

A Study on Stress Resilience and Job Satisfaction among the Women Employees Working In IT/ITES Sector in Chennai

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ABSTRACT

The focus of the present study is stress resilience and job satisfaction among the women employees working in IT/ITES sector in Chennai. No working life comes without challenges, conflicts, pressure, setbacks, or moments of sheer exhaustion. Job satisfaction at work depends on our ability to cope with the obstacles that come our way and to bounce back, learn from mistakes, make amends when necessary, and most important of all being again without cogitation or remorse. Stress arises when individuals perceive that they cannot adequately cope with the demands being made on them or with threats to their well-being. A convenience sample consisting of around 10 employees participated in the study. Questionnaire method was adopted for collecting the data. The data was analysed with the research variables in different demographic factors.

Keywords: *Stress, Resilience, Job satisfaction*

Resilience is generally perceived as a positive adaption after a stressful situation. Resilience is a person's capacity to respond to pressure and the demands of daily life. Resilience is the ability to bounce back from a negative experience with competent functioning. At work, resilient people are able to deal with the demands better that are placed upon them, especially where those demands might require them to be dealing with constantly changing priorities and a heavy workload.

Resilience is not a characteristic gifted to some individuals and not others. The key here is that resilience is not a passive quality, but an active process. How we approach life, and everything it can throw at us, has a massive impact on our experience. Resilient people do more of the things that help maintain that responsiveness, and it is relatively easy for those of us who are feeling less resilient to develop habits that will increase our ability to perform under pressure, and perhaps more importantly, to live better despite circumstances that try us to limit.

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Resilience is the ability to thrive in the face of adversity; this is identified by a number of personal characteristics such as a meaningful belief system, a clear understanding of reality, good cognitive and problem solving skills, and high self-esteem (Connor & Davidson, 2003; Coutu, 2002; Dumont & Provost, 1999; Masten, 1999). Psychologists have long recognized the capabilities of humans to adapt and overcome risk and adversity. Individuals and communities are able to rebuild their lives even after devastating tragedies. Being resilient doesn't mean going through life without experiencing stress and pain. People feel grief, sadness, and a range of other emotions after adversity and loss. The road to resilience lies in working through the emotions and effects of stress and painful events.

Stress arises when individuals perceive that they cannot adequately cope with the demands being made on them or with threats to their well-being (Lazarus, 1966). Job stress is a condition arising from the interaction of people and their jobs and characterized by changes within people that force them to deviate from their normal functioning (Beehr and Newman, 1997). Potential sources of stress include environmental factors, organisational factors and personal factors. Environmental factors include economic uncertainty, political uncertainty and technological changes. Organisational factors include task difficulties, role difficulties and interpersonal difficulties. Personal aspects include family problems, economic problems and personality.

More stress causes physiological, psychological, and behavioural problems. Physiological consequences include heart disease, high blood pressure, ulcers, headaches, sleep disorders etc. Psychological consequences include job dissatisfaction, dejection, overtiredness, sulkiness, burnout, etc. Behavioural consequences include lesser job performance, faulty decisions, higher absenteeism, work place aggression etc.

Job satisfaction is the degree to which individuals feel positive or negative about their job. A person with a high level of job satisfaction holds positive feelings about his or her job, while a person with a low level holds negative feelings about his/her job. Along with positive affect, psychologists add a cognitive, evaluative and a behavioural component to this definition. The cognitive aspect of job satisfaction represents an employee's beliefs about his or her job and the evaluative aspect of job satisfaction represents how an employee feel about his/her job. The behavioral component represents an employee's behaviours or behavioural tendencies toward his or her job (Jex, 2002).

REVIEW OF LITERATURE

Williamson, et.al. (2005) investigated the career and Job Satisfaction in relation to personality traits of information professionals. This study collected data from more than 1,300 informational professionals on personality characteristics, job satisfaction and career satisfaction. It included academic reference librarians, distance education librarians, public librarians, system librarians and other information professionals. Significant correlations were obtained between personality variables and both career and job satisfaction. Step wise

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regression analyses were performed, and it revealed that the five variables such as optimism, emotional stability, and team work, visionary work style and work drive accounted for 20 percent of the variance in job satisfaction. Optimism, work drive, emotional resilience and assertiveness accounted for 19 percent of the variance in career satisfaction. Hierarchical regression analyses were performed to test Lousburyet. al.'s general composite measure of Emotional Resilience, Work Drive and Optimism as predictors of job and career satisfaction. These variables accounted for 18 percent of the variance in Job Satisfaction and 19 percent of the variance in career satisfaction. Suggestions were made for employers to help, hiring and managing information professionals.

Peter Timmerman (2008) tested the structural model of voluntary employee turnover intention that included personality and situational variables in addition to frequently studied antecedents of employee turnover like Job satisfaction, work stress and Organizational commitment. In this study the personality variable is Individual resiliency and situational variable as leader trustworthiness. Individual Resiliency comprised of Positive Self-Concept (PSC) and Assertive Action (AA). PSC is comprised of 4 dispositional traits such as self-esteem, generalized self-efficacy, emotional stability and Optimism. AA comprised of locus of control and proactivity. Resilient individuals view themselves as good, worthy and capable and they believe that they are in control of their outcomes, expect positive things will happen to them and they take initiative to solve their problems. Data is collected through an Internet-based survey from 293 employees of a human capital management firm, were used to test a hypothesized model via covariance structure analysis. Results supported the model in which Individual Resiliency had a negative impact on work stress and a positive impact on job satisfaction. Work stress also had a negative influence on organizational commitment and job satisfaction while job satisfaction had a positive impact on organizational commitment. In turn, job satisfaction and organizational commitment both had a negative impact on turnover intentions. Individual Resiliency was viewed as an important addition to models of voluntary employee turnover intention.

Jason Pepe (2011) conducted a study to investigate characteristics associated with resilient school leaders. This empirical study tested the theory that principals with higher levels of job satisfaction and work commitment would also likely have higher levels of resilience. This study has also inspected the correlation between number of years of experience, location of the school, poverty rate of the school, level of the school, Salary of the Principal, student enrollment with respect to significant relationship with Principal resilience. This study used a questionnaire to measure participants' levels of resiliency, job satisfaction, and work commitment. The survey consisted of established psychometric tools: 1) the abbreviated Connor-Davidson Resilience Scale (CD-RISC 10) (Connor & Davidson, 2003); 2) Brayfield-Rothe Job Satisfaction Index (JSI) (Brayfield & Rothe, 1951); and 3) Three-Component Model (TCM) of commitment (Meyer & Allen, 1991). An analysis of 627 surveys finished by public school principals from the state of Florida revealed that shared number of years of experience, location of the school, poverty rate of the school, level of the school, Salary of

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the Principal, student enrollment no significant relationship with principal resilience. However, results from this empirical study indicated that there was a significant relationship between job satisfaction and resiliency for principals.

Lumanlan, Paolo T (2012) conducted a study to determine if exhaustion, disengagement, and resilience significantly predicted Filipino nurse-educators' level of job satisfaction. A correlational design was used and Convenience sampling method was adopted. 109 nursing faculty members from the different places of Central Luzon participated in the study. Multiple regression analysis showed that disengagement ($p=.001$) and resilience ($p=.028$) were statistically and significantly related to job satisfaction, but not exhaustion ($p=.605$). However, disengagement and resilience explained only 17.8% of the variance.

Objective

- The objective of the present study was to study the relationship between stress resilience and job satisfaction among working women employees in IT/ITES sector in Chennai.

METHODOLOGY

For the purpose of the study a survey design was used. A convenience sample consisting of 10 employees working in an IT/ITES sector participated in the study. Structured Questionnaires were used to gather primary data. By administering questionnaires stress resilience and job satisfaction among the employees were assessed. The collected data was analysed with Mean of research variables in different demographic factors.

Tools used:

Resilience Scale (RS-14™) was used to measure resilience. This scale contains 14 items. Participants rated items on a 7-point Likert scale from 1 (strongly disagree) to 7 (strongly agree). A higher score indicated increasing presence of resilient traits.

Minnesota Satisfaction Questionnaire (MSQ) Short Form was used to assess the level of job satisfaction among the employees. Responses were scored as follows: Very Dissatisfied = 1; Dissatisfied = 2; Neither Dissatisfied Nor Satisfied = 3; Satisfied = 4; Very Satisfied = 5.

RESULTS AND DISCUSSIONS

This section presents the analysis of the data collected from the respondents.

Table 1: Demographic Factors

Demographic Factors	Classification	Number of Respondents	Percent (%)
Age (in years)	Below 30	8	80.0
	Above 30	2	20.0
Education	Post Graduate	3	30.0
	Engineering	7	70.0
Experience (in years)	Below 3 yrs	6	60.0
	Above 3 yrs	4	40.0

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Demographic Factors	Classification	Number of Respondents	Percent (%)
Income (in rupees)	Below 25000	3	30.0
	Above 25000	7	70.0

Among the 10 respondents, 8 (80%) belongs to below 30 age group and another 2(20%) belongs to above 30 age group; 6 (60%) belong to below 3years experience group; and 7 (70%) belongs to above 25000 income group.

Table:2 showing the Mean of research variables in different age groups

Age (in years)	Resilience	Satisfaction
Below 30		
Mean	71.62	58.5
N	8	8
Above 30		
Mean	116	92
N	2	2

A higher level of resilience (Mean=116) and job satisfaction (Mean=92) was observed among the above 30 years age group. A lower level of resilience (Mean=71.62) and job satisfaction (Mean=58.5) was observed among below 30 years age group.

Table :3 Showing the Mean of research variables in different education groups

Qualification	Resilience	Satisfaction
Post Graduate		
Mean	177.33	154
N	3	3
Engineering		
Mean	437.14	337.14
N	7	7

A higher level of resilience (Mean=437.14) and job satisfaction (Mean=337.14) was observed among the Engineering graduates. A lower of resilience (Mean=177.33) and job satisfaction (Mean=154) was observed among Post graduates.

Table:4 Showing the Mean of research variable in different experience groups

Experience (in years)	Resilience	Satisfaction
Below 3 Years		
Mean	71.83	56.66
N	6	6
Above 3 Years		
Mean	74.25	63
N	4	4

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A higher level of resilience (Mean=74.25) and job satisfaction (Mean=63) was observed among women employees who were having above 3 years experience. A lower resilience (Mean=71.83) and job satisfaction (Mean=56.66) were observed among women employees who were having less than 3 years experience.

Table: 5 Showing the Mean of research variables in different income groups

Income (in rupees)	Resilience	Satisfaction
Below 25000		
Mean	159.33	133.66
N	3	3
Above 25000		
Mean	445.14	368.14
N	7	7

A higher level of resilience (Mean=445.14) and job satisfaction (Mean=368.14) was observed among the above 25000 income group. A lower level of resilience (Mean=159.33) and job satisfaction (Mean=133.66) was observed among below 25000 income group.

Table:6 Showing the correlation among the research variable

	Resilience	Job Satisfaction
Resilience	1	
Job Satisfaction	.183884**	1

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

Correlation analysis revealed that there is a significant correlation ($r = .183$ & $p < .01$) between resilience and job satisfaction.

CONCLUSION

Resilience is the capacity to withstand traumatic and stressful experiences. The objective of the present study was to study the relationship between stress resilience and job satisfaction among the women employees working in IT/ITES sector in Chennai. A convenience sample consisting of 10 samples working in IT/ITES sector participated in the study. Structured Questionnaires were used to gather primary data. By administering questionnaires stress resilience and job satisfaction among the women employees were assessed. The collected data was analysed with Mean of the research variables in different category. A higher level of resilience and job satisfaction was observed among the above 30 years age group. A higher level of resilience and job satisfaction was observed among the above 3 years experience group. A higher level of resilience was observed among the above 25000 income group. There was a significant correlation between resilience and job satisfaction.

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