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The Influence of Technology on Job Stress in Software Laboratory Employees

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Abstract
Stress is a condition that occurs when various changes are triggered within an individual. It is important for every employee to be aware of their own thoughts, emotions, and behaviors that can induce stress. Stress in the workplace can have a detrimental impact on both the productivity of an organization and the well-being of individuals. Each industry has its own unique challenges and stressors, with the software industry playing a vital role in driving development in rural areas through job creation, resource utilization, and infrastructure improvement. The study is on ducted to assess employee stress levels, identify stressors, develop solutions to manage stress, evaluate working conditions, address psychological issues, and explore available counseling services within the company.
Keywords: Stress Management, causes, motivation, reward , job stress, software laboratory, employees, influence.

INTRODUCTION

The influence of technology on workplace stress is multifaceted, with both positive and negative aspects. The main source of stress from technology is the constant accessibility it provides. In the past, before the prevalence of email, cell phones, and the Internet, work was confined to the office and left behind at the end of the day. Nowadays, we have the ability to remain connected to work at all times, potentially leading to heightened stress levels. Despite the negative implications, some level of stress can actually be beneficial. It can serve as a motivating factor, driving individuals to strive for excellence and competitiveness in their work. In this way, technology-induced stress can sometimes be a catalyst for personal and professional growth.

Stress Management:
Stress management can be defined as interventions designed to reduce the impact of stressors in the workplace. These can have an individual focus, aimed at increasing an individual‟s ability to cope with stressors. The goal of Stress Management is to manage the stress of everyday life among employees. Many different methods may be employed, such as bio-feedback, meditation and massage. Counsellors work with individuals in order to determine what stress management program will work best for that person. The job stress is an increasing problem in present day organizations; it does not affect the employees work life only, but has far reaching impact on employees‟ family life as well. Stress refers to the pressure or tension people feel in life

CLASSIFICATION OF STRESS
Eustress: It refers to positive stress, wherein the situation offers an opportunity to the individual to gain something. It is seen as a motivator that encourages people to meet challenges and, without

which an individual lacks the spark needed to raise their level of performance.

Distress: It is described as negative stress, in which an individual experiences insecurity or inadequacy because of helplessness, disappointment. Distress can cause cardiovascular diseases, alcoholism, marital breakdown, drug abuse, and much more

Technology at Work

Regardless of where you work and your job description chances are your job involves some type of technology. In many job situations the use of technology is obvious. Computers are in every office as workers connect to the Internet to conduct business or connect to their interoffice network to connect a co-worker in the next room. Workers away from their desks or offices have their Blackberries in hand even on their days off, just in case a message arrives that needs immediate attention.

Just as there are many situations where technology and technological gadgets are evident in the workplace, there are many more workplace situations where the use of technology is not seen, yet it is always present. For instance, technological advances allow companies to keep track of the amount of work each person on a production line completes. Even the smiling clerk in your local supermarket is constantly monitored by technology as she scans your groceries to make sure she meets her required daily quota of customers. Technology is everywhere and it is increasing at lighting speed. With technology, and its continual advancements, workers are faced with an increase in work related stress.

The Influence of Technology on Stress Levels in the Workplace

In today's fast-paced work environment, technology plays a significant role in shaping how we perform our tasks. As advancements continue to revolutionize the way we work, it is essential to examine how these changes impact our well-being, particularly in relation to stress levels. The integration of technology into our daily work routines has resulted in both positive and negative effects on employee stress. While it has undoubtedly improved efficiency and productivity, it has also introduced new challenges that can lead to increased stress levels. One of the main sources of stress related to technology is the constant connectivity it provides. With smartphones, laptops, and other devices keeping us connected 24/7, employees often find it difficult to switch off from work, leading to burnout and overwhelming feelings of stress.

Moreover, the pressure to constantly adapt to new technologies and tools can also contribute to heightened stress levels. The rapid pace of technological change requires employees to continuously learn and upgrade their skills, which can be overwhelming and taxing on their mental well-being.

As employees strive to handle the daily pressures of their jobs, they often find themselves dealing with added stress stemming from the impact of technology and technological responsibilities in the workplace. The pace of the modern world forces workers to do more in less time, leaving them feeling like they are constantly playing catch-up. There is an expectation for employees to stay up-to-date with evolving systems, programs, and methods without proper training or guidance on how to effectively use the new technologies. This constant need to adapt to changes in technology can be overwhelming and frustrating for workers.

When employees do receive training on new technologies, they may feel even more stressed as they have to take time away from their regular duties to learn new skills. This fear of job displacement due to technological advancements adds another layer of anxiety for workers. The possibility of losing important work documents and research due to technical malfunctions also looms over employees, causing significant worry. Moreover, the increased reliance on electronic communication methods like emails, voice mails, text messaging, and video conferencing has limited face-to-face interactions among coworkers. This lack of human connection can make employees feel isolated and alone, contributing to their overall stress levels. Chronic stress not only affects workers mentally and emotionally but can also weaken their immune system, making them more susceptible to illnesses.

Technology Impacting Workplace Stress

Technology is impacting workplace stress in many ways, and not all that stress is bad. Most of the

stress from technology comes from the fact that it is always on. Prior to the advent of email, cell phones and the Internet, we could leave our jobs and go home where work did not follow us. Now, we can be fully connected to our work, 24 hours a day, if we allow it. Some stress, however, is useful, especially when it allows us to become more competitive.

Computer Related Stress

As a small business owner, your computer is your lifeline to the marketplace. Through the Internet, you can compete with other organizations around the world. Learning the latest programs and using them to market and promote your products is essential for success. Keeping current and ahead of your competitors requires you to stay current with all advances in software and systems. Often, you must upgrade your system or purchase expensive add-ons that cause great stress for both learning the new product as well as finding ways to pay for it in your budget.

Twenty Four Hour Stress

No matter what business you are in, technology has made your company a 24-hour operation. Your customers can be very selective, and to keep them happy you must be available to them all the time. Technology has made it possible to keep in touch with customers 24 hours a day. You could literally be open all day and night, and many of your customers may need to contact you at what used to be considered off hours. Stress increases when there is no time for rest.

Training Time

Not all technology is easily learned. Taking the time to learn new software or products produces stress, not only during the training process, but also since you are away from your business while you learn your new program. As the sales adage says 'When you are learning you're are not selling and when you are selling you're not learning." In your small business, every hour is golden, and time taken away from your customers causes great stress.

Good Stress

Most outstanding athletes are great competitors, and most small business owners also love to compete in the marketplace. These excellent athletes often report great stress before and during the competition and also mention that it is this same stress that made them successful. Technology can also produce useful stress for you. Learning and then using the latest technology to beat the competition to market is very stressful as the deadline approaches, but there is great joy when you can celebrate victory. While technology produced this stress it also allowed you to win.

Reducing Work Related Stress

One way to reduce the stress in your life is learning a stress management technique that works for you. You may need to try several stress reduction methods before you find the one that makes you feel like the stress is melting away. Several popular stress management techniques include: Yoga, Meditation ,Deep breathing exercises, Progressive muscle relaxation ,Passive muscle relaxation, Tai chi ,Guided imagery Visualization.

In addition to learning techniques for managing the stress in your life, take time to relax. Turn off your computer and cell phone, listen to relaxing music or take a ride in the country.More and more businesses are taking steps to help workers learn ways to manage workplace stress, including the impact of technology on work related stress, by offering programs and workshops on stress management and employee burnout prevention.

Common roles in a software company

Organizing a software company is a very specialized type of management skill, where experienced persons can turn the organizational problem into a unique benefit. For example, having sub-teams spread in different time zones may allow a 24-hour company working day, if the teams, systems, and procedures are well established. A good example is the test team in a time zone 8 hours ahead or behind the development team, who fix software bugs found by the testers. A professional software company normally consists of at least three dedicated sub-teams : Business analysts who define the business needs of the market, Software developers who create the technical specification and write the software, Software testers who are responsible for the whole process of quality management , In

bigger software companies, greater specialization is employed, and quite often there are also: Technical writers who write all the documentation such as user guides , Release specialists who are responsible for building the whole product and software versioning , User experience designers, who are creating the design architecture based on business requirements, user research and expertise in usability , Graphic designers who are normally responsible for the design of the graphical user interface. Maintenance engineers who are behind two, three or more lines of support, Consultants are responsible for making the solution operational, especially if some specialist knowledge is necessary. Examples of this include: building multidimensional cubes in business intelligence software, integrating with existing solutions, and implementing business scenarios in Business Process Management software.

OBJECTIVES OF THE STUDY

To study the Impact of stress on productivity of the Software Labs employees, To study the satisfaction level of organizational efforts to minimize occupational stress, To identify the factors influencing occupational stress on work-family interaction ,To identify the measure to overcome the stress level and To analyse the employee performance based on the level of stress factors.

SCOPE OF THE STUDY

The research conducted on managing occupational stress seeks to understand how various factors contribute to stress and how it affects employees. By gathering insights from employees, this study aims to identify stress triggers within the organization and recommend effective strategies to alleviate stress among staff members. Additionally, the research on stress management will help uncover any lack of cooperation among individuals. The analysis and findings from this study can provide valuable recommendations to the company on reducing stress levels among its employees.

REVIEW OF LITERATURE

Kavitha (2020) focuses on the organisational role stress experienced by IT personnel. In her research, she discovered that women in the workplace experience greater stress than males, and that married women experience more stress than unmarried women. She did a study that looked at stress levels by age group, profession, different types of occupations, working hours, and the impact of the work environment on employee stress levels. This study found that at their best, everyone can perform to their full potential, and it identified three situations that cause job stress: role overload, role self-distance, and role stagnation.

Kayoko Urakawa (2021) harmful impacts on mental health owing to workplace demand and job stress were positively related with the company, males in managerial employment had a poor mental health status, whereas female co-workers had a positive mental health status. They also discovered that company is a crucial component in predicting both genders' capacity to cope with occupational stress

Khalid A (2021) there is a clear link between stress and work performance in every firm. An employee's performance in a company can be improved if their leaders provide them with enough assistance. As a result, even under bad settings, a supportive boss may boost an employee's performance Even though some stress is a normal component of life, excessive stress can negatively impact one's productivity, health, and emotion

Jakkula V Rao (2022) occupational stress is inextricably linked to the performance of any sort of labour. There is an adaptive benefit to stress. It is concerned with how information technology and the resulting shift in working culture effect work stress, mental health, and IT professionals, and it drives the individual to attend to the task and get rid of the tension or demand the unattended task caused. As a result, shop floor workers are more stressed at work and have poor mental health. However, the coping strategies used by these two groups were identical. Executives have a better

work-life balance.

Azizi Yahaya (2022) tries to find out the causes of occupational stress within the organization and the implication on job satisfaction and intention to leave and absenteeism. Pearson product moment correlation to find out correlations and Multiple Linear Regression Technique were used to find out effect between variables. The finding indicates that factor such as external environment contribute to the occupational stress. This external factor is beyond the control of the organization. The finding showed that occupational stress does not have direct effect on intention to leave and absenteeism but have direct negative effect on job satisfaction. By reducing stress companies can reduce the level of intentional to leave and absenteeism.

Ahlam (2022) Occupational stress has a significant impact on student learning and thereby on the contribution that such institutions can make to society. Data was collected using a questionnaire with background questions, job stressors such as role conflict and ambiguity, lack of participation in decision making, lack of authority, workload, unsatisfactory working conditions and interpersonal relationships, and statements about the effect on organizational performance. Questions were based on three- and four-point scale. Descriptive statistics was carried out using XL programme. Results indicated that on average the employees experienced high degree of job stress. Similar findings were reported in other studies.

RESEARCH METHODOLOGY

Research Methodology is a systematic way to solve a research problem; It includes various steps that are generally adopted by a researcher in studying the problem along with the logic behind them. The present study performance appraisal towards Software Labs

RESEARCH DESIGN

"A Research Design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with the economy in procedure". The research design adopted for the studies is descriptive design. The researcher has to describe the present situation in order to know the behaviour of the consumers. Hence descriptive research study is used. Descriptive research can only report what has happened and what is happening.

METHOD OF DATA COLLECTION

Primary data mainly been collected through personal interviews, surveys etc. For this study secondary data were collected from the annual reports of the company and from the company website. The study depends mainly on the primary data and secondary data namely the text books, journals, newspapers, magazines and internet.

SAMPLING

The aggregate elementary units in the survey are referred to as the population. Here it covers the entire employees of selected Software Labs. The study based only on the employee engage. Total number of sample taken for the study is 130 respondents.

DATA ANALYSIS AND INTERPRETATION

Table showing Way of Expressing Your Stress

WAY OF EXPRESSING	NO OF RESPONDENTS	PERCENTAGE
On the spot take action	73	56.2%
Discussing with colleagues	57	43.8%
TOTAL	**130**	**100%**

Source: Primary Data

The above table depicts way of expressing your stress, 56.2% of the respondents are expressing their stress in on the spot take action and remaining 43.8% of the respondents are expressing their stress in discussing with colleagues. Majority 56.2% of the respondents are expressing their stress in on the spot take action.

Feel About Working Hours

WORKING HOURS	RESPONDENTS	PERCENTAGE
Excellent	47	36.2%
Very Good	54	41.5%
Good	16	12.3%
Average	5	3.8%
Poor	8	6.2%
Total	**130**	**100%**

Source: Primary Data

From above the table shows that feel about working hours, 36.2% of the respondents are feel excellent about working hours, 41.5% of the respondents are feel very good about working hours, 12.3% of the respondents are feel good about working hours, 3.8% of the respondents are feel average about working hours and remaining 6.2% of the respondents are feel poor about working hours. Majority 41.5% of the respondents are feeling very good about working hours.

SATISFIED WITH THE RELATIONSHIP WITH COLLEAGUE'S/ PEERS
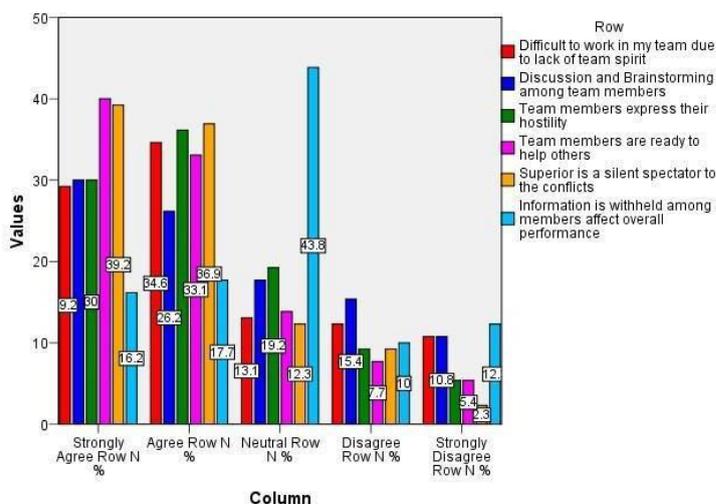
WORKLOAD REDUCE STRESS IN WORKING PLACE
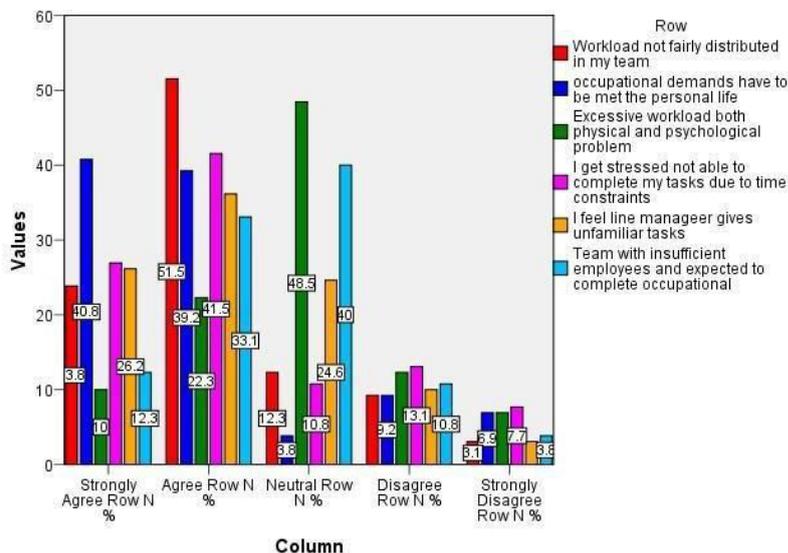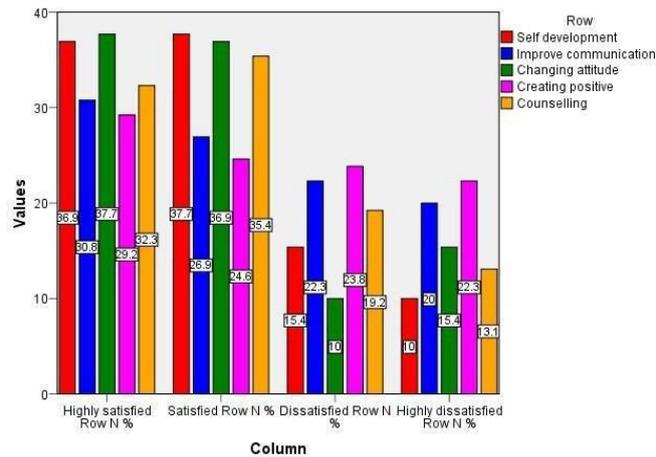
Chi-Square Tests

	Value	df	Asymp. Sig. (2sided)
Pearson Chi-Square	3.021E2[a]	12	.000
Likelihood Ratio	258.278	12	.000
Linear-by-Linear Association	114.650	1	.000
N of Valid Cases	130		

a. 12 cells (60.0%) have expected count less than 5. The minimum expected count is .83.

Symmetric Measures

		Value	Asymp. Std Error[a]	Approx. T[b]	Approx. Sig.
Nominal by Nominal	Phi	1.524			.000
	Cramer's V	.880			.000
	Contingency Coefficient	.836			.000
Ordinal by Ordinal	Kendall's tau-c	.859			.000
N of Valid Cases		130	.034	25.413	

a. Not assuming the null hypothesis.
b. Using the asymptotic standard error assuming the null hypothesis.

   The calculated value is greater than the table value. So we reject the null hypothesis. There is no significance between the Age of the respondents and Satisfied the relationship with colleagues in our organization.

CORRELATION

The table shows that the relationship between Monthly income of the respondents and Feel about working hours.

		Monthly income	Feel about working hours
Monthly income	Pearson Correlation	1	.772**
	Sig. (2-tailed) N		.000
		130	130
Feel about working hours	Pearson Correlation Sig (2-tailed) N	.772**	1
		.000	
		130	130

**. Correlation is significant at the 0.01 level (2-tailed).

NON PARAMETRIC CORRELATIONS

		Monthly income	Feel about working hours
Kendall's tau_b Monthly income	Correlation Coefficient	1.000	.843**
	Sig. (2-tailed) N	. 130	.000 130
Feel about working hours	Correlation Coefficient Sig. (2-tailed) N	.843** .000 130	1.000 . 130
Spearman's rho Monthly income	Correlation Coefficient Sig. (2-tailed)	1.000	.904**
	N	. 130	.000 130
Feel about working hours	Correlation Coefficient Sig. (2-tailed) N	.904** .000 130	1.000 . 130

**. Correlation is significant at the 0.01 level (2-tailed).

This is a positive correlation. There are relationships between Monthly income of the respondents and Feel about working hours.

ANOVA- NULL HYPOTHESIS
Ho: There is no significant relationship between Qualification and Satisfied with the physical working environment.

ALTERNATIVE HYPOTHESIS
H1: There is a significant relationship between Qualification and Satisfied with the physical working environment.

Qualification	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	126.889	3	42.296	208.090	.000
Within Groups	25.611	126	.203		
Total	152.500	129			

POST HOC Multiple Comparisons
Dependent Variable: Qualification

(I) Satisfied with working environment	Satisfied with working environment		Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
						Lower Bound	Upper Bound
Scheffe	Highly satisfied	Satisfied	-1.312*	.094	.000	-1.58	-1.05
		Dissatisfied	-2.225*	.122	.000	-2.57	-1.88
		Highly dissatisfied	-2.646*	.125	.000	-3.00	-2.29
	Satisfied	Highly satisfied	1.312*	.094	.000	1.05	1.58
		Dissatisfied Highly dissatisfied	-.912*	.123	.000	-1.26	-.56
			-1.333*	.126	.000	-1.69	-.98
	Dissatisfied	Highly satisfied Satisfied	2.225*	.122	.000	1.88	2.57
		Highly dissatisfied	.912*	.123	.000	.56	1.26
			-.421*	.148	.049	-.84	.00
	Highly dissatisfied	Highly satisfied	2.646*	.125	.000	2.29	3.00
		Satisfied	1.333*	.126	.000	.98	1.69
		Dissatisfied	.421*	.148	.049	.00	.84
LSD	Highly satisfied	Satisfied Dissatisfied Highly	-1.312*	.094	.000	-1.50	-1.13

	(I)	(J)	Mean Difference	Std. Error	Sig.	Lower Bound	Upper Bound
		dissatisfied	-2.225[*]	.122	.000	-2.47	-1.98
			-2.646[*]	.125	.000	-2.89	-2.40
	Satisfied	Highly satisfied Dissatisfied Highly dissatisfied	1.312[*]	.094	.000	1.13	1.50
			-.912[*]	.123	.000	-1.16	-.67
			-1.333[*]	.126	.000	-1.58	-1.08
	Dissatisfied	Highly satisfied Satisfied Highly dissatisfied	2.225[*]	.122	.000	1.98	2.47
			.912[*]	.123	.000	.67	1.16
			-.421[*]	.148	.005	-.71	-.13
	Highly dissatisfied	Highly satisfied Satisfied Dissatisfied	2.646[*]	.125	.000	2.40	2.89
			1.333[*]	.126	.000	1.08	1.58
			.421[*]	.148	.005	.13	.71
Bonferroni	Highly satisfied	Satisfied Dissatisfied Highly dissatisfied	-1.312[*]	.094	.000	-1.56	-1.06
			-2.225[*]	.122	.000	-2.55	-1.90
			-2.646[*]	.125	.000	-2.98	-2.31
	Satisfied	Highly satisfied Dissatisfied Highly dissatisfied	1.312[*]	.094	.000	1.06	1.56
			-.912[*]	.123	.000	-1.24	-.58
			-1.333[*]	.126	.000	-1.67	-1.00
	Dissatisfied	Highly satisfied Satisfied Highly dissatisfied	2.225[*]	.122	.000	1.90	2.55
			.912[*]	.123	.000	.58	1.24
			-.421[*]	.148	.032	-.82	-.02
	Highly dissatisfied	Highly satisfied Satisfied Dissatisfied	2.646[*]	.125	.000	2.31	2.98
			1.333[*]	.126	.000	1.00	1.67
			.421[*]	.148	.032	.02	.82

*. The mean difference is significant at the 0.05 level.

HOMOGENEOUS Qualification

	Satisfied with the physical working environment		Subset for alpha =0.05			
		N	1	2	3	4
Scheffe[a]	Highly satisfied	48	1.35			
	Satisfied	45		2.67		
	Dissatisfied	19			3.58	
	Highly dissatisfied	18				4.00
	Sig.		1.000	1.000	1.000	1.000
Gabriel[a]	Highly satisfied	48	1.35			
	Satisfied	45		2.67		
	Dissatisfied	19			3.58	
	Highly dissatisfied	18				4.00
	Sig.		1.000	1.000	1.000	1.000

Means for groups in homogeneous subsets are displayed.
a. Uses Harmonic Mean Sample Size = 26.448

 From the above analysis, we find that calculated value of the F-value is a positive 26.448 value. There is a significant relationship between Qualification and Satisfied with the physical working environment.

SUGGESTIONS
The organization may make efforts to decrease the environmental factors that lead to occupational stress, resulting in lower work and time pressures. By reducing these pressures, a more conducive work environment is created which can lead to decreased absenteeism and role conflicts among employees. Providing employees with technical skills such as breathing exercises, meditation, and spiritual practices can help in managing occupational stress and subsequently decrease rates of absenteeism. Additionally, the organization can implement strategies to improve employee morale, ultimately boosting productivity by alleviating stress levels. Motivational techniques can be used to reduce absenteeism, along with revising policies to better support employees. Incorporating daily meditation, yoga, and exercise routines can also contribute to a healthier work-life balance.

CONCLUSION
        Stress is an inevitable part of life, especially for entrepreneurs working from home. As we navigate through uncharted territory, we often bear a heavier burden than larger companies. We thrive on being in control, staying productive, and handling things independently. These qualities are

commendable, but when taken to the extreme, they can lead to sleepless nights, stressful days, and reduced efficiency. Stress is a gradual and harmful condition that affects us all, and it is a common issue in the workplace. The level of stress and its impact vary depending on the industry and the nature of the work. Companies need to start managing their employees differently by showing respect and appreciating their contributions. Acknowledgment, involvement, and ongoing training are essential for retaining skilled workers. It is crucial for organizations to prioritize the well

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