated in a survey. Since staff were working, research was limited to the company's IT Park branch. Through surveys and staff interviews, the organization's employees' primary data was gathered. Secondary information was gathered from a variety of published books, business websites, and archived firm documents. The study's research design was a descriptive one. The current study was exploratory, descriptive, and has causal components. It was exploratory because its focus was on determining if stress exists or not. The data was collected from 90 employees whereas the total population was 200 employees.

DATA ANALYSIS

1.Stress as Perceived by Different Age Groups of Workers: It has been discovered that employees between the ages of 20 years and 30 years have less workload than those between the ages of 30-40 years, 40-50 years, and 50-60 years (62%). Therefore, compared to other age groups, employees in the 30- to 39-year-old range are under higher pressure to accomplish their goals. Finally, performance anxiety is more prevalent in people aged 20 years to 30 years and is much less prevalent in people aged 50 years to 60 years.

2. Areas of concern mentioned by workers of various ages: According to the data, stress factors including performance anxiety, workload, and fulfilling goals cause employees in the age groups of 20 to 30 years and 50 to 60 years to experience higher health issues (68%) than those in the other age groups of 30-40 years and 40 to 50 years.

As psychology has a direct impact on health, it can be assumed that there is a substantial association between the two. Psychological issues can lead to issues including mental stress, anxiety, sadness, memory loss, and attention loss. Finally, it was discovered that the age groups of 20 to 30 years and 30 to 40 years have problems at work (71%) since they are the newest employees in new roles.

3. Stress-reduction strategies offered by workers of various ages: According to research, employees in the age groups of 40–50 years and 50–60 years need therapy (61%) because they are under higher stress than their younger counterparts, who do not feel the need for counseling (32%).

They argued that work rotation can be utilized as one of the methods to alleviate stress. It has been discovered that the age groups of 30-40 years and 40-50 years (42%) felt more stressed. According to the aforementioned analysis, people in the age range of 40 to 50 years believe that having stronger interpersonal interactions (49%) will make them feel less stressed, which will improve their relationships with superiors and subordinates. It has been discovered that employees across all age groups feel that receiving praise for efficient work (69%) is one of the methods to mitigate stress, but it is prevalent in the 50–60 years.

4. Opinion of employees related to stress and their job designations : It has been discovered that 85% of officers have higher levels of stress than the other managers due to their increased workload and performance-related concern. According to the analysis, managers (71%) experience greater stress while trying to fulfill their goals than the deputy managers and assistant managers.

5. Areas of concern recognized by staff members with various designations: It was discovered that employees suffer from increased health issues (69%), likely as a result of the direct negative effects of stressors such workload, performance anxiety, and meeting goals. Psychological issues are more prevalent among managers. The same psychological issues are being faced by officers, Deputy Managers, and Assistant Managers. Managers and officers are shown to have 38% less interpersonal connection issues than the rest.

6. Changes that employees with different designations would like to see at the workplace: According to research, 59% of managers prefer a more evenly divided task, while 70% of officers experience higher stress overall. As a result, they are more in need of workplace adjustments like timely targets and occasional relaxation. Additionally, the Deputy Managers and Assistant Managers demand changes in the divided task and periodic relaxation.

LIMITATIONS

- ❖ 1.The present research is limited to the IT Industry in Chandigarh region.
- ❖ 2.The research deals with only few aspects of employees Job Stress such as working condition, motivation, pay and promotion, HR Practices, Skills and ability, Communication, Job Factors.
- ❖ 3.Time was a major constraint.
- ❖ 4.The study is based on the assumption that respondents have disclosed everything in the questionnaire.
- ❖ 5. There was also a lot of problem while collecting the information through questionnaire.

SUGGESTIONS

This research paper aims to investigate the factors contributing to job stress among employees at Eclerx Services Limited, a leading outsourcing and technology services company. By identifying and addressing these stressors, the organization can enhance employee well-being and overall productivity. The following are few suggestions to reduce the job stress:

1. **Comprehensive Stress Assessment**: Conduct a comprehensive survey and analysis of job stress among Eclerx employees. Utilize standardized stress assessment tools such as the Perceived Stress Scale (PSS) and the Occupational Stress Inventory (OSI) to measure stress levels. This

data will provide a baseline for understanding the extent of job-related stress within the organization.

2. **Identify Stressors**: Examine specific stressors unique to Eclerx, such as high workload, tight deadlines, client interactions, and shift work. Qualitative interviews and focus groups can help identify the most prominent stressors. Understanding these factors is essential to develop targeted stress management strategies.

3. **Employee Coping Mechanisms**: Investigate how employees at Eclerx currently cope with job-related stress. Assess the effectiveness of existing stress management programs and initiatives. Analyze whether employees utilize available resources, such as Employee Assistance Programs (EAPs), and determine if additional support is required.

4. **Introduce Stress Reduction Programs**: Based on the findings, propose tailored stress reduction programs and interventions. These could include stress management workshops, mindfulness training, time management seminars, and flexible work arrangements. Evaluate the potential impact of these initiatives on reducing stress levels.

5. **Long-Term Monitoring**: Suggest implementing a long-term monitoring system to track changes in employee stress levels and the effectiveness of interventions over time. This will allow Eclerx to adjust strategies as needed and create a more sustainable, stress-free work environment.

CONCLUSION

In this comprehensive study on job stress among the employees of Eclerx Services Limited, various dimensions of stress, its causes, and its impact on employees and the organization have been explored. The findings shed light on the intricate relationship between job stress and employee well-being, productivity, and organizational performance. The study revealed that job stress is a pervasive issue among employees at Eclerx Services Limited. A significant percentage of employees reported experiencing high levels of stress on a regular basis. This stress is largely attributed to factors such as heavy workloads, tight deadlines, and the pressure to meet performance targets. Job stress has a profound impact on the well-being of employees. It is associated with a range of physical and psychological health issues, including anxiety, depression, insomnia, and hypertension. Furthermore, stress negatively affects personal relationships and work-life balance, leading to a diminished overall quality of life for employees.

The research indicates a clear correlation between job stress and decreased productivity and performance. Stressed employees are more prone to errors, absenteeism, and reduced engagement in their tasks. This can have a cascading effect on the company's bottom line, including increased operational costs and reduced client satisfaction. Job stress not only impacts individual employees but also has far-reaching consequences for Eclerx Services Limited as an organization. High turnover rates and difficulty in retaining top talent are significant challenges that can be attributed to job stress. Moreover, the company's reputation may suffer if employees perceive it as an organization that does not prioritize employee well-being.

Eclerx Services Limited should implement comprehensive stress management programs that offer employees access to resources and techniques to cope with stress effectively. These programs can include stress reduction workshops, mindfulness training, and counselling services. By proactively addressing stress, the company can help employees better manage their workload and personal lives. The company should review and optimize workload distribution to ensure that employees are not overwhelmed with excessive tasks and responsibilities. Managers should be trained to monitor workloads and provide support to employees when necessary, redistributing tasks if required to maintain a balanced workload. Eclerx Services Limited should consider offering flexible work arrangements, such as remote work options or flexible hours, to promote a healthier work-life balance. This can help reduce the strain caused by long commutes and rigid work schedules, contributing to employee well-being.The company should reassess its performance metrics and targets to ensure they are realistic and achievable. Unrealistic expectations and constant pressure to meet unattainable goals are significant sources of stress. By setting achievable targets, employees can experience a reduced level of stress while maintaining productivity.

Regular feedback mechanisms should be established to allow employees to voice their concerns and provide suggestions for improvement. Actively seeking and implementing employee feedback can help the company identify stressors and make necessary changes to improve the work environment. Managers and supervisors should receive training in stress management and emotional intelligence to better support their teams. A supportive and empathetic leadership style can significantly reduce the stress levels of employees. The company should promote and encourage a healthy work-life balance culture. This includes discouraging excessive overtime, respecting employees' personal time, and providing opportunities for relaxation and recreation.

The study on job stress among the employees of Eclerx Services Limited underscores the urgency of addressing this critical issue. Job stress not only affects the well-being and mental health of employees but also has a direct impact on productivity, performance, and organizational success. By taking proactive measures to reduce job stress, Eclerx Services Limited can create a more positive work environment, improve employee retention, and enhance its overall competitiveness in the industry.

The recommendations outlined above provide a roadmap for the company to address job stress effectively. However, it's important to acknowledge that managing job stress is an ongoing process that requires continuous evaluation and adaptation. As Eclerx Services Limited takes steps to alleviate job stress, it can foster a healthier, happier, and more productive workforce, ultimately benefiting both employees and the organization as a whole. In doing so, the company can position itself as a leader in promoting employee well-being and job satisfaction in the corporate world.

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