CHAPTER 7
FINDINGS

This chapter proposes to present descriptive and empirical results and their
discussion in the findings. For the purpose of convenience, the collected data has
been categorized, analyzed, tabulated, and interpreted as per the objectives of the
study. After analysis, the findings of the study are stated as follows:

1. After studying the demographic variables by software employees in Pune
region, results are recorded as follows:
   a) 26.71% software employees were in the age below 25 years. 63.35% software
      employees were between 26-35 years, and only 9.94% were above 36 years. More
      than 80% of the respondents were below 35 years.
   b) 74.45% software employees were male while 25.46% were female software
      employees. Approximately three fourth respondents were male while one fourth
      was female. The ratio was 3:1 (Male: Female).
   c) The majority of respondents were Graduates (58.08%), Postgraduates were
      41.61% and the Doctorates were only 0.31%.
   d) The faculty educating and training others were from the computer science
      faculty, they were 55.91%. From the faculty of science there were 31.06%, the
      commerce faculty were 9.31%. There were 2.79% from the faculty of Arts and
      rest 0.93% faculty was diplomas and pharmacy.
   e) Respondents from urban area were 63.98% and 36.02% from rural area.
   f) The majority of respondents in the study were with MNC (Multi National
      Company) (56.83%) followed by those in Private Limited Companies (40.98%),
      and Small Scale Industries (1.56%) and the rest 0.93 were in Government
      organizations. More than 97% of respondents were in multinational companies
      and private organizations.
   g) Software employees from the middle level position were 70.50%, 19.25%
      were from lower level positions while only 10.25% were from the Higher
      managerial level.
h) Technical Personnel were 30.75%, Developers (26.40%), Personnel giving technical support 9.94%, Managers were 8.70%, Designers were 7.76%, Business Processing Outsourcing employees were 6.21%, software employees from other designations were 4.65%, Testers were 3.73% whereas the rest 1.86% belonged to HR departments.

i) 45.03% software employees had 4 years experience while 39.13% had 05-08 years experience, and only 15.84% had more than or equal to 9 years experience.

j) 70.19% software employees came in medium income status, 21.43% felt into the low-income status. 8.38% software employees belonged to high-income status. Less than 10% of the respondents were from the high-income group and more than 90% belonged to low and medium income groups.

k) 40.99% software employees were working for money, while 32.92% were career oriented, 16.46% software employees were wanting to achieve something in life and 9.63% of software employees were very passionate in their job. Out of 322 respondents/software employees, most were in their jobs for career and money.

l) 73.91% software employees had achieved their respective desired goals.

m) 83.23% software employees believed that their future prospects were very bright.

n) 70.81% software employees were confident of fulfilling their economic and social requirements.

o) 89.75% software employees were playing a key role in their team.

p) 54.97% software employees lived in nuclear family while 45.03% were from joint family.

q) 51.24% software employees were married, and 48.45% were unmarried.

r) 53.94% software employee’s spouses were holding jobs.

2. After studying the nature of lifestyle of the software employees in Pune region, there were only 0.62% (less than 1%) software employees who reported to have no stress, 53.73% software employees were seldom stressed, 44.44% software employees had reported often stressed and 1.24% software employees reported to
have high stress due to their life style. The stress due to different components in the life style has been taken into consideration and the nature of stress has been reported as follows:-

a) The software employees between the ages of between 26 and 35 reported that they were highly stressed; employees below the age of 25 were moderately stressed and the employees above 35 years reported low stress.
b) The male software employees were more stressed than the female software employees were.
c) The software employees who were doctorates were less stressed than the postgraduates were and the graduates reported high stress.
d) The software employees who have done their studies other than Arts, Commerce, Science, and Computer Science were more stressed. Then those software employees who have done their studies in Arts faculty were more stressed than those from Commerce faculty were than from Science faculty than from Computer Science faculty. Those software employees who have done their studies in Computer Science Faculty were less stressed.
e) The software employees from the rural area were less stressed than those from the urban area.
f) The software employees who are working in government sector suffer low stress followed by private organization, Small Scale organizations whereas software employees who are working in Multinational Companies had high stress level in all criteria of stress during the routine of their job.
g) The software employees working at higher level was lesser stressed than those who are at the lower levels. The middle level employees were also highly stressed.
h) Those designated as technical Person were more stressed than the HR personnel were. The developer, manager/technical support, designer, BPO, any other designation, and tester came under the category of least stressed.
i) The software employees who had more experience were less stressed than those who had less experience.
j) The high-income status software employees had suffered from lesser stress than those employees who were in the low-income status group. The middle-status software employees were more stressed than the high-income status.
k) The software employees coming from a nuclear family felt much more stress than those from joint family.
l) The divorced software employee were least stressed than the unmarried employee. The married employees were highly stressed.
m) 47.83% software employees who worked only for money were seldom stressed and the other 49.28% were frequently stressed.
60% software employees who were passionate about their jobs reported being seldom stressed and other 40% were reported frequently stressed.
61.32% software employees who were career oriented reported being seldom stressed and 38.68% of the rest complained of often being stressed.
50.94% software employees who have something to achieve, were seldom stressed and 45.28% software employees were often stressed.
n) 55.04% software employees who had goals to achieve while doing their job for money, career or passionate about their work routine were seldom stressed while 42.86% of the rest of the employees reported to be in the category of often stressed.
50% software employees who did not achieve their goal while doing their job for money, career or were passionate about their work routine were seldom stressed while 48.81% of the rest of the employees reported to be in the category of often stressed.
o) 54.10% software employees who felt they had good future prospects reported to be in seldom stressed category while 43.66% software employees reported to be in often-stressed category.
51.85% software employees who did not have good future prospects reported to be in the seldom stressed category while the other 48.15% software employees reported to be in the often stressed category.
p) 52.19% software employees who were fulfilling economic and social requirement in routine of their job had reported to be seldom stressed and 45.61% software employees reported to be stress often.

57.45% software employees who were not fulfilling economic and social requirement in routine of their job had reported to be in the seldom-stressed category and 41.49% software employees came into the often-stressed category.

q) 53.29% software employees who were playing key role in their team in routine of their job reported to be in the seldom-stressed category and 57.58% software employees reported to be often stressed category.

44.64% software employees who were not playing key roles in their team in routine of their job reported to be in the seldom-stressed category and 42.42% software employees reported to be often stressed category.

r) 57.30% married employee with spouse working in the routine of their job were seldom stressed while 40.45% software employees were stressed often category.

50.60% software employees who were married and their spouse were not working in the routine of their job reported to be in the seldom-stressed category while 45.78% software employees came into often-stressed category.

s) 83.33% software employees who were married and not helping in the household activities in the routine of their job reported to be in the seldom stressed category while 16.67% software employees reported to be in the often stressed category.

56.16% software employees who were married and always participating household activities in routine of their job reported to be in the seldom stressed category while 42.47% software employees reported to be in the often stressed category.

50.47% software employees who were married and sometimes helped in the household activities in the routine of their job reported to be seldom stressed while 45.98% software employees came into the often stressed category.
57.14% software employees who were married and often helped in the household activities in the routine of their job reported to be seldom stressed while 35.71% software employees came into often stressed category.

t) 80% software employees who were married and not helped in the daily activities at home in the routine of their job reported to be seldom stressed while 20% software employees reported to be in the often-stressed category.

55% software employees who were married and always helped in the daily activities at home in the routine of their job reported to be seldom stressed while 43.33% software employees reported to be in the often-stressed category.

51.76% software employees who were married and sometimes helped in the daily activities at home in the routine of their job reported to be seldom stressed while 44.71% software employees reported to be in the often-stressed category.

45% software employees who were married and often helped in the daily activities at home in the routine of their job reported to be seldom stressed while 50% software employees reported to be in the often-stressed category.

u) 50% software married employees having children who were not helping in bringing up their children nor helping them in their studies in the routine of their job reported to be seldom stressed while 50% software employees reported to be in the often stressed category.

60.26% software married employees having children who were always helping in bringing up their children and helping them in their studies in the routine of their job reported to be seldom stressed while 34.62% software employees reported to be in the often always stressed category.

53.13% software married employees having children who were helping sometimes in bringing up their children and helping them in their studies in the routine of their job reported to be seldom stressed while 46.88% software employees reported to be in the often-stressed category.

40% software married employees having children who were often helping in bringing up their children and helping them in their studies in the routine of their job reported to be seldom stressed while 50% software employees reported to be in the often-stressed category.
v) 75% married software employees were not helping in the house were in the seldom stressed category in the routine of their job; while 25% software employees were reported to be in the often stressed category.
54.67% married software employees were helping always in the house reported to be seldom stressed while 41.33% reported to be in the often-stressed category.
62.86% married software employees were helping sometimes in the house reported to be seldom stressed while 34.29% reported to be in the often-stressed category.
50% married software employees who were helping often in the house reported to be seldom stressed while 40% reported to be in the often-stressed category.
w) 33.33% married software employees who never have difficulties in managing both office and home activities in the routine of their job were seldom stressed while 62.50 % reported to be in the often-stressed category.
54.17% married software employees always faced difficulties in managing both office and home activities in the routine of their job reported to be seldom stressed while 41.67% reported to be in the often-stressed category.
59.48% married software employees who sometimes faced difficulties in managing both office and home activities in the routine of their job were seldom stressed while 37.93% reported to be in the often-stressed category.
66.67% married software employees who often faced difficulties in managing both office and home activities in the routine of their job were seldom stressed while 33.33% reported to be in the often-stressed category.
x) 33.33% married software employees not having pressure to balance home and work in the routine of their job were seldom stressed while 61.90% had reported to be in the often-stressed category.
61.54% married software employees always under pressure to balance home/ work in the routine of their job reported to be seldom stressed while 33.33% software employees reported to be in the often-stressed category.
58.88% married software employees sometimes having pressure to balance home/work in the routine of their job were seldom stressed while 39.25% software employees were reported to be in the often-stressed category.
28.57% married software employees often having pressure to balance home/ work in the routine of their job were seldom stressed while 71.43% were reported to be in the often-stressed category.

3. After studying the stress of software employees using the occupational stress index, 23.60% were in the low level of occupational stress, while 71.74% were in the moderate level of occupational stress, and 4.66% were in the high level of occupational stress.

4. After studying various aspects of the job, which in some way causes of stress such as role overload, role ambiguity, role conflict, group and political pressure, responsibility for subordinates, poor participation, powerlessness, poor peer relations, intrinsic impoverishment, low status, strenuous working conditions and unprofitability of the number of software employees in Pune region are presented with their percentage in the following table no. 7.1 as follows:

<table>
<thead>
<tr>
<th>Sub-Scales (Occupational Stressors)</th>
<th>Low (%)</th>
<th>Moderate (%)</th>
<th>High (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Role Overload</td>
<td>17.08</td>
<td>61.80</td>
<td>21.12</td>
</tr>
<tr>
<td>Role Ambiguity</td>
<td>21.43</td>
<td>51.24</td>
<td>27.33</td>
</tr>
<tr>
<td>Role Conflict</td>
<td>32.30</td>
<td>57.45</td>
<td>10.25</td>
</tr>
<tr>
<td>Unreasonable group and Political Pressure</td>
<td>18.94</td>
<td>63.04</td>
<td>18.01</td>
</tr>
<tr>
<td>Responsibility for subordinates</td>
<td>17.39</td>
<td>63.04</td>
<td>19.57</td>
</tr>
<tr>
<td>Poor participation</td>
<td>27.02</td>
<td>43.17</td>
<td>29.81</td>
</tr>
<tr>
<td>Powerlessness</td>
<td>39.44</td>
<td>51.86</td>
<td>8.70</td>
</tr>
<tr>
<td>Poor peer relations</td>
<td>14.60</td>
<td>72.36</td>
<td>13.04</td>
</tr>
<tr>
<td>Intrinsic impoverishment</td>
<td>24.84</td>
<td>56.52</td>
<td>18.63</td>
</tr>
<tr>
<td>Low status</td>
<td>28.88</td>
<td>67.39</td>
<td>3.73</td>
</tr>
<tr>
<td>Strenuous working Condition</td>
<td>13.04</td>
<td>44.72</td>
<td>42.24</td>
</tr>
<tr>
<td>Unprofitability</td>
<td>10.87</td>
<td>62.11</td>
<td>27.02</td>
</tr>
</tbody>
</table>
5. After studying the stress symptoms amongst software employees in Pune region; only 14.60% (up to 15%) were relaxed employees and not likely to be suffering from stress. 54.35% had a good level control most of the time and seldom-faced stress. The 26.40% suffered from stress and most probably experiencing some stress-related symptoms. Due to their life style, 4.66% were high stressed and will most likely suffer from some stress-related illnesses. If different components of life style are taken into consideration, the stress symptoms will vary. The stress symptoms noticed amongst software employees is as follows:-

a) Taking age into consideration stress symptoms were less in the age group of greater than or equal to 36, moderate in age group of less than or equal to 25 and more in the age group between 26 and 35.

b) Stress Symptoms reported to be more in males rather than females software employees.

c) Stress Symptoms were least in those who have done their doctorate, moderate amongst postgraduate and most in graduate software employees.

d) Stress Symptoms were more amongst employees from Arts, Commerce, Science faculties and least amongst Computer Science faculty.

e) Stress Symptoms in software employees were less in those from rural location and more amongst those from urban location.

f) Stress Symptoms amongst software employees were least in Government Organization, more in Small Scale Industry, slightly more in Private Organization and most in Multi National Company.

g) Stress Symptoms amongst software employees were least in higher-level position, moderate in low-level position and most in middle-level position.

h) Stress Symptoms in software employees were observed in an ascending order lowest to highest in designations as HR, tester, BPO, designer, manager, developer, technical person, and technical support that is least in HR person and most in technical support.

i) Stress Symptoms were low in software employees whose experience was more, while they were more in those whose experience was less.
j) Stress Symptoms were less in software employees whose income was high, moderate with low-income and most in middle-income group.

6. After assessing the stress management techniques, which software employees used, the study shows that stress management techniques with percentage were as follows:

Spending time with their family (56.83%), listening to Music (54.66%), spending time with their friends (50.62%), watching movies (47.83%), talking to their loved one (46.58%), outings (40.06%), partying (35.71%), taking a walk (34.78%), reading (33.85%), indoor/outdoor sports (32.30%), web Surfing (27.95%), keeping eyes closed for some time (27.33%), yoga (25.78%), spending time with oneself (24.22%), meditation (23.60%), exercising in the gymnasium (21.74%), having a massage (16.15%), consuming alcohol (14.29%), smoking (11.49%), trekking (11.18%), psychological treatment (9.63%), aerobics (9.32%), taking medicine (7.76%), other techniques (4.97%) and collection of stamps/coins (4.66%). Yoga, pranayama, meditation, aerobics along with having a massage and exercising in the gymnasium, and spending time with oneself are effective stress management techniques. The twenty activities except yoga, pranayama, meditation, aerobics along with having a massage and exercising in the gymnasium are related to the category of spending time with oneself.

7. The research study took into consideration the relationship between different features of software employees such as age, gender, educational qualification, faculty of education, location, type of company, level of position, designation, experience, income status, type of family, marital status and the use of stress management techniques like yoga, pranayama, meditation, aerobics along with having a massage and exercising in the gymnasium and spending time with oneself such as spending time with their family, indoor/outdoor sports, listening to music, outings, partying, web surfing, spending time with their friends, watching movies, taking a walk, talking to their loved one, reading, consuming alcohol, smoking, keeping eyes closed for some time, spending time with oneself, trekking, collection of stamps/coins, taking medicines, psychological treatment and other techniques.
a) Yoga practices did help the individual working in the software industry to get relief in managing their stress.

b) Pranayam practices did help relieve stress of software employees.

c) Meditations practices have helped software employees to reduce their stress irrespective of the absence shown in relationship with their individual features.

d) Aerobics along with having a massage and exercising in the gymnasium did help software employees to reduce their stress as noted in the case of the Yoga Practice, Pranayama (breathing exercise), and Meditation.

e) Spending time with their family is one of the ways of spending time with oneself did help software employees to reduce their stress.

f) An indoor/outdoor sports practice is one of the ways of spending time with oneself. These activities did help software employees to reduce their stress.

g) Listening to music as one of the spending time with oneself activities, did help software employees to reduce their stress.

h) Outings as one of the spending time with oneself activities did help software employees to reduce their stress.

i) Partying practices as one of the spending time with oneself activities did help software employees to reduce their stress.

j) Web surfing, as one of the spending time with oneself activities did help software employees to reduce their stress.

k) Spending time with their friends was one of the spending time with oneself activities which did help software employees to reduce their stress.

l) Watching movies, as one of the spending time with oneself activities did help software employees to reduce their stress.

m) The practice of taking a walk as one of the spending time with oneself activities did help software employees to reduce their stress.

n) Talking to their loved one as one of the spending time with oneself activities did help software employees to reduce their stress.

n) Reading habit practices as one of the spending time with oneself activities did help software employees to reduce their stress.
o) A habit of consuming alcohol, as one of the spending time with oneself activities, did help software employees to reduce their stress.

p) A habit of smoking, as one of the spending time with oneself activities, did help software employees to reduce their stress.

q) Keeping eyes closed for some time, as one of the spending time with oneself activities, did help software employees to reduce their stress.

r) The practice of spending time with oneself as an activity did help software employees to reduce their stress.

s) Trekking, as one of the spending time with oneself activities, did help software employees to reduce their stress.

t) The hobby of collecting stamps/coins, as one of the spending times with oneself activities, did help software employees to reduce their stress.

u) Taking medicine, as one of the spending time with oneself activities, did help software employees to reduce their stress.

v) Psychological treatment practices as one of the spending time with oneself activities, did help software employees to reduce their stress.

w) Other techniques reported as one of the spending time with oneself activities, did help software employees to reduce their stress.