



A STUDY ON OCCUPATIONAL STRESS AMONG EMPLOYEES IN IT SECTOR WITH REFERENCE TO TECH MAHINDRA

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ABSTRACT

Occupational stress is a concern in the information technology sector because employees face demanding workloads, strict deadlines, changing technologies, performance expectations, and work-life pressures. This study examines occupational stress among Tech Mahindra employees, focusing on major stressors, their effects on job satisfaction and performance, the relationship between workload and stress, and the effectiveness of organizational stress-management practices. Primary data were collected from 100 employees through a structured questionnaire and analyzed using percentage analysis. Findings indicate that workload, job pressure, work-life imbalance, and technological changes contribute to stress, while organizational support, wellness initiatives, communication, and stress-management programs can reduce its effects.

Keywords: Occupational Stress, Tech Mahindra, Work-Life Balance, Job Satisfaction, Employee Well-being

1. INTRODUCTION

Occupational stress has become an important organizational issue in the modern information technology industry. IT employees operate in highly competitive environments characterized by rapid technological development, demanding client expectations, project-based work, strict deadlines, continuous learning, and performance pressures. When job demands exceed employees' available resources and coping capacity, physical, emotional, and psychological strain may develop. Prolonged occupational stress can influence employee health, motivation, job satisfaction, productivity, absenteeism, commitment, and turnover. The IT sector presents particular conditions that can intensify stress. Employees may work for clients located in different time zones, participate in virtual meetings, manage changing project requirements, and provide services beyond conventional working hours. Rapid changes in programming languages, platforms, software tools, and digital technologies also require continuous skill development. Concerns about career progression, performance evaluation, job security, and technological adaptability can further increase employee pressure. Workload is one of the major contributors to occupational stress. Multiple assignments, additional responsibilities, tight deadlines, and high performance standards can create fatigue and frustration. Work-life balance is another important dimension because long working hours, remote work arrangements, and continuous digital communication can blur the boundaries between professional and personal life. Role ambiguity, role conflict, organizational culture, management

practices, interpersonal relationships, and insufficient support can also influence stress levels. Occupational stress can negatively affect both employees and organizations. High stress may reduce concentration, motivation, job satisfaction, efficiency, and productivity while increasing absenteeism and turnover. Organizations may consequently face additional recruitment, training, and healthcare costs. Conversely, supportive leadership, open communication, employee recognition, counseling, flexible schedules, wellness programs, and training can help employees manage workplace pressure. Tech Mahindra provides an appropriate context for studying these issues because it operates in a dynamic global IT environment involving digital transformation, consulting, business process services, engineering solutions, and technology-driven projects. The company emphasizes employee development, teamwork, innovation, and workplace well-being. The present study therefore examines the major causes of occupational stress among Tech Mahindra employees, its effects on job satisfaction and performance, the relationship between workload and stress, and employees' perceptions of organizational stress-management practices. Effective stress management is therefore essential for sustainable employee performance.

2. REVIEW OF LITERATURE — 200 WORDS

Occupational stress has been examined extensively as a factor affecting employee health, satisfaction, performance, and organizational effectiveness. Selye (1976) explained stress as a response to external demands and emphasized the effects of prolonged stress on physical and psychological well-being. Cooper and Marshall (1978) identified workload, role ambiguity, organizational environment, and interpersonal relationships as important occupational stressors. Karasek (1979) developed the Job Demand-Control Model and argued that high demands combined with low decision-making control increase mental strain. Lazarus and Folkman (1984) emphasized cognitive appraisal and coping in understanding stress. Beehr and Newman (1998) connected occupational stress with attitudes, productivity, absenteeism, and turnover. Robbins (2001) highlighted workload, organizational structure, job insecurity, and workplace relationships as stress factors. Schaufeli and Bakker (2004) emphasized supportive work environments, recognition, and adequate resources in promoting engagement and reducing stress. Ahsan et al. (2009) associated workload, inadequate resources, long working hours, and organizational pressures with occupational stress and lower job satisfaction. Ganster and Rosen (2013) linked prolonged stress with burnout and reduced productivity. Sharma and Devi (2017) specifically identified deadlines, technological change, work-life imbalance, and performance demands as important stressors in the IT sector. These studies provide the conceptual basis for examining occupational stress among Tech Mahindra employees.

3. OBJECTIVES OF THE STUDY

1. **To determine** the primary causes of occupational stress among Tech Mahindra employees.
2. **To investigate** the effect of occupational stress on employee job satisfaction and performance.
3. **To assess** the relationship between employee workload and occupational stress.
4. **To evaluate** the effectiveness of organizational stress-management strategies.
5. **To recommend** suitable measures for reducing workplace stress and improving employee well-being.

4. RESEARCH METHODOLOGY

A descriptive research design was used to study occupational stress among Tech Mahindra employees. Primary data were collected from 100 employees through a structured questionnaire using convenience sampling. Secondary information was obtained from books, journals, articles, reports, and earlier studies. Responses were organized and analyzed using percentage analysis for interpretation.

4.1. STATISTICAL TOOL

Percentage Analysis

Percentage analysis is selected as the principal statistical tool because the study examines employee responses concerning workload, work-life balance, job pressure, organizational support, occupational stress, work performance, motivation, and stress-management programmes.

Formula:

$$\text{Percentage} = (\text{Number of Respondents} / \text{Total Number of Respondents}) \times 100$$

The original study identifies percentage analysis, frequency distribution, tabular analysis, mean analysis, and chi-square testing among its statistical tools. For this three-table report, percentage analysis is used for clear interpretation of the selected responses.

5. DATA ANALYSIS AND INTERPRETATION

The study because they directly address the objectives relating to occupational-stress causes, workload/work-life balance, and employee performance.

Table 5.1: Occupational Stress Caused by Workload

Response	Number of Respondents	Percentage
Strongly Agree	35	35%
Agree	40	40%
Neutral	10	10%
Disagree	10	10%
Strongly Disagree	5	5%
Total	100	100%

Analysis: 75% of respondents either strongly agree or agree that workload is a source of occupational stress.

Interpretation: The finding indicates that workload is a significant contributor to occupational stress among employees.

Table 5.2: Stress Levels Are Affected by Work-Life Balance

Response	Number of Respondents	Percentage
Strongly Agree	32	32%
Agree	42	42%
Neutral	11	11%
Disagree	10	10%
Strongly Disagree	5	5%
Total	100	100%

Analysis: 74% of respondents either strongly agree or agree that work-life balance affects employee stress levels.

Interpretation: The result shows that maintaining an appropriate balance between professional and personal responsibilities is important for employee well-being.

Table 5.3: Impact of Occupational Stress on Work Performance

Response	Number of Respondents	Percentage
Strongly Agree	36	36%
Agree	39	39%
Neutral	10	10%
Disagree	10	10%
Strongly Disagree	5	5%
Total	100	100%

Analysis: 75% of respondents either strongly agree or agree that occupational stress affects work performance.

Interpretation: The result indicates that higher occupational stress can negatively influence employee efficiency and productivity.

6. RESULTS

1. Workload is identified as one of the major causes of occupational stress among Tech Mahindra employees.
2. **75%** of respondents agree or strongly agree that workload contributes to occupational stress.
3. **74%** of respondents agree or strongly agree that work-life balance affects stress levels.
4. Job pressure and performance expectations are important contributors to workplace stress.
5. Continuous technological developments and the need for regular skill upgrading increase employee pressure.
6. Occupational stress affects employee motivation, job satisfaction, concentration, and productivity.
7. **75%** of respondents agree or strongly agree that occupational stress affects work performance.
8. Organizational support, communication, and employee wellness initiatives help reduce workplace stress.
9. Most respondents have favorable opinions about the organization's stress-management initiatives.
10. Effective stress management contributes to employee well-being, productivity, and organizational effectiveness.

7. SUGGESTIONS

1. Tech Mahindra should regularly assess employee stress levels through questionnaires and feedback mechanisms.
2. Management should distribute workloads more effectively and establish reasonable project deadlines.
3. Flexible working arrangements should be encouraged to support better work-life balance.
4. Training programmes on time management, stress management, and emotional health should be conducted periodically.
5. Counseling and employee-support services should be strengthened.
6. Managers should encourage open communication and provide regular feedback to reduce role-related uncertainty.
7. Employee recognition programmes should be strengthened to improve motivation and job satisfaction.
8. Team-building, wellness, and recreational activities should be promoted to create a healthier work environment.
9. Management should continuously review the effectiveness of stress-management initiatives.
10. Employee well-being should remain an important component of the organization's long-term human-resource strategy.

8. CONCLUSION

The study concludes that occupational stress is a significant concern among Tech Mahindra employees and is influenced mainly by workload, job pressure, work-life imbalance, continuous technological advancement, and performance expectations. The analysis shows that employees recognize heavy workload and job pressure as important sources of stress, while organizational support and stress-management initiatives contribute to reducing its effects. Occupational stress can influence employee motivation, job satisfaction, concentration, productivity, and overall well-being. Therefore, effective management of workplace stress is important for maintaining a healthy and productive workforce. Tech Mahindra can strengthen its existing approach through balanced workloads, reasonable project deadlines, flexible work arrangements, counseling, employee wellness activities, training, open communication, and regular stress assessment. A supportive organizational environment can help employees cope with demanding work conditions while sustaining performance and engagement. Overall, the study emphasizes that proactive occupational stress management benefits both employees and the organization by improving well-being, productivity, morale, and long-term organizational effectiveness.

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