CHAPTER – I
INTRODUCTION

The whole universe recognizes work stress as a major threat to employee’s health and the healthiness of their organization (ILO 1986; 1992). A healthy job is likely to be one where the work stress on employees are proper in relation to their skills, abilities and possessions, to the amount of control they have over their work, and to the support they receive from various people who matter to them. As health is not merely the absence of disease or infirmity but a positive state of complete physical, mental and social well-being (WHO, 1986).

The International Labor Organization defines problems in the workplace as interactions between and among the work condition, job content, organizational environment and the worker’s capacities, needs, culture and extra-job considerations. These are influences perceptions, experiences of wellbeing, work performance, and work satisfaction of an individual. In fact, health is the effect of occupation hazard and organizational environmental factors that brings a wide variety of physical, psychological disorders that worsens human homeostasis and demolishes well-being of individual both at work and at home. While assessing employee health both subjective and objective work-related conditions have to be considered, some studies like (Elovainio, et al., 2000) also have found that individual uniqueness and organizational environment factors are important in assessing the health and job satisfaction of individuals.

In the last four decades, the environment of work has been altered considerably for many groups. In the 1960s people started introducing computers at the workplace. This was gradually developed and altered the working environment from paper work to technological based work. During the 1980s the influence of (LPG) liberalization, privatization, and globalization was massive on many organizations. During this period many organizations had undergone acquisitions, strategic alliances, mergers, and privatizations. This entrepreneurial period resulted in increased economic growth in international markets for those countries who embraced it (Cooper & Jackson, 1997). In 1990s organizations started having a major
streamlining work i.e organizations those hit by economic downturn were started downsizing manpower in an effort to survive. During the last decade, streamlining and minimizing manpower has continued in many companies, at the same time there is an increase of subcontracting and outsourcing of work, to survive in the competitive world. At the same time, there was a rise in short-term contracts and which resulted in deregulation of fixed-term contracts and the partial recruitment of permanent job. (OECD, 1999). Other changes were include new patterns of working, such as teleworking, self-regulated work, team work, an increased reliance on computerized technology and a move towards a more bendy workforce, in number of employees, in their skills and functions.

Though, studies have shown that, the spread of Information and Communication Technology (ICT) and its usage lead to anxiety and tension, (Hienssen et al., 1987), higher work pressures, (Hislop and Axtell, 2011) job dissatisfaction, (Smith et al., 1981) and in the later stages its referred as a phenomenon called “technostress” (Clark and Kalin, 1996). It refers to the stress experienced with technology. The World Health Organization (2005) argues that the work patterns in the organizations have changed due to the increased use of Information and Communication Technology and that the organizations should address the effect of ICT on the mental health of the employees.

Stress is becoming common among the IT employees today. Recent lifestyle changes, growing pressure on people to find employment, cost of living, inflation and growing competition in the market which contributes to stress. Though stress has been found to have both optimistic and pessimistic influences on the human mind and body, continuous or persistent stress tends to have disease producing consequence on the person especially if the person has hereditary predisposition or hereditary vulnerability. Whereas, others who are employed may not be biologically and psychosocially skillful at working in extremely challenging work environment. The subject of work stress in the workplace is of growing interest in the field of work-related health. Stress has been defined as a constant reluctant situation, the avoidance of which is subjectively or objectively important to an employee. The main sources of occupational stress are organizational factors like job demands, salary, rank, etc. (Van Vegchel et al., 2001). The physical factors like air pollution, noise, vibration,
physical and psycho physiologic strain, visual exertion, and inadequate working posture contribute for mental stress (Mironov et al 1994).

1.1. STRESS

1.2. AETIOLOGY OF STRESS

The word stress has come from the Latin word called “stringere” which means ‘to draw tight’ and it was used in this way in the 17th century to describe adversity or suffering. In the 18th century the term stress referred to person’s pressure, strain or strong effort. In the late 19th century and later it was transferred into human psychology and Hans Selye is called as the father of stress concept.

Stress as an internal response where continued and prolonged stress may result in exhaustion and worry leading to depression and anxiousness. (Selye, 1946). Stress may be understood as any event that places physical or psychological demands on a individual such that an unusual or out of the ordinary response (Dipboye, et al 1994). Another researcher Parkes (1989) defines that stress is a relationship between an individual and the environment where as Robbins (2001) notes that stress is a dynamic condition in which the individual is confronted with an opportunity, limitation or demand related to what he or she desires and for which the outcome is perceived to be both important. The conditions causing stress in a person are called stressors. Stress may be caused by environmental, organizational and individual factors (Mattesonand Ivancevich, 1999; Cook and Hunsaker, 2001). The following terminologies and their meaning are used in the process of research work:

- Stressors are the events or factors encountered by a person.
- Strains are psychological, physical (health) and behavioral responses to the stressor.
- Stress is the situation where stressors and strains are present.

Stress is a natural and anticipated feature of work and life and not all stress results in negative consequences (Kendall, et al 2001). For instance, Seyle (1976) in his early work on stress
conceptualized two categories, namely distress (undesirable or bad stress) and eustress (pleasant, least challenging or desirable). Eustress provides positive effects such as maximization of output and the ability to manage challenging situations, whereas distress is likely to result in decreased productivity and psychological ill-health. It is the manifestation of stress that has serious implications for the individual and the organization, wherein the worker’s response to stress can be either psychological, physical or both conditions (Cooper & Cartwright, 1994; Kristensen, 1996). As explained by Kendall et al. (2001), there is a need to expand a greater considerate of how stress is experienced at the work environment, the processes by which it can be ameliorated or bring down effectively and the factors that predict why people experience stress-related conditions.

1.3. OCCUPATIONAL OR WORKPLACE STRESS:

Occupational stress has always been related to the incidence of psychosomatic disorders and mental strains. In a study conducted by (Noriega 2000) it seen that job related difficulty, work conditions such as strict supervision, unnatural positions, dangerous work, excessive work and intense and hard physical labor were closely linked to fatigue, psychosomatic and mental disorders. Similarly, it was found that the effects of these occupational stressors were synergistic, and sometimes even additive. The other studies have also found occupational stress is linked with state of health, and inversely associated with global constructive thinking and well being (Stacciarini & Troccoli, 2004). Hence the conditions of the person and environment interaction at workplace are an important influence on physical and mental health.

Cooper and his colleagues (1980) define occupational stress as a “negatively perceived quality, which is a result of inadequate coping with sources of stress, and has negative mental and physical poor health consequences” this explains stress from the individual perception of the external environment and his/her personal failure to cope. The recent development in this direction of evolving a biopsychosocial model that recognizes the impact of work related conditions on the physiological, physical and psychological realms as stemming from low level of compatibility between the worker, the job and the work content (Pottage and Huxley,
1996). Occupational stress is about the interaction between people and their environment, the demands their ability, or inability to control or cope with them (Collins et al 2000). Work stress as the harmful physical and emotional responses that happens when the requirements of the job do not match the capabilities, resources, or needs of the worker NIOSH (1999). In all these definitions, it is clear that stressors are those appraised to be stressful by workers, leading to a situation where the identification of stressors must be more subjectively defined than in any other work-related risk area.

Occupational stress includes relatively enduring or chronic stressors in the workplace, such as role conflicts, role ambiguity, role overload, interpersonal conflicts with a co-worker, frequently recurring daily hassles at work, and so on. All such conditions, events or circumstances become stress producing events and conditions if they produce serious adverse consequences to the individual’s wellbeing/health or welfare. These consequences, to the individual, sometimes referred to as strains, may either, be physical, psychological or behavioral. Stress appears to increase, anxiety depression and job dissatisfaction. This may affect relationships at the work place, with family and friends. Various physical complaints such as gastrointestinal conditions, cardiovascular disease, allergies, skin conditions, sleep disturbances, headaches, and the like are likely to be associated with stress.

1.4. Antecedents of Occupational Stress

The antecedents of stress, or stressors, which affects employees are explained with the work of Cooper and Marshall (1978) who have identified nearly 40 interacting factors which as sources of work stress. A Indian study by Nagesh et al (2008) in their research on “Stress Management at Information Technology professionals, call Centres” identified certain factors which contribute to work place stress. All these factors categorized in to six major antecedents of work stress, this classification system also used by many researchers like Glowinkowski and Cooper (1986), Cooper and Cartwright (1997) and Cooper et al. (2001). These six major categories of occupational stress are as follows:
1. The first type of workplace stress is related to factors intrinsic to the job. Stressors identified with the employment resulted in the majority of studies inspected working conditions and work over-burden (Cooper and Marshall, 1978). As noted in Cartwright and Cooper (1997) poor working conditions, augmenting working hour, working in shifts, transportation danger and risk, work over-load and work under burden might all be elements identifying with the work related stress. Working conditions of a specific employment can make stress because of the environment. Evidences displayed by Cooper and Marshall (1978) and Cartwright and Cooper (1997) demonstrate a connection between poor psychological well-being and unsavory work conditions (aspects of physical environment, for example, lighting, pace of work required and office environment). French and Caplan (1973) saw work over-burden as being either quantitative (a lot to do) or subjective (excessively troublesome, making it impossible to do). Manshor, Fontaine and Chong Siong Choy (2003) in his study analyzed the wellsprings of work stress among Malaysian managers, working in MNC organizations. There it was found that working conditions, workloads, and relationship at work were the principle worry of the managers and these elements to stress. The examination’s synopsis demonstrates that quantitative and subjective work over-burden produces no less than nine unique side effects of strain, for example, job dissatisfaction, job tension, lowered self-esteem, threat, embarrassment, high cholesterol, increases in heart rate, skin resistance, and increased smoking conduct.

2. The second category of antecedents of stress in the workplace is that of role in the organisation. Roles incorporate the demands and behaviors joined with the occupation of an individual (Cooper et al. 2001). The International Labor Organization (ILO) (1986) defines psychosocial dangers are in connection with job content, work association and administration, environmental and organizational circumstance, and in addition the workers skills and needs. These communications which may demonstrate dangerous impact on workers wellbeing through their perceptions and encounters. Role related stress was initially recognized by Kahn et al (1964) whose research has given preparation to a large portion of the experimental deal with work role stress. They clarified two essential methods for role dysfunction: They explained two primary ways of role dysfunction: role ambiguity and role conflict, part equivocalness and part struggle. Part vagueness exists when the individual has lacking data about their work part, part struggle exists when the individual is "torn" by contrasting occupation requests that they would prefer not
to do and that are not an aspect of their responsibilities. Role ambiguity exists when the individual has inadequate information about their work role, role conflict exists when the individual is ‘torn’ by differing job demands that they do not want to do and that are not part of their job.

Since the work of Kahn and associates, two extra roles in the organization have developed in the literature as being identified with work related stress: role overload and responsibility (Cooper and Marshall, 1978; Cartwright and Cooper, 1997; Cooper et al. 2001). Role overload (like work over-burden) includes the quantity of diverse parts an individual needs to satisfy and prompts extreme time requests and vulnerability as to the capacity to perform these distinctive parts satisfactorily (Cartwright and Cooper). Responsibility is another imperative potential stressor connected with organizational roles. Responsibility can be separated into responsibility regarding individuals and obligation (for example, spending plans, equipment, and structures). As clarified via Cartwright and Cooper, an excessive amount of obligation surpassing the individual conviction and an absence of responsibility may additionally be a wellspring of stress if the individuals perception is work under burden are likewise the wellspring of stress. Obligation regarding individuals has been recognized as being especially upsetting, with studies in the 1960s demonstrating an expanded occurrence of poor physical health when obligation regarding individuals was high (see Cooper and Marshall; Cartwright and Cooper).

3. The third classification of potential reasons for stress in the work environment is relationship at work. Associations with others in the work environment (subordinates, managers, peers) the quality and social support are have all the earmarks of being principle wellsprings of occupation related stress (Cartwright and Cooper, 1997). The work of Kahn et al. (1964) and French and Caplan (1970) clarified that an absence of unsupportive relationship at the work spot can prompt mental stress as brought lowered job satisfaction to sentiments of danger to one's well being. Cartwright and Cooper outline the relationship an individual has with their manager, subordinates and associates. These authors pose that there is support for the idea that issues with emotional stability frequently emerge when the relationship between the individual and their superiors is undesirable. They further propose that the way in which a supervisor regulates their subordinates is basic, and if the chief considers individual connections to be paltry or tedious then the outcome
will regularly be a genuine relationship issue. At long last Cooper and Cartwright put advances that stretch amongst partners can emerge from identity clashes and sentiments of rivalry, frequently depicted as the 'workplace legislative issues'. These creators condenses that powerful connections in view of satisfactory social support are basic to health and prosperity in the work environment, and to the association's accomplishment in general.

4. The fourth category shows predecessors of work related stress, and is termed career development. (Cooper and Marshall, 1978) distinguished two groups of potential stressors in the zone of vocation advancement: absence of professional stability, (for example, absence of work, a trepidation of occupation misfortune, or retirement) and strangeness, (for example, coming to profession roof, under-or over-advancement). Numerous workers see vocation movement is valued, with advancement for the most part prompting an increment in wage, work status and new challenges, but when a worker achieves middle age they locate their profession advancement has hindered or ceased with openings for work getting to be less, knowledge getting to be out of date and vitality winding down (Cartwright and Cooper, 1997). Experimental proof checked on by Cooper and Marshall propose that when status of confusion is available, high mental and physical health are brought down. This is further upheld by Cooper et al. (2001) who propose that strain is regularly brought on by an absence of change in the association, however, it might likewise be there that when workers feel advanced past their capacities.

5. The fifth major category of potential causes of occupational stress is organizational structure and climate. Essentially being in an organization can undermine a individuals opportunity, self-rule and character. An expanding number of researchers are exploring this area and issues include: absence in decision making procedures, poor correspondence, limitations on conduct, absence of a feeling of belongingness, absence of successful counsel and office governmental issues (Cooper and Marshall, 1978). In summing the 1970s' writing, Cooper and Marshall expressed that representative interest is identified with moderate down turnover and expand the efficiency in the organization, at the same time, when support is not present, it prompts brought down levels of occupation fulfillment and more elevated amounts of weakness (physical and mental).
6. The last source of occupational stress outlined by Cooper and Marshall (1978) was labelled organisational interface with outside. This classification incorporates the interface between life inside and life outside the association and may comprise of conflict of beliefs and struggle with family demands, life crisis, money related challenges, family issues. The part which has gotten the most research interest is that of the work-family interface (some of the time alluded to as work-family strife) Emphasized by Cooper et al. (2001). Changes in the structure of families, the increase of ladies in the workforce, and changes in innovation (utilization of portable workstations, access to web) which permits the employees to perform work related assignments in a variety of locations have contorted the life inside and outside the occupation (Frone, Russell and Cooper, 1992). This contention between roles has been reliably connected with mental strain.

1.5. Consequences of Occupational Stress

The consequences of work stress can be viewed in much of the literature in terms of outcomes / strains of work stress are. Most researchers classify strain into three major types that affect on individual such as psychological, physical, and behavioral, the explanation on these as follows:

The first major type of strain resulting from stressors is that of psychological strain (also referred to as psychological health). Spector (2000) described that suffer exhaustion is a upset psychological state; a person pain from burnout is expressively exhausted, has low work motivation, it involves being miserable about work and having little energy and keenness for the job. suffer exhaustion contains depersonalization, emotional tiredness, and noncentrated personal events. High levels of suffer exhaustion have been associated with low levels of apparent control and high levels of role conflict, health symptoms, and meaning of give up the job and work-overload (Sutherland & Cooper, 2000).

Harrison (1978) posed that strain referred to the deviation from normal responses and that psychological strain included responses such as job dissatisfaction, depression, lowered self-esteem and unsolved problems. Similarly, in their review of occupational stress, Downs, Driskill and Wuthnow (1990) explains that the understanding of stress has been related to the
psychological areas of moodiness, depression, irritability, boredom, fatigue, anger, apathy, guilt, low self-esteem, accidents, withdrawal and burnout. Edwards, Caplan and Harrison (1998) also suggested that psychological strain included dissatisfaction, anxiety, dysphoria, complaints of insomnia and restlessness. Each of these resulting psychological strains is further supported in the literature (Beehr, 1998; Quick, Horn & Quick, 1986; Spector, 1998).

The second major strain resulting from exposure to stressors is that of physical strain (also referred to as physical health). Physical or physiological strain is hypothesized to manifest in symptoms such as high blood pressure, changes in blood eosinophils, and elevated serum cholesterol (Harrison, 1978). Downs et al. (1990) explains that stress has been physically related to cardiovascular disease, hypertension, ulcers, asthma, and migraine headaches. Edwards and colleagues (1998) note that physiological strains also included elevated blood pressure and poor immune system functioning. In general, researchers tend to agree what the major physical strains caused by stress are (see Quick et al., 1986).

Finally, the third classification of strain is that of behavioural strain. Tucker-Ladd (1996) explained common behavioral-effects ensuing from occupational stress including hyperactivity, eruption of emotions, worry with a certain situation, compulsive thoughts, holding a complaint, excessive perturbing, tetchiness, extreme sleeping, poor reminiscence, feeling frightened and annoyance with delays. Some workers face problems such as lack of social hold up, skepticism of the local the public, exposure to life threatening risks. They feel that in the end they themselves are responsible for their own safety and security, which add to their increased levels of stress.
Table: 1.1: Consequences of stress on bodily functions:

<table>
<thead>
<tr>
<th>Description</th>
<th>Normal (relaxed)</th>
<th>Under pressure</th>
<th>Acute pressure</th>
<th>Chronic pressure</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Brain</strong></td>
<td>Blood supply normal</td>
<td>Blood supply increased</td>
<td>Thinks more clearly Tic</td>
<td>Headaches or migraines, tremors and nervous tics</td>
</tr>
<tr>
<td><strong>Mood</strong></td>
<td>Happy</td>
<td>Serious</td>
<td>Increased Concentration</td>
<td>Anxiety, loss of Sense of humour</td>
</tr>
<tr>
<td><strong>Saliva</strong></td>
<td>Normal</td>
<td>Reduced</td>
<td>Reduced</td>
<td>Dry mouth, lump in Throat</td>
</tr>
<tr>
<td><strong>Muscles</strong></td>
<td>Blood supply Normal</td>
<td>Blood supply Increased</td>
<td>Improved Performance</td>
<td>Muscular tension and pain</td>
</tr>
<tr>
<td><strong>Heart</strong></td>
<td>Normal rate and blood pressure</td>
<td>Increased rate and blood pressure</td>
<td>Improved performance</td>
<td>Hypertension and chest pains</td>
</tr>
<tr>
<td><strong>Lungs</strong></td>
<td>Normal respiration rate</td>
<td>Increased respiration rate</td>
<td>Improved Performance</td>
<td>Coughs and asthma</td>
</tr>
<tr>
<td><strong>Stomach</strong></td>
<td>Normal blood supply and acid secretion</td>
<td>Reduced blood supply and increased acid secretion</td>
<td>Reduced blood supply reduces digestion</td>
<td>Ulcers due to heartburn and indigestion</td>
</tr>
<tr>
<td><strong>Bowels</strong></td>
<td>Normal blood supply and bowel activity</td>
<td>Reduced blood supply and increased bowel activity</td>
<td>Reduced blood supply reduces digestion</td>
<td>Abdominal pain and Diarrhea</td>
</tr>
<tr>
<td><strong>Bladder</strong></td>
<td>Normal</td>
<td>Frequent urination</td>
<td>Frequent urination due to increased nervous stimulation</td>
<td>Frequent urination, prostatic symptoms</td>
</tr>
<tr>
<td><strong>Sexual organs</strong></td>
<td>Male: Normal Female: Normal periods etc.</td>
<td>Male: Impotence (decreased blood supply) Female: Irregular Periods</td>
<td>Decreased blood Supply</td>
<td>Male: Impotence Female: Menstrual Disorders</td>
</tr>
<tr>
<td><strong>Skin</strong></td>
<td>Healthy</td>
<td>Decreased blood supply, dry skin</td>
<td>Decreased blood Supply</td>
<td>Dryness and rashes</td>
</tr>
<tr>
<td><strong>Biochemistry</strong></td>
<td>Normal; oxygen consumed, glucose and fats liberated</td>
<td>High Oxygen Consumption, with glucose and fat.</td>
<td>More energy immediately available</td>
<td>Rapid tiredness</td>
</tr>
</tbody>
</table>

*Source: Melhuish, Executive Health*
1.6. COPING

Coping may be defined as the process of attempting to decrease distress connected with harm, threat, or failure (Carver et al. 2010). People are engage in variety of strategies to control unconstructive emotions and thoughts. Hence, Coping is multi-dimentional constuct, it encompasses relatively constant coping styles as well as coping responses employed in specific stressful situations. Most approaches in coping research follow, Folkman and Lazarus (1980), which explains coping as the cognitive and behavioral efforts made to tolerate, control or decrease external and internal demands and conflicts among themselves. This definition explains the following implications:

1. Coping cannot be classified based on the effects, but according to certain characteristics of the coping process.
2. Coping process includes behavioral and cognitive reactions in the people.
3. Majority of the time, coping is organized sequentially, consists of single acts. In this mean, coping is frequently characterized by the concurrent events of different action sequences.
4. Coping actions are differs by their focus on different elements of a stressful encounter (Lazarus and Folkman 1984). It attempts to change the person–environment realities behind negative emotions or stressful situation. Coping may also relate to internal elements and try to change the appraisal of the demanding situation, or reduce a negative emotional state.

Emotion-focused coping tries to control emotional sufferings and helps to return to common social and physiological functioning. While, problem focused-coping is goal directed, it’s strategies such as decision-making and planning help to resolve conflicts or to manage the problem. At this point either type emotional focused and problem focused coping may lead to an event result that may be favorable, unfavorable or involve in no decision. Adverse outcomes or outcomes with no decision do not reduce distress and requires reassessment and supplementary coping strategy. Whereas positive outcome results in positive emotion, and the termination of any coping activity (Folkman, 1997). Coping Theories are usually focused on
the unconstructive effects of stress and the regulation of distress. Positive affect, may defined
as positively toned emotions including mood, emotion or psychological state, have been
largely removed from most modern theories of stress and coping (Lazarus, 2000).

The studies carried by Folkman (1997) found the correlation of positive and negative
psychological states, the affect, positive or negative, might influence appraisal of the stress
situation and psychological well being. Addition to his findings, Stein et al. (1997) proved
that positive appraisals predicted psychological well being and was significantly correlates
with positive morale while negative appraisals which leads to depression. Understanding the
requirement for coping theory to be customized, Folkman (1997) revised the widely accepted
model of the cognitive theory of stress and coping, which is earlier developed by Lazarus and
Folkman (1984), including positive psychological model.

Research by Folkman (1997) included meaning-based coping as a answer to distress
involving values and goals, the commencement of beliefs that help to search and find positive
meaning in the stressful event, that leads to renewed or sustained coping. Meaning based
coping relates to both problem & emotion-focused coping. Further, Folkman (1997) explains
people who are engaged in meaning based coping reported a more positive psychological
state. It means, meaning-based coping can activate values, goals or beliefs that can help
redefine an event with positive significance. He also introduced a sustained coping process,
which results from the outcome of positive emotion and enables to take reassessment to take
place. This course of action may help the individual to redefine the stressor and re-engage in
coping efforts to manage continuing stressor.

1.6.1. Coping Theories:
The Lazarus model framed specific type of theories which may be classified on two
independent parameters: a) trait-oriented versus state oriented, and b) micro analytic versus
macro analytic approaches (Krohne 1996). Trait oriented and state-oriented approach has
different objectives: The trait-oriented approach aims at early identification of people whose
coping strategy and tendencies are insufficient for the demands of a specific stressful
situations. An early recognition of these stressful situation will help individuals to offer the
opportunity for adopting primary prevention strategy. State oriented approach, which centers around actual coping, has a more general objective. This approach investigates the relationships among coping strategies employed by an individual and self-reported or objectively registered coping efficiency, emotional reactions accompanying and subsequent certain coping efforts, or variables of adaptation outcome (such as health status or test performance). This approach tries to put the foundation for a general modificatory plan to improve coping strategy.

Approaches like Microanalytic concentrates on a large number of coping strategies, whereas macroanalytic analysis runs at a superior level of abstraction, thus concentrating on more fundamental constructs. Sigmund Freud's (1926) classic defense mechanism conception is an example of a state-oriented, macroanalytic approach. Even though Freud distinguished a multitude of defense mechanisms, in the end, he relates these mechanisms in to two basic forms: repression and intellectualization. The trait-oriented correspondence of basic defenses is the personality dimension repression–sensitization (Byrne 1964, Eriksen 1966). Lazarus and Folkman (1984) represent another macro analytic state approach. In its actual research strategy, however, the Lazarus group extended this macro analytic approach to a micro analytic strategy. In their Ways of Coping Questionnaire Lazarus and co-workers differentiate eight groups of coping strategies such as self-controlling, escape-avoidance, confrontative coping, painful problem- solving, distancing, seeking accepting responsibility, positive reappraisal and social support.

Repression–sensitization: this model was developed by (Byrne 1964, Eriksen 1966) which relates the two poles of a range on which a person could encounter many stress full situations across a threatening situation with care or avoid, situates. Repressors are those individuals who stay away from having threats associated stimuli often or denying their existence. Sensitizer, are those individuals who are associated with threat stimuli, pay attention to them and deal with such stimuli. The model of repression–sensitization is founded in perceptual defense, this model that combines psychodynamic ideas with the functionalistic behavior analysis of Brunswik (1947).
Introduction

It is believed that individuals demonstrate two general reactions in threatening situations i.e. uncertainty and physical arousal and also Individuals differ in tolerate uncertainty and physical arousal. There are four types of coping strategies may observed in threatening situations such as:

1. People who are intolerant of uncertainty, physical arousal, however, can endure relatively well, in threatening situations to vigilant behavior- as sensitizers referred.
2. People who are intolerant of physical arousal, but can tolerate uncertainty relatively well, in threatening situations cognitively to avoidant behavior- as repressors called.
3. Intolerance against to uncertainty as well as to physical arousal, a individual tends to an indiscriminate round between the two coping strategies which leads to irregular coping style, since both have a negative impact on the person, these people called Krohne as unsuccessful people.
4. If Individual tolerates both uncertainty and physical arousal depending on the situational conditions by use of awareness and cognitive escaping as a coping strategy, these people called Krohne as not defensive people.

Monitoring and blunting: This theory (Miller 1980, 1987) developed from the same basic presumptions coined by Eriksen (1966) of repression–sensitization. Monitoring and blunting theory suggests that when individual faced with threatening situation, individual can respond either by attending to threatening information “Monitoring” or by avoiding threatening information (blunting). Miller explains both constructs as cognitive process and proposes that individuals who come across any stressful condition react with arousal. On the other hand, the arousal level may be lowered, if the individual succeeds in reducing the impact of aversive situation by adopting avoidant cognitive strategies such as denial, distraction, or reinterpretation. Though, these coping strategies, called blunting, should be adaptive suppose negative incident is out of control. If control is available, strategies called monitoring, i.e., looking information about the factors which causes stress, are the more adaptive forms of coping. Though these strategies are associated with increased stress reactions, they enable person to gain control over the stressor by doing so reducing the impact of stressful situation in the long run. An example of a more controllable stressor is preparing for job interview. The common relationship between controllability over stressor and availing of monitoring or
blunting strategies can be moderated by situational and personal influences. With regard to situation, the noxious stimulation may be so powerful that blunting strategies, such as attentional diversion, are unsuccessful with respect to reducing stress-related arousal. Relating to personality, stable individual in the inclination to employ blunting or monitoring coping when encountering a stressor.

**The model of coping mode (MCM):** explains differences in attention, emotional and behavioral regulation among the individuals under stressful situation (Krohne 1993). The model extends the monitoring blunting conception as well as the repression–sensitization approach, it relates the scope of attention and cognitive avoidance to cognitive-motivational base. It explains the most stressful anxiety evoking situations are in two ways: the presence of negative stimulation and a amount of ambiguity. The characteristics of these situational features are emotional arousal and uncertainty (related to ambiguity). Arousal, in turn, stimulates the tendency to cognitively inhibit for further processing of cues related to the negative encounter, whereas uncertainty activates vigilant tendencies. Likewise these two coping strategies are theoretically linked to personality by the assumption that the routine preference for avoidant or vigilant coping strategies reflects individual differences in the susceptibility to emotional arousal or uncertainty. The model includes usual coping tendencies of vigilance and cognitive avoidance as independent personality dimensions. It means, in stressful encounters, the applying of vigilant strategies and of avoidant ones does not preclude each other.

### 1.7. Social support

As work stress is increasingly recognized as unavoidable factor at work, necessity of reducing negative effects of stress at the work place is very important. Researchers feels that social support plays significant role in reducing stress. Social support implicate “amount of helpfulness derived from social relationships” (Kreitner & Kinichki, 2004). Social support is one method of coping with stress and appears to be particularly important for people in the IT industry there are four types of social support have been identified by (Salser, 2003; Cobb, 1976) those are as follows:
**Emotional support:** means demonstrations of empathy, love, caring, concern. Emotional support strengthens one’s sense of worth and confidence. An emotional supporter serves as a supporter by filling confidence, contributing acceptance, care, and understanding.

**Informational support:** refers to assistance with information, knowledge, and skills, may include providing information on where to go to access resources or learning skills.

**Instrumental support:** means tangible help in helping others to do things or get things done, in unpleasant environment.

**Companion support:** means companionship, feeling connected, people in whose company you enjoy being.

These support types are not mutually exclusive and more than one may be evident in any situation. Various sources of social support have been identified. Workplace supports include supervisors/senior members of staff, co-workers, and therapeutic services such as occupational health and employee assistance programmes which usually incorporate counselling services. The availability of support will depend upon the value placed on it by the organisation (House 1981, Winnubst 1993). Outside the workplace partners, friends and family members may all play a supportive role.

Barrera and Ainley (1983) found that social support includes social network, connections to others (social embeddedness) the belief of being loved, valued and esteemed (perceived support), and the actual receipt of help from others (enacted support). Of these, perceived support has been consistently shown to lead directly to improved physical and mental health and to shield stress. On the contrary, it was also found that the utilization of support is not always related to positive outcomes. Social support experiences are influenced by gender, marital status, occupational status, social networks etc.

The sources of social support can be divided according to the degree of intimacy that a person has with the primary and secondary sources (Beehr, 1985). Primary sources of social support involves family members and friends, while secondary sources are those where a person has less intimate relationship with coworker, subordinates, supervisor, and counselor. Among
them, supervisor, subordinates, and coworker support are closely related to job stress for the reason that job stress occurs in the workplace. These two social support sources in the workplace are most frequently used by researchers and to alleviate the harmful effects of job stress (Beehr, 1985: 378). House (1981) also points out that colleagues support are the most important and effective sources of social support at work place. Thus, this study concentrates on sources of social support. As Cohen and Wills (1985) argued, it would be valuable to include different sources of social support and identify differences of their effects.

1.8. Quality of Life

Quality of life is a conception, which has high importance recent years, but this is not only the idea of the twentieth century. But it dates back to the age of Aristotle (384-322 BC) who wrote about ‘the good life’ and ‘living. Much later, in 1889, the term quality of life was used in a statement by Seth, “We must not regard the mere quantity, but also the quality of the “life” which forms the moral end”. (Smith, 2000).

The interest about the quality of life (QL) has been present always. But, the appearance of the idea of quality of life as such that the concern for its systematic and scientific study and evaluation is very recent, first applied to the fields of environmental and physical health later extended to the mental health and social services in general. QOL is also a concern of the social indicators movement, which prepared by Scandinavia and the US in the 1960s and 1970s out of a feeling that economic indicators itself might not reflect the Quality of life of a community. Lalonde (1983) says that "the quality of life represents the set of decisions made by the individual about their health and over which it exercises some control”. This idea is more general and the decisions that the individual takes on about their health but also about their feelings and behaviours related to daily functioning. Hence, we can say that the concept of quality of life refers to a individuals feeling of socio-economic and psychophysical well-being.

From last 30 years quality of life has become most discussed subject, which welcomed by governments and public sector agencies universally, looking for to assess and evaluate
changes in Quality of life within and between communities, regions, cities, and nation wise. There are lot of studies on QOL, which have been promoted by international organizations like UNESCO, the OECD, and the World Health Organization etc. (Parmenter & Donelly.1997). Since 1985 there are over more than 20,900 academic articles have appeared in the worldwide literature containing the term “quality of life” in their title. (Schalock, Robert. 2004).

WHO defines Quality of Life as people’s perception about their position in life in the context of the culture and value systems in which they live and in relation to their goals, expectations, standards and concerns. This is a very large notion in a multifaceted way by the person's physical health, personal beliefs, psychological state, social relationships and their relationship with the environment.

The WHO also agrees on QL that it is a broad concept, based on objective and subjective parameters of the person’s physical health, psychological state, level of independence, social relationships, personal beliefs and their relationship respect their living in a specific cultural environment the WHO proposes to evaluate the QL of the individual. It is easier to manage and understand the QL of a homogeneous group, particularly in people with some disability or disease (e.g. patients with chronic illness, cancer, or other health-related issue) or marginalised groups. In these cases it is not difficult to find models study cases, and theories which have been applied and tested, but then it becomes very difficult to apply those models to the heterogeneous or general population.

There is no consensus on the meaning of the term quality of life, although it includes the physical welfare, social, subjective, and objective perception etc. but it is also significant to note that it has two common elements: it uses a multidimensional approach and emphasizes self-assessment that the individual makes of his life. Hence, the term about quality of life becomes to be the result of the relationship between objective conditions of human life and the perception of them by the subject itself. Referring to the literature of the 1970s and 1980s
Meeberg cites a number of authors who define QOL “in terms of life satisfaction or satisfaction of needs”, in other words authors who regard QOL as both uni-dimensional and subjective. Coffman, Don D (2002) Adding to the difficulties, in the early 1990s the term “health related quality of life” emerged in distinction to “quality of life” in general. Armstrong, David and Caldwell, Deborah (2004)

1.8.1. Attributes of Quality of life

There are efforts many efforts have been made to review the literature on QOL investigated in terms of defining quality of life and its attributes, and identified a series of models of Quality of life concept, which attributes to theoretical framework. (Felce, et al 1996). There are many of attempts using different methods to define attributes of QOL, and three of these are shown below. Meeberg and Haas each used the process of concept analysis, which is developed by Walker and Avant and drawn from a multi disciplinary review of the concept as used in healthcare. In developing QOL instrument, the World Health Organization (WHO) QOL Group established an international expert review panel that identified 3 defining characteristics of QOL. (The WHOQOL 1995) There are clear differences of opinion over the attributes from all the three instruments.
Table 1.2: Defining attributes of Quality of Life:

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>A feeling of satisfaction with one’s life in general</td>
<td>An evaluation of an Individual’s current life circumstances.</td>
<td>Subjective – to do with the individual’s perception.</td>
</tr>
<tr>
<td>2</td>
<td>The psychological capacity to evaluate one’s own life as satisfactory or not</td>
<td>Multidimensional.</td>
<td>Multidimensional.</td>
</tr>
<tr>
<td>3</td>
<td>An acceptable state of physical, mental, social and emotional health as determined by the individual.</td>
<td>Value based and dynamic.</td>
<td>Involves the individual’s Perceptions of both positive and negative dimensions.</td>
</tr>
<tr>
<td>4</td>
<td>An objective assessment by another that the person’s living conditions are adequate and not life-threatening. Most reliably measured by subjective indicators by persons capable of self evaluation.</td>
<td>Comprise subjective and/or objective indicators.</td>
<td></td>
</tr>
</tbody>
</table>


The above table detailed the Domains and Facets of WHO; there are in total 24 facets in 6 domains that are considered when measuring the QL in their tool WHOQOL-100. Afterward research recommended amalgamation of six dimensions in to four: physical, psychological, social relationships and environment (WHOQL-BREF). In the current study the same tool is been used to assess the quality of life among the IT employees.
1.9. Settlement of Information Technology (IT) Sector in India.

The 20th century has recorded a milestone growth in the area of Information technology, it changed the life of the individuals and it playing a significant role in India. In the present scenario it has transformed India’s image from bureaucratic administration to innovative entrepreneurs. The IT sector in India has generated more than 10 million direct and indirect employments and now it is one of the major IT capitals in the world and all the major companies in the world are present in India. The IT sector has brought about revolution changes in business, society, and provided solutions across sectors such as farming, manufacturing, engineering, retail industry, and for individuals providing information on various scheme, and becoming an important tool for rural and urban development through e-Banking, e-Commerce e- governance. India’s software and service export wise concern, during the last decade has been record. The skilled engineers and scientists are contributed their innovative ideas and there was brain drain for developed countries like USA, Germany and Japan. Domestically also, the IT industry has recorded maximum growth from many years, compared to any other industrial sector.

The origin software industry in Karnataka goes way back to 1985, when Texas Instruments started its operation in Millers Road, Bangalore. Bangalore is known as silicon valley and IT capital of India, it considered to be a global information technology hub and largest software producer from India. Top IT service providers of India like Infosys and Wipro are situated in Bangalore, many top world class companies have their headquarters in Bangalore such as Bosch, Intel, Texas Instruments, Yahoo, SAP labs, etc,. The city Bangalore alone consists of more than 35 percent of all the IT companies present in India and making it the largest IT contributor. The other main places where IT companies are situated are Hyderabad, Chennai, Delhi, Pune, Mumbai, Gurgaon Noida and other parts of India.

The development of IT sector has brought many changes in the employment in Indian market it offers mass opportunities of employment with companies like Tata Consultancy Services, Wipro, Infosys, Cognizant, Accenture and many other IT companies have many firms
operating all over major Indian cities, there is no shortage of job opportunities for the Indian software engineers. The ITES sector of India includes a large number of graduates in the BPO and KPO firms because of which the purchasing power of the common people has improved considerably, the consumption and spending on material has increased, consumer services become prioritize and all these contributed to the growth of Indian GDP.

The Liberalization, Privatization and Globalization have brought many discussion in the economy. The force of these three is most evident in the developing countries, in the globalization context, it is all about global knowledge, access, participation and governance. It has radically changed views about boundaries between organizations and within the organizations. On the one hand reliance on sophisticated ICTs brings noted convenience and productive gains, in the other way, individuals suffer from being surrounded by new and rapidly changing technologies. Working on such technologies frequently leads to ICT related techno stress among employees, which leads to employee efficiency harmful. (Tarafdar et al., 2007 and Ragu-Nathan et al., 2008).

1.9.1. An overview of Indian Information Technology (IT) Sector

The Indian Information Technology owns 52% and the US dollar 124-130 billion largest market, the IT sector provides job opportunity about 10 million employees and continues to contribute considerably for the community development of the country. Information Technology has not only changed India's image in the global scenario, but stood behind the economic growth by reviving the production, manufacturing, and Service sector. India's cost effectiveness in providing IT services is a great deal, which provides 3 to 4 times cheaper than the United States, and continues to be unique selling proposition (USP) in the global sourcing market. The personal and professional life changed due to the innovation in the technology, the most prominent progress in the globalization context has been the Information Technology. This seems turned the world into a global village.

The IT sector has been noticed quicker and comprehensive growth, it contributed hugely to the growth of Indian economy. India has become a international leader in software and
software services segment. In the last two decades a variety of changes have been taken place to promote innovation, improve delivery of e-Services to citizens and to bring thoughtful change in the way in Government works. With the priorities the government of India will achieve a high inclusive and sustainable growth in the 12th five year plan. Hence the vision and mission for IT sector is e-Infrastructure creation to facilitate and fast track e-governance, promotion of Electronics hardware manufacturing & Information Technology. IT-ITES Industry, providing support for creation of Innovation Research & Development (R&D), building knowledge network and securing India’s cyber space are in place. The IT sector has transformed the India by enabling innovation and productivity increases, connecting people and communities, and improving standards of living and opportunities across the globe. While transforming the lives of individuals, and work, IT has confirmed to be a main player in enhancing competitiveness, economic and community transformation, as well as chief device for filling gap of economic imbalance and unemployment.

1.9.2. Exports of Software Services from India.

Software and ITES (Information Technology Enabled services) are very main sector in the Indian economy in terms of exports from the country. The statics of balance of payments (BoP) on the IT/ITES and exports raised at 4,206 billion in the year 2013-14 and established about 46% of total services exports and 3.7 per cent of GDP of India. During the period of 2001-02 to 2007-08 it was (30.4 per cent in US $ term), India’s software service exports reflected some control following global financial crisis in 2008-09 and improved in the following period.

The annual survey on Software and ITES Exports is held by the Reserve Bank for assessment of a variety of information of Computer Services Exports as well as exports of ITES/ BPO. For the 2013-14 survey, the assessment was canvassed among 6,700 companies and answers were from 873 companies, out of which 128 cases were for Nil-return or for closed companies. The remaining 745 companies included most of the large IT companies as well as other companies, responded companies collectively accounted for 74.7% of the total exports in the year. This survey, divided software services exports into two major categories:
1. Computer service exports: includes IT services and Software Product Development.
2. **ITES/ BPO services** which includes call center, BPO, KPO services and engineering services. The survey results shows, export of computer software services and ITES/BPO services are estimated at 3,181.7 billion (US$ 52.6 billion) and 1,141.1 billion (US$ 18.9 billion), respectively, during 2013-14. India’s total export of computer services and **ITES/BPO services** (excluding commercial presence) is estimated at 4,322.8 billion (US$ 71.4 billion), showed 14.1 per cent annual growth in terms of US dollar.

![Figure 1.1: Showing software Services and Components Exports from India](image-url)
### Table 1.3: Exports of Software Services and Components from India

(In billions)

<table>
<thead>
<tr>
<th>Activity</th>
<th>Software Services Exports</th>
<th>Share in Total (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>-1</td>
<td>-2</td>
</tr>
<tr>
<td><strong>A) Computer Services</strong></td>
<td>1,266.60</td>
<td>1,598.40</td>
</tr>
<tr>
<td>Of which: i) IT services</td>
<td>1,115.80</td>
<td>1,492.20</td>
</tr>
<tr>
<td>ii) Software Product</td>
<td>150.8</td>
<td>106.2</td>
</tr>
<tr>
<td>Development</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>B) ITES/BPO Services</strong></td>
<td>570.3</td>
<td>571.7</td>
</tr>
<tr>
<td>Of which: i) BPO Services</td>
<td>431.3</td>
<td>468.7</td>
</tr>
<tr>
<td>ii) Engineering Services</td>
<td>139</td>
<td>103</td>
</tr>
<tr>
<td><strong>Total Export of Software</strong></td>
<td>1,836.90</td>
<td>2,170.10</td>
</tr>
<tr>
<td>Services (A+B) in billion(A+B)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>In US $ billion</strong></td>
<td>38.7</td>
<td>47.6</td>
</tr>
<tr>
<td><strong>Annual Growth (in US $ terms)</strong></td>
<td>22.9</td>
<td>8.9</td>
</tr>
</tbody>
</table>

* Using Average Exchange Rate for the year (applicable for all tables).

The above table shows computer services remained the leading component (73.6%) the total software services exports during 2013-14. IT services was the major component in the Computer Services category. The computer services exports, in the total Computer software
and ITES/BPO services exports increased, whereas, share of ITES/BPO services exports declined.

1.9.3. Software Business of Subsidiaries/Associates

The above survey collected information on subsidiaries/associates of Indian companies on the software business of foreign under the heads of software business done in the host country, i.e., locally, to India and to other countries, for the purpose of Foreign Affiliates Trade in Services (FATS). The total software business of the Indian-owned foreign affiliates (excluding the services provided to India) observed slowdown following global crisis in 2008. However, in 2013-14, it increased significantly by 427.3 billion (US$ 7.1 billion) as against a decline of 122.5 billion (US$ 2.3 billion) in the previous year. The business of these subsidiaries to India increased by 87.1 billion (US$ 1.4 billion) in 2013-14 on top of increase of 173.2 billion (US$ 3.2 billion) in 2012-13.

Indian companies providing the combination of four broad group of services (IT services, Software product development, BPO services and Engineering services) were classified under ‘Other services’ category. Under Other Services category, foreign affiliates were the major source for generating the software business outside India. Software services provided by foreign affiliates in all countries increased for IT services, whereas it declined for BPO services, Engineering services and Software product development.
<table>
<thead>
<tr>
<th>Activity</th>
<th>2009-10</th>
<th>2010-11</th>
<th>2011-12</th>
<th>2012-13</th>
<th>2013-14</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Locally</td>
<td>To India</td>
<td>Other Countries</td>
<td>Locally</td>
<td>To India</td>
</tr>
<tr>
<td></td>
<td>-1</td>
<td>-2</td>
<td>-3</td>
<td>-4</td>
<td>-5</td>
</tr>
<tr>
<td>IT services</td>
<td>6.4</td>
<td>0</td>
<td>0.4</td>
<td>17.9</td>
<td>0.2</td>
</tr>
<tr>
<td>Software Product Development</td>
<td>0.2</td>
<td>0</td>
<td>4.9</td>
<td>4.7</td>
<td>0</td>
</tr>
<tr>
<td>BPO Services</td>
<td>15.1</td>
<td>0.4</td>
<td>17.2</td>
<td>15.2</td>
<td>0.6</td>
</tr>
<tr>
<td>Engineering Services</td>
<td>0.6</td>
<td>0.1</td>
<td>0</td>
<td>1.7</td>
<td>0.3</td>
</tr>
<tr>
<td>Other services</td>
<td>370.1</td>
<td>7.1</td>
<td>22.3</td>
<td>338.2</td>
<td>4.4</td>
</tr>
<tr>
<td>Total (in billion)</td>
<td>392.3</td>
<td>7.7</td>
<td>44.9</td>
<td>377.7</td>
<td>5.4</td>
</tr>
<tr>
<td>Total (in US$ billion)</td>
<td>8.3</td>
<td>0.2</td>
<td>0.9</td>
<td>8.3</td>
<td>0.1</td>
</tr>
</tbody>
</table>
USA has the highest share of total software business by foreign affiliates though its share declined in 2013-14. It was followed by UK which recorded a higher share. The share of Germany and Singapore in the total software business of foreign affiliates also increased during the year.

<table>
<thead>
<tr>
<th>Table 1.5: Foreign Affiliates of Indian Companies – Country-wise Software Business Distribution</th>
</tr>
</thead>
<tbody>
<tr>
<td>(per cent wise)</td>
</tr>
<tr>
<td><strong>Country</strong></td>
</tr>
<tr>
<td>USA</td>
</tr>
<tr>
<td>United Kingdom</td>
</tr>
<tr>
<td>Canada</td>
</tr>
<tr>
<td>Germany</td>
</tr>
<tr>
<td>Singapore</td>
</tr>
<tr>
<td>Netherlands</td>
</tr>
<tr>
<td>Other Countries</td>
</tr>
<tr>
<td><strong>Total</strong></td>
</tr>
</tbody>
</table>

1.9.4. Structure of Indian IT Industries

The IT-ITES industry is growing at robust speed with the concept of outsourcing, growth of organization depends on services, contributions, good quality delivery capabilities etc, the IT sector remains one among the chief contributors of job and foreign exchange along with other industries like Pharma, Banking and Financial Services and Legal Services. To understand the structure of the IT Industry, the following classification may be done:
The IT/ITES segment of India achieved a compound annual growth rate of 25% in the year 2000-2013, compared to the global scenario it is 3-4 times higher and is been anticipated that compound annual growth rate (CAGR) grow up to of 9.5% to 300 billion dollars by 2020.

In spite of the challenges in the worldwide, Indian IT/ITES industry continued its growth route and is anticipated to export revenues of 75.8 billion US dollars. Domestic market growth rate anticipated to grow of 14.1 per cent taking the domestic revenues in INR 1,047 bn. The Indian IT-ITES segment continues to be provide large employment opportunity in the
country directly and indirectly it has employed more than 10 million professionals through which its bringing new transformation in the community and in the economy at large.

1.9.5. Future prospects of IT Industries.

The Indian IT company’s core competencies and strengths have made to recognize in the international platform, it has attracted investments from major countries. The FDI inflow was value of US$ 13,788.56 million during April 2000 to December 2014, according to the Department of Industrial Policy and Promotion. The huge technology companies till date focused primarily on bigger enterprises, but a report from Zinnov, a research firm highlighted that the small and medium scale businesses will also have a profitable opportunity worth US$ 11.6 billion in 2015 and US$ 25.8 billion in 2020. Some of the major investments in the Indian IT and ITES sector are as follows:

- Indian IT company giant Wipro has won a US dollar 400 million, from Swiss engineering company ABB, to create it the largest deal for the technology company-A multi-year IT infrastructure management contract.
- Tata Consultancy Services (TCS) plans to develop the centres in India to their Japanese customers. Reliance setting up to build 10th data centre in the country, a 650,000 square feet (sq ft), with an investment of 200 million dollar.
- Intel Corp also investing about 62 million dollar on wearable technologies, data analytics and the Internet of Things (IoT). The Indian IoT industry is predictable to be worth 15 billion dollar and to connect 28 billion devices to the internet by 2020.
- Cloud computing and e-commerce are leading to quick expansion in the IT industry. Increasing internet usage and its low cost of accessing has led to boost the business.
- IT/ITES industry in India is predicted to increase 13-15% in FY 2015 and attain a profit goal of 225 billion dollar by 2020. To achieve this the IT sector needs to grow 13% every time for the next six years.
- New policies may affect Indian IT companies such as US limitations on visas as well as rising visa costs, change in the labour laws, the new Immigration bill which is under
consideration, will definitely raise employee costs. Whereas, some of the Indian IT companies are subcontracting jobs to local employees in abroad these are adversely affects on the profit.

Indian IT companies are more and more adopting the inclusive delivery model, they are establishing their units across the globe like in Latin America, South East Asia and eastern European countries to take benefit of low cost and provide good services to their customer. By having centers in abroad will help to alleviate the risks of immigration bill and increase the probability of getting new projects in highly competitive sectors such as healthcare, government services, utilities etc.

1.9.6. NEED FOR THE STUDY

Information technology brought many changes in India, it has transformed India's image from a slow economy to a land of innovative entrepreneurs. The IT sector in India has generated 3.5 million direct employment and 10 million indirect employment (NASSCOM). As a share of GDP, the information technology industry profits has grown up from 1.2 percent in 1998 to an anticipated 9.5% in 2014. As more and more technologies are placed on employees, the stress level may also increase while the organizational productivity and work efficiency may go through. Companies have to take useful measures to cope with techno stress (Tu, Wang, & Shu, 2005).

Stress in IT industries is a more concern for several reasons. It can affect the individual's physical and psychological health and is likely to interrupt on the employees family life. Stress can also result in costs for organizations through stress-related illness, absence, high turnover, poor performance and compensation claims etc. Stress among IT employees may also lead to maintain poor relationship with supervisors, colleagues and with their business partners. Poor handling of stress at acute stage may convert to chronic stress, which has a detrimental effect on employees.
Through review of literature, it is understood that employees working in IT industry are experiencing stress in various domains of work but anticipating probable stressors may help IT employees to decide positive coping strategies rather than unconstructive strategies that might be harmful to health or even be able to avoid the situation altogether. Though the coping pattern also depends on the types and level of social support available and receive. Coping with stress is important so that their stress does not hinder the working environment and they may have better quality of life.

Cooper et al. (2001) suggests, two issues need to be remembered when conducting research on stressors. Firstly, stressors do not occur in isolation from one another but often will occur in combination. Secondly, the debate as to whether stressors should be investigated ‘subjectively’ or ‘objectively’ continues in the literature. The most of the experimental research on work stress tends to use subjective perceptions, aligning with the transactional model of stress, is of primary importance in understanding the relationship between stressors and strain. Cooper et al. emphasizes that the transactional model of stress focuses on the notion that it is the perception of an event as threatening that is critical for the experience of strain. Hence, in the current thesis work stress, coping, social support and quality of life would be assessed by subjective perception (i.e. through questionnaire), in association with the earlier work suggestive of individual’s perception of stress is of most important in assessing their level of stress.