

Impact of Occupational Stress Dimensions on Employees' Psychology towards Work Performance of IT Employees

**Mrs. S. Soumya (2111401102002), Full time research scholar,
Department of Commerce, Manonmaniam Sundaranar University,
Tirunelveli-627012**

**Dr. B. Revathy, Dean of Arts, Professor & Head,
Department of Commerce, Manonmaniam Sundaranar University,
Tirunelveli-627012**

Abstract

Over the last century, the nature of employment has changed dramatically, and this transformation continues at a dizzying pace today. Stress is largely attributable to the fluid nature of today's workplaces. The dangers of work stress on one's physical well-being cannot be overstated. Stress in the lives of employees in a company has a knock-on effect on the well-being of the organization as a whole. This study is to examine the impacts created by the dimensions of occupational stress on employees' psychology towards work performance in the IT sector. The sample size consists of 213 employees. TechnoPark, Thiruvananthapuram are covered for the study. The selection of employees is carried out using the sampling technique of simple random sampling based on the list acquired from the IT companies. The collected data are analyzed using the SEM-AMOS modeling to understand the cause and effect relationship among the occupational stress and job performance of the IT employees. The occupational stress of IT employees is high which adversely affects their psychology health and work performance.

Keywords: Occupational Stress, Psychological Issues, Stressors, Techno park, wellbeing

Introduction

Workplace stress is the kind of stress that is directly attributable to the demands of one's job. People are working harder than ever before to keep up with the ever-increasing standards of performance expected of them in the workplace. Traditionally, physical and psychological foundations have been acknowledged separately in the pragmatic study of stress, with little attention was paid to integration. Studies of stress and its occurrences have recently shifted their

focus to pinpointing the mediators and moderators of controlling the health effects of stress. It is now obvious that stress is not the consequence of an outside stimulus or a physiological reaction, but rather the product of a strong and shifting discord between a man and his environment. The results of stress, sometimes called stress impacts, include physical symptoms and mental changes.

Stress is an individual experience and that the outcomes or indicators of distress (negative stress) may manifest in a variety of ways, including the body, the mind, and the behavior. Modern society is most worried about the negative consequences of chronic stress. Physical, mental, and behavioral manifestations of the difficulties caused by stress are often revealed by the persons themselves. Stress in and of itself is not necessarily detrimental to workers or business output. Expected and unwelcome consequences of stress exist. When it acts as a stimulant, it serves its purpose, but when it lasts too long, it becomes maladaptive. Stress reactions are also very individual and situation-dependent. There is also a difference in how the sexes react under pressure. Females report more non-fatal but debilitating health concerns, whereas men report a higher risk of death from fatal health problems such cardiovascular illnesses at a younger age.

The most devastating impacts of stress are those on efficiency and productivity. Low to moderate stress levels excite the body and increase its ability to adapt, enabling people to do better in challenging situations. Low productivity is a direct effect of high levels of stress at work, whether that stress is the result of an unreachable goal or a difficult work setting. The emotional, behavioral, and health repercussions of stress in the workplace have been the primary focus of studies and investigations on occupational stress.

Stress effects may be broken down into three broad categories: physiological, psychological, and behavioral. The effects of stress on an individual have repercussions on the atmosphere at work. The negative effects of stress on mental health have received little attention, even from the medical establishment. Psychological well-being, often known as mental wellness or mental health, is a condition of psychological balance or harmony. When it's out of whack, it causes stress and irritation. Job discontent is the most basic and direct psychological consequence of stress in the workplace. But stress also manifests in a variety of emotional and behavioral manifestations, including but not limited to: tension, worry, impatience, boredom, and procrastination. Poor work performance, low self-esteem, resentment of monitoring, difficulty to

focus, poor decision making, and job unhappiness are all common psychological issues resulting from stress. As a result of stress, the organization may incur some of these costs. This suggests that stress and discontent are heightened when employees are assigned to occupations that create competing demands on their time, energy, and authority. These stress-related outcomes might be very problematic for the business. When someone feels both excessive pressure to succeed and a lack of fulfillment, they may begin to feel exhausted all the time.

Dimensions of occupational stress

- Job demands: The level and amount of work-related tasks and responsibilities that an individual is required to complete. High job demands can lead to stress if they exceed an individual's capacity to cope.
- Control: The amount of autonomy and decision-making authority an individual has in their job. A lack of control can lead to stress, as individuals may feel that they have little influence over their work environment.
- Support: The amount of social and emotional support an individual receives from their colleagues, supervisor, and organization. A lack of support can lead to stress, as individuals may feel isolated and unsupported in their work.
- Role ambiguity: Uncertainty or confusion about the expectations and responsibilities of one's job. Role ambiguity can lead to stress, as individuals may feel unsure about how to perform their job effectively.
- Role conflict: When the demands of one's job are in conflict with their personal values, beliefs, or goals. Role conflict can lead to stress, as individuals may feel torn between competing demands and expectations.
- Organizational change: The process of introducing new policies, procedures, or structures within an organization. Organizational change can lead to stress, as individuals may feel uncertain about how these changes will affect their job and work environment.
- Work-life balance: The ability to balance work demands with personal and family obligations. A lack of work-life balance can lead to stress, as individuals may feel overwhelmed by competing demands on their time and energy.

Occupational stress among IT employees

Occupational stress can also contribute to the development of other mental health issues, such as burnout, post-traumatic stress disorder (PTSD), and substance abuse. Burnout is a state of emotional, physical, and mental exhaustion that can result from prolonged exposure to stress, while PTSD can develop in employees who have experienced traumatic events in the workplace. Substance abuse can also occur as a coping mechanism for employees who are struggling to manage their stress levels. In addition to these psychological impacts, occupational stress can also have physical effects on an employee's body, such as high blood pressure, heart disease, and gastrointestinal problems. These physical symptoms can further exacerbate an employee's psychological distress, leading to a cycle of stress, physical symptoms, and psychological issues. The impact of occupational stress on an employee's psychology can be significant and far-reaching. Employers should take steps to minimize and manage sources of stress in the workplace, and provide resources and support for employees who are experiencing psychological distress. This can include offering access to counseling or therapy services, promoting work-life balance, and creating a positive and supportive work environment. Occupational stress is a major concern for employees in the Information Technology (IT) industry, which is known for its fast-paced and high-pressure work environment. IT employees often face tight deadlines, long work hours, and rapidly changing technologies, all of which can contribute to high levels of stress. The psychological impacts of occupational stress in the IT industry are well documented. Burnout, for example, is a common issue among IT employees, who may experience emotional exhaustion, depersonalization, and a reduced sense of personal accomplishment. This can lead to decreased job satisfaction, decreased productivity, and increased absenteeism. PTSD is another mental health issue that can develop in IT employees who have experienced traumatic events in the workplace. For example, employees who have been involved in a cyber attack or data breach may experience symptoms such as anxiety, flashbacks, and avoidance behavior. These symptoms can interfere with the employee's ability to perform their job duties and can have a lasting impact on their mental health and well-being. To these psychological impacts, occupational stress can also have physical effects on IT employees. For example, prolonged sitting in front of a computer can lead to

musculoskeletal disorders, such as carpal tunnel syndrome, while high levels of stress can contribute to cardiovascular disease, gastrointestinal problems, and other health issues. Employers in the IT industry should take steps to minimize and manage sources of stress in the workplace. This can include promoting work-life balance, providing access to counseling or therapy services, and creating a positive and supportive work environment. In addition, employers can offer stress management training and resources to help employees cope with stress in healthy ways. Occupational stress is a significant issue for IT employees, with a range of psychological and physical impacts. Employers in the IT industry should take proactive steps to manage and reduce sources of stress, and provide support and resources to employees who are experiencing psychological distress. By promoting a healthy and positive work environment, employers can help ensure the well-being and productivity of their employees

Sources of occupational stress in IT workplaces

- High workload: IT employees are often expected to handle a heavy workload, which can lead to feelings of overwhelm and burnout.
- Tight deadlines: IT projects often have strict deadlines, which can increase pressure and stress levels for employees.
- Lack of control: Employees may feel they have limited control over their work processes or decision-making, which can lead to feelings of frustration and helplessness.
- Technology disruptions: Technical glitches or system failures can cause significant stress for IT employees, as they are responsible for ensuring that technology is functioning properly.
- Interpersonal conflict: Conflict with colleagues or managers can create a negative work environment and lead to increased stress levels.
- Unclear expectations: Ambiguous or conflicting expectations can create confusion and stress for employees, as they may struggle to meet the expectations of their superiors.
- Role ambiguity: Unclear job roles and responsibilities can lead to stress and confusion for employees, as they may not be sure what is expected of them.

- Lack of support: Employees may feel unsupported by their organization or colleagues, which can lead to feelings of isolation and stress.

By identifying and addressing these sources of stress, organizations can promote a healthier and more positive work environment for IT employees. This can include implementing strategies such as workload management, clear communication and expectations, providing support and resources for employees, and fostering a culture of open communication and collaboration.

Impact of Occupational Stress

● Impact of Occupational Stress on Health Outcomes

The impact of occupational stress on health outcomes can be significant and wide-ranging. Prolonged exposure to occupational stress has been linked to a variety of negative health outcomes, both physical and mental. Physical health outcomes associated with occupational stress include cardiovascular disease, musculoskeletal disorders, gastrointestinal problems, and weakened immune system. For example, high levels of stress hormones such as cortisol and adrenaline can contribute to increased blood pressure and cholesterol levels, which can increase the risk of heart disease. Mental health outcomes associated with occupational stress include anxiety, depression, and burnout. Occupational stress can also contribute to decreased job satisfaction and increased absenteeism and presenters, which can have a negative impact on an employee's overall well-being. In addition to the impact on individual health, occupational stress can also have broader societal and economic consequences. For example, increased healthcare costs associated with occupational stress can strain healthcare systems and contribute to reduced economic productivity. To address the impact of occupational stress on health outcomes, organizations can implement interventions such as employee assistance programs, stress management training, and flexible work arrangements. By promoting healthy work environments and supporting employee well-being, organizations can help prevent and manage occupational stress and its negative health outcomes.

● Impact of Occupational Stress on Productivity

Occupational stress can have a significant impact on productivity in the workplace. When employees are stressed, they may become less focused, more distracted, and less efficient in their work. This can lead to decreased productivity and a decrease in the quality of work being produced. There are many factors that can contribute to occupational stress, including job demands, lack of control over one's work environment, inadequate resources, interpersonal conflicts, and organizational change. These factors can create a stressful work environment that can lead to absenteeism, turnover, and decreased job satisfaction.

Organizational change can also be a significant source of occupational stress, as employees may feel uncertain about their job security or struggle to adapt to new roles or responsibilities. This can lead to decreased job satisfaction and productivity. There are many stress management interventions that can help employees manage their stress and improve their productivity. Relaxation techniques, such as deep breathing and meditation, can help employees reduce their stress levels and increase their focus and productivity. Cognitive-behavioral therapy can help employees identify and challenge negative thought patterns that contribute to stress, while mindfulness-based stress reduction can help employees develop greater awareness of their thoughts and emotions, and develop healthy coping strategies. Employers can also take steps to reduce occupational stress in the workplace. Providing adequate resources, such as training, tools, and support, can help employees manage their workload and feel more in control of their work. Creating a supportive work environment, where employees feel valued and respected, can also contribute to lower levels of occupational stress and increased productivity. Finally, promoting work-life balance, such as flexible work hours or opportunities for remote work, can help employees manage their stress levels and improve their overall well-being. Occupational stress is a significant issue for employee productivity, with many factors contributing to its development. Employers can take proactive steps to reduce occupational stress in the workplace, and provide stress management interventions to help employees manage their stress and improve their productivity. By addressing occupational stress, employers can create a more productive, healthy, and positive work environment for their employees.

● Impact of Occupational Stress on Employees' Morale

Occupational stress can have a significant impact on an employee's morale. When employees are exposed to high levels of stress, it can lead to feelings of exhaustion, burnout, and decreased motivation. Over time, this can have a negative impact on the morale of the entire workforce, as employees may become less engaged and less committed to their work. One of the primary ways that occupational stress can affect employee morale is through job satisfaction. When employees experience high levels of stress, they may become dissatisfied with their job, leading to a decrease in morale. This can be especially true if the source of stress is related to the work itself, such as a high workload or a lack of control over tasks. Additionally, occupational stress can lead to interpersonal conflicts within the workplace. When employees are stressed, they may become irritable, less patient, and more prone to arguments or disagreements. This can lead to a negative work environment, which can further decrease morale and job satisfaction. Another way that occupational stress can impact employee morale is through physical and mental health issues. When employees are exposed to chronic stress, it can lead to physical symptoms such as headaches, fatigue, and digestive problems. It can also contribute to mental health issues such as anxiety and depression, which can have a significant impact on employee morale. Occupational stress can have a significant impact on employee morale, which can in turn affect the productivity and success of a business. Employers should take steps to address and minimize sources of stress in the workplace to promote a healthy and positive work environment. This can include providing opportunities for stress management, promoting work-life balance, and offering resources for mental health support. By prioritizing employee well-being, employers can help maintain high levels of morale and promote a more engaged and productive workforce.

● **Impact of Occupational Stress on Employees' Psychology**

Occupational stress can have a profound impact on an employee's psychology, including their mental and emotional well-being. When employee experiences chronic or high levels of stress, it can lead to a range of psychological issues that can affect their performance, health, and overall quality of life. One of the most common psychological impacts of occupational stress is anxiety. Employees who experience stress may become worried, nervous, and apprehensive, which can interfere with their ability to focus and perform their job duties. This can lead to a vicious cycle of

stress and anxiety, as the employee may become increasingly anxious about their job performance and their ability to meet the demands of the workplace. Another psychological impact of occupational stress is depression. When employees experience high levels of stress, it can lead to feelings of sadness, hopelessness, and despair. This can have a significant impact on their mental health and well-being, and may even lead to suicidal thoughts or behaviors.

Occupational stress is a global issue that affects employees in various industries and professions around the world. The psychological impacts of occupational stress are complex and can manifest differently in different cultural contexts. To anxiety and depression, occupational stress can also lead to burnout, a state of emotional, physical, and mental exhaustion caused by prolonged exposure to stress. Burnout can lead to a range of negative outcomes, including decreased job satisfaction, decreased productivity, and increased absenteeism. Occupational stress can also affect employees' physical health, leading to a range of health problems such as high blood pressure, cardiovascular disease, and musculoskeletal disorders. These physical health problems can further exacerbate the psychological impacts of stress, creating a vicious cycle that can be difficult to break. It is important to note that not all employees are equally susceptible to the psychological impacts of occupational stress. Individual differences in personality, coping strategies, and social support can all influence how employees respond to stress. For example, employees with high levels of social support may be better able to cope with stress than those without a strong support network. Furthermore, organizational factors such as job demands, workload, and organizational culture can also play a role in employee stress levels. Organizational interventions such as employee assistance programs, flexible work arrangements, and stress management training can help reduce occupational stress and its psychological impacts. Occupational stress can have a significant impact on employee psychology, leading to a range of negative outcomes. It is important for organizations to recognize the importance of managing employee stress and taking steps to promote employee well-being. This can help create a healthy and productive work environment for employees around the world.

● Impact of Occupational Stress on Employees' Mental Health and Wellbeing

The impact of occupational stress on employee mental health and well-being has been a growing concern in recent years. Studies have shown that chronic stress in the workplace can lead to a range of mental health issues, including anxiety, depression, and burnout. These issues can have a significant impact on employee well-being and can ultimately affect job performance and productivity. The occupational stress can affect employee mental health through the activation of the body's stress response system, which can trigger a range of physical and psychological symptoms. These symptoms can include elevated heart rate, muscle tension, difficulty concentrating and negative thinking patterns. Over time, chronic stress can contribute to the development of mental health disorders such as anxiety and depression. Occupational stress can impact employee mental health through its effect on work-life balance. When employees are expected to work long hours or have high workloads, it can be difficult to maintain a healthy balance between work and personal life. This can lead to feelings of overwhelm, exhaustion, and burnout, which can have a negative impact on mental health and overall well-being. Occupational stress can contribute to interpersonal conflicts within the workplace, which can further impact employee mental health. When employees are stressed, they may be more likely to engage in conflicts or disagreements with colleagues, which can lead to feelings of isolation and strain in professional relationships. Employers have a responsibility to address and minimize sources of stress in the workplace to promote employee mental health and well-being. This can include offering resources for stress management, promoting work-life balance, and providing access to mental health support. By prioritizing employee well-being, employers can help create a positive and healthy work environment, which can ultimately lead to increased job satisfaction, productivity, and success.

Literature Review

Jamal, M. (1984)¹

¹ Jamal, M. (1984). Job stress and job performance controversy: An empirical assessment. *Organizational behavior and human performance*, 33(1), 1-21.

The findings were more in favor of a negative linear link between stress and performance than a positive linear or curved relationship. The stressor role ambiguity, on the other hand, showed a monotonic nonlinear association with a variety of outcome measures.

Vagg, P. R., & Spielberger, C. D. (1998)²

Most measurements of occupational stress have been created using theoretical models of stress and strain in the workplace, such as the "person environment fit" and "demand-control" models. The Job Stress Survey (JSS) is discussed in considerable length; it was developed to evaluate the intensity and frequency of occurrence of 30 distinct causes of occupational stress, and its strengths and limitations are briefly evaluated. Job pressure and lack of organizational support emerged as key characteristics of occupational stress in factor analyses of answers to the JSS questions from both male and female employees across a broad range of work situations.

Lim, V. K., & Teo, T. S. (1999)³

Survey data factor analysis reveals six key sources of stress: job responsibilities, interpersonal interactions, future plans, upkeep of systems, role ambiguity, and administrative duties. **Ismail, A., Suh-Suh, Y., Ajis, M. N. E., & Dollah, N. F. (2009)⁴**

Using a sample size of 104 valid questionnaires from academic staff at private universities in Kuching City, Malaysia, this research analyzed the role that EQ plays in the connection between workplace stress and performance on the job. The finding provides statistical confirmation that emotional intelligence has been a moderating factor between occupational stress and performance on the job in the organizational sector.

Khalid, A., et.al. (2012)⁵

Workers' stress is a key cause of low productivity in the workplace. The study included data from 200 workers at 4 different universities. An extensive questionnaire was used to compile

² Vagg, P. R., & Spielberger, C. D. (1998). Occupational stress: measuring job pressure and organizational support in the workplace. *Journal of occupational health psychology*, 3(4), 294.

³ Lim, V. K., & Teo, T. S. (1999). Occupational stress and IT personnel in Singapore: Factorial dimensions and differential effects. *International Journal of Information Management*, 19(4), 277-291.

⁴ Ismail, A., Suh-Suh, Y., Ajis, M. N. E., & Dollah, N. F. (2009). Relationship between Occupational Stress, Emotional Intelligence and Job Performance: An Empirical Study in Malaysia. *Theoretical & Applied Economics*, 16(10).

⁵ Khalid, A., Zafar, A., Zafar, M. A., Saqib, L., & Mushtaq, R. (2012). Role of supportive leadership as a moderator between job stress and job performance. *Information Management and Business Review*, 4(9), 487-495.

the data. It has been shown via empirical research that a company's level of supportive leadership is inversely related to levels of employee stress and has a direct bearing on employee output.

Hsieh, Y. H., & Wang, M. L. (2012)⁶

High-stress accounting businesses in Taiwan were surveyed for this article. The findings indicate that auditors' work stress has a favorable impact on burnout, with the internal/external locus of control mediating this relationship.

Ratnawat, R. G., & Jha, P. C. (2014)⁷

The purpose of this article was to evaluate the literature on the topic so that effective stress management techniques can be created, which will not only protect workers from a wide range of health issues but also boost both their own and the company's productivity. Through a systematic analysis of management and allied-discipline literature published between 1990 and 2014, 35 Occupational Stress Inducers (OSI) were discovered.

Abu-Hussein, A. M., Abu-Salih, M. S., & Al Saket, L. Z. (2016)⁸

The purpose of this research was to quantify how workplace stress affects the productivity of Jordan Telecom Group workers (JTG). Workload, role conflict, role ambiguity, and working circumstances were examined as sources of job stress, while job commitment, loyalty, function completion, and discipline were examined as indicators of job performance. Statistically, there is a negative influence of stress variables on performance, as shown by an examination of the data using SPSS 18.

⁶Hsieh, Y. H., & Wang, M. L. (2012). The moderating role of personality in HRM-from the influence of job stress on job burnout perspective. *International Management Review*, 8(2), 5.

⁷ Ratnawat, R. G., & Jha, P. C. (2014). Impact of job related stress on employee performance: a review and research agenda. *Journal of Business and Management*, 16(11), 1-16.

⁸ Abu-Hussein, A. M., Abu-Salih, M. S., & Al Saket, L. Z. (2016). Impact of Job Stress on Job Performance among the Employees of Jordan. *Research Journal of Social Sciences*, 9(2), 1-9.

Kar, B., & Mishra, B. (2016)⁹

There was conclusive evidence to settle the long-standing debate: stress dysfunction has a negative impact on performance at all levels of an organization.

Hoboubi, N., et.al., (2017)¹⁰

Employees reported moderate-to-high stress and moderate levels of work satisfaction. As for output, it was deemed average at best. There was no statistically significant association between work stress and productivity indicators; however there was a strong positive correlation between job satisfaction and productivity indices. The results of the regression analysis showed a strong correlation between shift work, workplace stress and dissatisfaction.

Othman, A. K., Abas, M. K., & Ishak, M. S. (2017)¹¹

The purpose of this research was to determine whether spiritual intelligence may act as a moderator between stress and productivity at work. Multiple regression analysis conducted on 106 data points showed that behavioral stress significantly affects work performance. It is also discovered that two aspects of spiritual intelligence, namely Personal Meaning Production and Transcendental Awareness, considerably mitigate correlations between behavioral stress and performance on the job.

Rasool, S. F., Wang, M., Zhang, Y., & Samma, M. (2020)¹²

The research aims to determine how workplace violence, occupational stress, and long-term productivity are connected to one another. Following are some of the study's key findings: low morale among workers is a direct result of harassment, which in turn leads to lower productivity. Workplace mobbing decreases output, heightens stress, anxiety, depression, and irritability, and boosts absenteeism, disengagement, and destruction of property. Workplace

⁹ Kar, B., & Mishra, B. (2016). A literature review on occupational stress and job performance. *International Journal of Engineering and Management Research (IJEMR)*, 6(1), 402-407.

¹⁰ Hoboubi, N., Choobineh, A., Ghanavati, F. K., Keshavarzi, S., & Hosseini, A. A. (2017). The impact of job stress and job satisfaction on workforce productivity in an Iranian petrochemical industry. *Safety and health at work*, 8(1), 67-71.

¹¹ Othman, A. K., Abas, M. K., & Ishak, M. S. (2017). The moderating role of spiritual intelligence on the relationship between job stress and job performance of employees in a banking sector. *Journal of Islamic Management Studies*, 1(1), 89-103.

¹² Rasool, S. F., Wang, M., Zhang, Y., & Samma, M. (2020). Sustainable work performance: the roles of workplace violence and occupational stress. *International journal of environmental research and public health*, 17(3), 912.

stigmatization lowers morale, which in turn hinders productivity. Stalking may have a negative impact on productivity in the office by damaging reputations and spreading negativity among coworkers and peers.

Khan, H., Abbas, J., Kumari, K. and Najam, H. (2022)¹³

workplace stress is significantly impacted both psychologically and organizationally by organizational politics. Furthermore, workplace stress and political intrigue can reduce productivity. Insights into the damaging effect of politics, especially as it relates to psychological and organizational stress, followed by job and contextual performance, are provided by the present study's results.

Research Gap

According to the literature survey, there is surprisingly little theoretical or empirical research on the impact of workplace stress on the performance of people working in IT sector, despite the fact that the topic of job stress is often discussed among IT employees. Not only there is lack of studies in this field, but so have other academics. In light of anecdotal evidence from popular periodicals and empirical information pointing to the shifting responsibilities of IT personnel, it is clear that there is a paucity of study on stress specifically in relation to IT employees in India. The IT industry is a key economic driver in modern India, and the number of people employed in this field has increased steadily over the last decade. It is, therefore, of the utmost importance to investigate in depth the effects of workplace stress on the productivity of IT staff in emergency situations. The effects of workplace stress on IT employees' productivity are being analyzed based on the opinions given by them in the study area.

Statement of the Problem

¹³ Khan, H., Abbas, J., Kumari, K. and Najam, H. (2022), "Corporate level politics from managers and employees perspective and its impact on employees' job stress and job performance", *Journal of Economic and Administrative Sciences*, Vol. ahead-of-print No. ahead-of-print.

The first issue is the pressures inside the organization that are having a negative effect on employee's well-being and productivity. One major source of stress in the workplace is the existence of policies that are harmful to workers. Different companies have different sets of rules. Some of such measures could be helpful to workers, while others might be harmful. Employees in the information technology industry have identified a number of policies—including high expectations of work beyond the actual, rotating shifts, longer working time to complete the task, frequent reallocation of work, a heavy workload, inadequate time to finish the task, an autocratic leadership style, the work process, and gender discrimination—as causes of job stress and reduced productivity. Organizational policies may consist of such things as: valuing workers' input, fostering an environment where they feel safe voicing their opinions, providing opportunities for professional growth, and demonstrating a commitment to employees' well-being on the part of management. Employee dedication is a byproduct of the organization's process. It entails delineated tasks, time constraints, effective communication, and evaluation of results. Employees' level of investment and dedication to work might be negatively impacted by stress brought on by the workplace structure and processes. Job stress is also caused by the workplace actual physical environment. Family issues, personal issues, financial difficulties, inability to fulfill family responsibilities, inability to spend time with family owing to rotating shift timings, inability to provide for dependents, and the lack of social recognition are all factors that contribute to work life imbalance. The inability to balance work and personal responsibilities may lead to stress, which in turn can have negative effects on both aspects of an employee's life. It's possible that workers' productivity may suffer if they're under too much stress at work. The major problem caused by the occupational stress on IT employees' productivity is the major focus of the study.

Importance of the Study

Though stress is a fact of life for workers in any industry, those in the information technology area face especially high levels of it because of the complexity of their work. The objective of the study is to understand the causes of workplace stress among IT workers and to ascertain how that stress affects their productivity on the job. The study's overarching goal is to examine the factors at play inside organizations that contribute to workers feeling overwhelmed on the job and how that stress manifests itself in their output. This research is useful for

determining which factors, if any, contribute to workers' stress levels on the workplace. Researchers set out to investigate how well-being at work (WLB) affects productivity in the workplace. Research reviews have made significant contributions to understand the variables that affect IT worker's productivity. Unfavorable regulations, confusing policies, unjust arbitrary performance assessment, unrealistic job description, frequent reallocating of duties, rotating work shift, rigid rules, and disparity of incentives all contribute to stress on the workplace. This information was gathered to ascertain the extent to which these variables affect by worker's productivity. Physical circumstances, poor communication, poor and insufficient feedback on work performance, unclear and conflicting roles, an unfair control structure, and inadequate information flow are all factors that might contribute to work stress. Workers' output is certain to suffer if the organization's procedures aren't foolproof. Family issues, personal issues, financial issues, family responsibilities, lack of time to spend with family, difficulty in taking care of dependents, and lack of social recognition all contribute to an unbalanced work-life that hinders performance. Workplace stressors include, but are not limited to, overcrowding, lack of privacy, loud noise, extreme temperatures, the presence of harmful substances and radiation, air pollution, potential safety hazards, and inadequate illumination. It has been determined that promotions, demotions, and transfers all contribute to employee's stress, with the goal of minimizing their negative effects on productivity in the organization.

Objective of the Study

- To examine the impacts created by the dimensions of occupational stress on employee's psychology towards work performance in the IT sector

Research Methodology

Primary data are the actual numbers and percentages collected from the respondents collected for the first time. If the information needed for the study is not available in existing databases or in-house company records, then it may be essential to do primary research. The time, money, and labor available for the research often act as constraints on the process of obtaining original data. Data on the test system's overall performance and data on its individual components were collected with the use of a well-defined questionnaire. A numbered and ordered survey was

meticulously produced. There was a logical progression to the questions asked. Through multiple rounds of one-on-one conversations and interviews, as well as discussions in larger groups, it became clear that locals have the greatest breadth of experience in terms of jobs, workplaces, and cultural backgrounds, as well as the most comprehensive knowledge of potential occupational stressors and office environments. Executives and officers working here have been rotated across various assets and regional offices during their careers, allowing them to get a well-rounded understanding of the corporation and their field. There is an obvious distinction in the quality, degree, character, and type of experience held by those with a large number of years of professional experience and those with a smaller number of years of professional experience. The study focuses on the employees of IT sector and involves a sample size 213 employees. The IT employees working are covered for the study in the IT companies of Techno park, Thiruvananthapuram. The selection of employees was carried out using the sampling technique of simple random sampling based on the list acquired from the IT companies. The collected data were analyzed using the SEM-AMOS modeling to understand the cause and effect relationship among the occupational stress and job performance of the IT employees.

Analysis and Interpretation

The collected data were subjected to coding and error removal in-order to fit the data for analysis in the software. The collected data were related to occupational stress and its impact on the job performance of employees working in the study area. The data were subjected to coding in the following manner which was fitted into SEM model.

Structural Equation Modeling

The modeling helps to bring out the direct linkage between the variables and factors of occupational stress on work performance of the employees. The various factors and variables involved in the study were analyzed based on the opinions of IT employees working in Techno park. The modeling will help to understand the casual relationship among the factors of occupational stress and work performance. The analysis is carried out based on the coding of factors in following manner.

Factor- I- Causation of Stress at Workplace– CSWP

Monotonous and Repetitive Work Nature	-	CSWP1
Lack of Uniform Communication	-	CSWP2
Higher Burden of Work	-	CSWP3
Lack of Technical and Technological Updation in Workplace	-	CSWP4
Biased Appraisal and Pressure of Evaluation	-	CSWP5
Lack of Career Development Policies	-	CSWP6
Higher Level of Management Pressure	-	CSWP7
Factor –II – Deterioration of Wellbeing – DW		
Psychological Issues	-	DW1
Physical Health Issues	-	DW2
Emotional Destabilization	-	DW3
Declining Quality of Personal Wellbeing	-	DW4
Factor – III- Impact of Work Performance – IWP		
Quality of Work Outcome	-	QWC1
Optimal Work Commitment	-	QWC2

The following table explains the number of variables involved in the study which is classified to in different manners based on the nature of variables.

Table – 1 Summary of Variables

S.No	Variable Counts	Numbers
1.	Overall variables	28
2.	Observed Variables	11
3.	Unobserved Variables	17
4.	Exogenous Variables	14
5.	Endogenous Variables	14

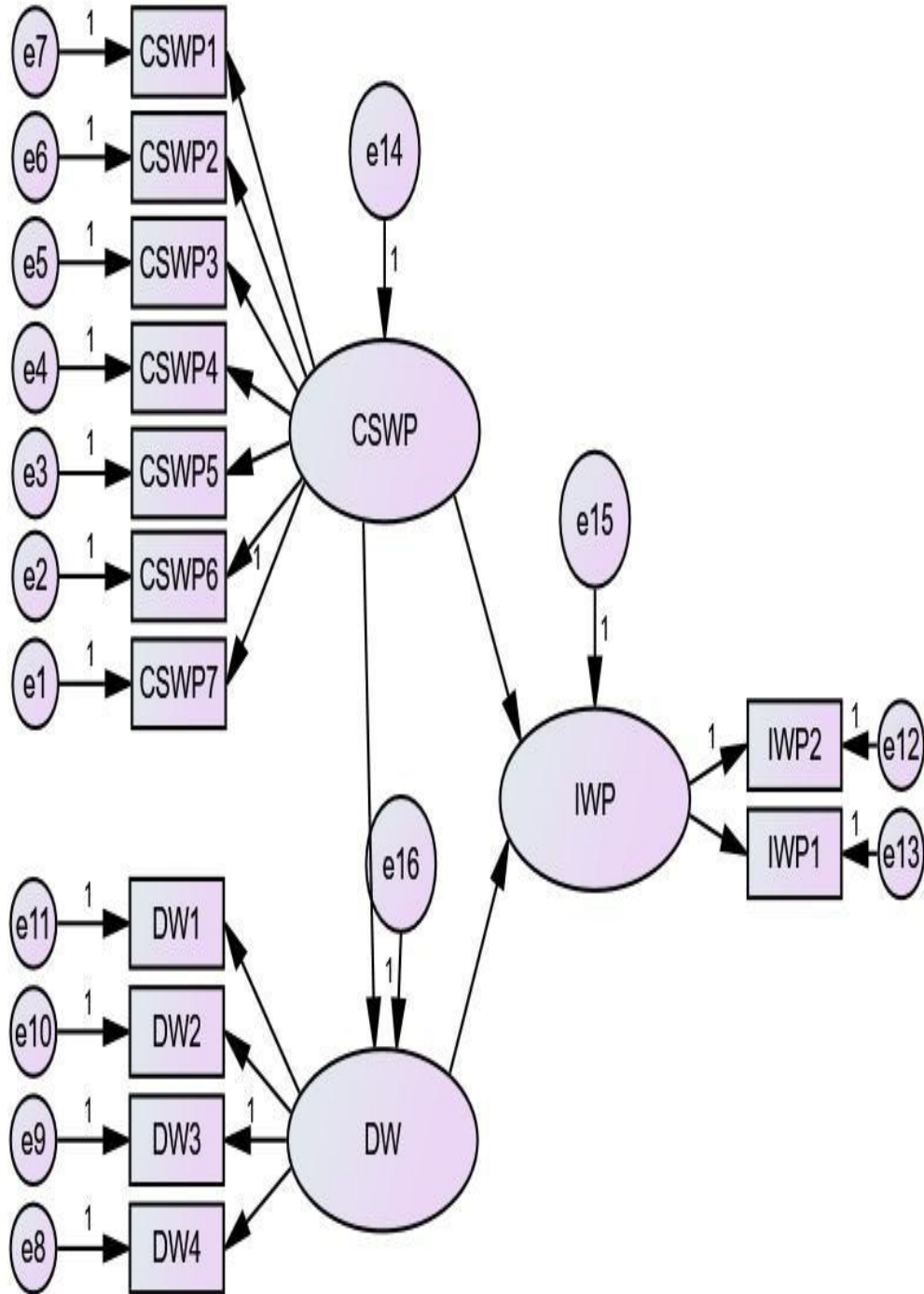
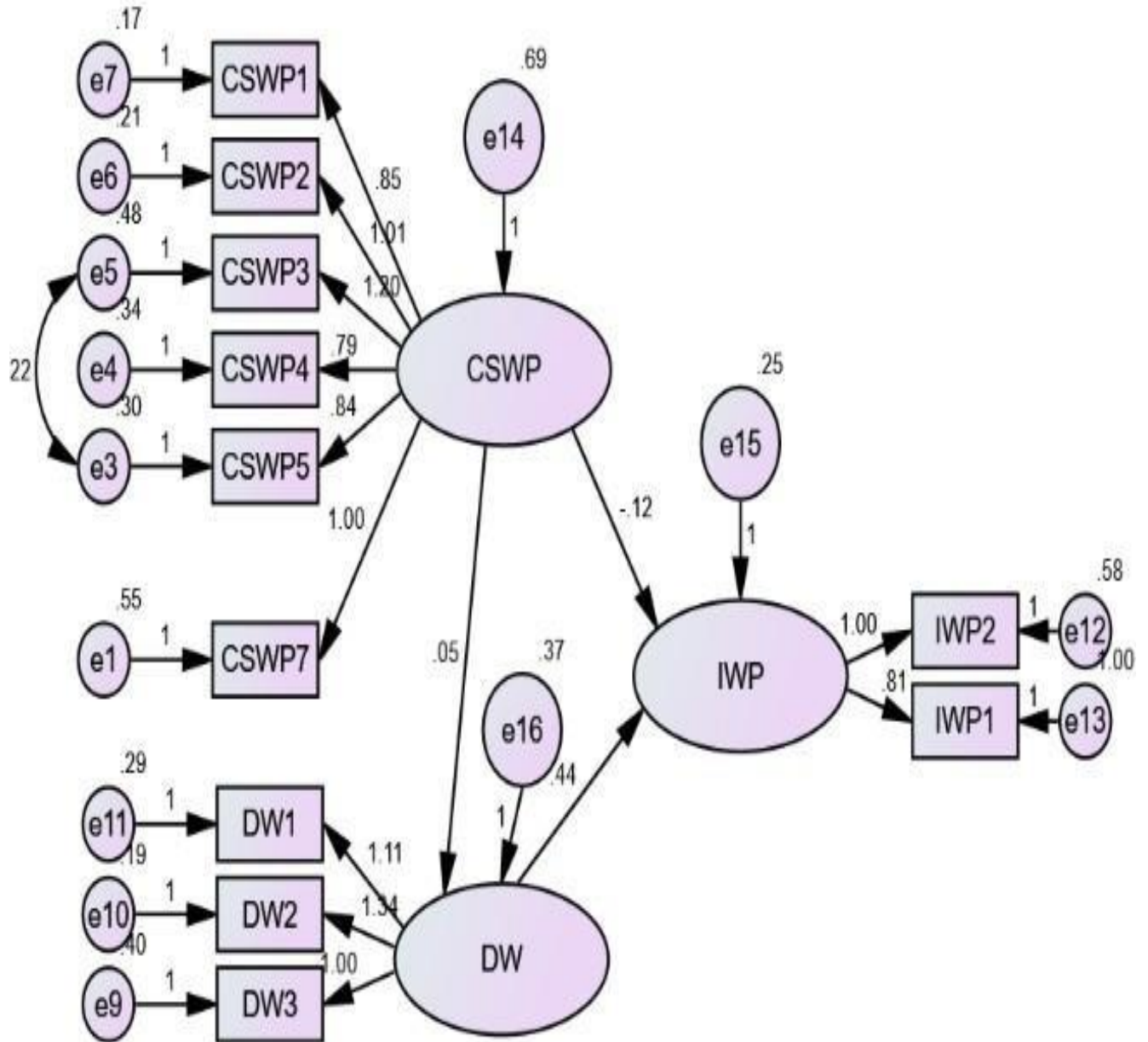


Chart – I – Model Constructed - Effect of Occupational Stress on Employees Psychology towards Work Performance



			Estimate	S.E.	C.R.	P
DW	<---	CSWP	0.046	.056	.831	***
IWP	<---	CSWP	-0.119	.072	-1.639	***
IWP	<---	DW	0.436	.117	3.739	***
CSWP7	<---	CSWP	1.000			
CSWP5	<---	CSWP	0.840	.072	11.609	***
CSWP4	<---	CSWP	0.787	.071	11.116	***
			Estimate	S.E.	C.R.	P
CSWP3	<---	CSWP	1.203	.099	12.210	***
CSWP2	<---	CSWP	1.013	.076	13.385	***
CSWP1	<---	CSWP	0.850	.065	13.101	***
DW3	<---	DW	1.000			
DW2	<---	DW	1.342	.136	9.846	***
DW1	<---	DW	1.108	.113	9.770	***
IWP2	<---	IWP	1.000			
IWP1	<---	IWP	0.810	.315	2.571	***

Table – 2

Maximum Likelihood Estimates- Regression*(***- Valid Relationship @ 1% Level)*

The regression weights explain the relationship between the factors and variables used in the model which determines psychological effect on employees leading to impact on work performance based on the occupational stress. The deterioration of wellbeing is negatively impacting the employees' psychology and work performance which is evidently reflected by the model. The causation of the stressors at workplace is having positive influence on the work performance which is explained by the outcome of the study. The causation of stressor at workplace is positively influencing the deterioration of wellbeing among the IT employees in the study area. The validity of the relationship among the three major dimensions reveals that occupational stress is significantly impacting the employees' psychology leading to decline in work performance. The above fit model can be used for predicting the work performance of the IT employees based on the decline in occupational stress.

Table – 3
Goodness of Fit Indices

Indices	Actual Value	Suggested value
Chi-square/Df(CMIN)	4.134	< 5.00 (Hair et al., 1998)
GFI	0.881	> 0.80 (Joreskog and Sorbom, 1981)
AGFI	0.803	> 0.80 (Joreskog and Sorbom, 1981)
NFI	0.872	> 0.80 (Joreskog and Sorbom, 1981)
CFI	0.899	> 0.90 (Daire et al., 2008)
RMR	0.064	< 0.08 (Hair et al. 2006)
RMSEA	0.076	< 0.09 (Hair et al. 2006)

(GFI – Goodness of Fit, AGFI –Adjusted Goodness of Fit, NFI- Normed- Fit Index, CFI – Comparative Fit Index, RMR – Root Mean Squared Residual , RMSEA – Standardised Root Mean Squared Residual)

The model fit summary explains the validity and reliability of the model in assessing the impact created by occupational stress on employee's psychology and work performance. The structural equation modeling has given values for each model fit and is displayed in the above table. The value of CMIN is 4.134, GFI is 0.881, AGFI is 0.803, NFI is 0.872, CFI is 0.899, RMR is 0.064 and RMSEA is 0.076. The model fit values are statistically significant and validates the efficacy of model in determining the effects of occupational stress factors on work performance of the employees. The model is highly useful for understanding the employees' psychology towards occupational stress and resultant work performance.

Discussions

The study focused on examining the impacts created by the occupational stress on employee's psychology .The occupational stress factors are classified into two which deals with the reasons for stress and decline in well being of IT employees covered for the study. The combined effect of these two factors was examined to understand the impact it creates on the work performance. The occupational stress of IT employees is high and it tends to create a hollow in the work performance and also impacts the employees psychologically. These effects lead to various emotional health issues for IT employees declining the quality of outcome and decline in the work performance. The study has significantly reflected that the occupational stress is a major factor that leads to decline in the work performance and impacts employees' psychology negatively in the workplace.

Psychological Effects of Occupational Stress

- Anxiety and Depression: Occupational stress can lead to anxiety and depression, which can have negative impacts on an individual's mental health.

- **Burnout:** Burnout is a state of emotional, physical, and mental exhaustion caused by excessive and prolonged stress. It can lead to feelings of detachment, cynicism, and a sense of inadequacy, resulting in decreased job performance and satisfaction.
- **Post-Traumatic Stress Disorder (PTSD):** In some cases, occupational stress can lead to PTSD, which is a mental health disorder that occurs after experiencing or witnessing a traumatic event. For example, emergency responders or military personnel who are exposed to traumatic events on the job may be at risk for developing PTSD.
- **Substance Abuse:** Individuals who experience occupational stress may turn to drugs or alcohol as a way to cope. This can lead to addiction and other negative consequences.
- **Sleep Disorders:** Occupational stress can also lead to sleep disorders such as insomnia or nightmares, which can further impact an individual's mental health and well-being.

Organizational-level coping strategies

Following are the organizational level coping strategies suggested for IT employees’.

- ✓ **Providing stress management training:** Offer training programs that help employees learn coping mechanisms and stress management techniques.
- ✓ **Creating a positive work culture:** Establish a culture that emphasizes open communication, work-life balance, and positive relationships between employees and managers.
- ✓ **Providing employee support programs:** Implement employee assistance programs (EAPs) that offer counseling, mental health support, and other resources to employees who are experiencing stress.
- ✓ **Encouraging breaks and downtime:** Encourage employees to take breaks throughout the workday and prioritize their own self-care.
- ✓ **Offering flexible work arrangements:** Provide flexible work arrangements such as remote work, flexible schedules, or job-sharing opportunities that allow employees to manage their workload and personal responsibilities.

- ✓ Providing opportunities for professional development: Offer opportunities for employees to develop their skills and advance in their careers, which can help reduce stress and promote job satisfaction.
- ✓ Addressing sources of workplace stress: Take steps to identify and address sources of stress within the workplace, such as high workloads, unclear job expectations, or difficult relationships with coworkers.

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