

# Examining The Performance and Its Related Variables In Middle Aged Group Employees Of The IT Sector

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## ARTICLE INFO

## ABSTRACT

**Background:** Due to heavy workloads and global technical advancements, the burgeoning Information Technology (IT) sector has resulted in elevated levels of occupational stress. To protect workers' health and productivity, it is crucial to look into the relationship between job stress, job satisfaction, and performance in the IT industry.

**Aim:** The primary objective of this study was to investigate the correlation between job stress and job satisfaction and how it impacts the job performance of employees in the IT sector in Delhi-NCR.

**Methodology:** Total 150 IT sector employees were recruited with a range of jobs and degrees of experience from service-based businesses. Validated instruments that gauged participants' subjective feelings of job performance, job satisfaction, and stress.

**Result:** Higher job satisfaction levels have been linked to reduced job stress and improved job performance ( $P < 0.001$ ), according to statistical assessments. Conversely, it is expected that higher levels of workplace stress will be linked to decreased levels of job satisfaction and performance.

**Conclusion:** The analysis's demographic and work-related features provided more context for these findings by elucidating individual experiences, working settings, styles of communication, and contextual factors that could potentially alter these connections. This study sheds light on the complex relationships that exist between job stress, job happiness, and job performance. This knowledge can help develop evidence-based strategies for creating happier, healthier workplaces in the IT sector.

**Keywords:** Multinational companies, work profile, presentation, Workplace pressure, organizational strategy

## Introduction:

Information Technology (IT) sector is an essential component of business operations in the modern digital age, promoting efficiency, innovation, and connectedness. Employees in the IT sector face particular problems that might affect their well-being and productivity as the industry grows and changes. Among these difficulties, job stress stands out as a major worry because IT jobs are fast-paced and demanding.<sup>1</sup> At the same time, an employee's productivity, retention, and general success within an organization are heavily influenced by their job happiness and performance.<sup>2,3</sup>

In the IT business, understanding the complex relationships between job stress, job satisfaction, team efficacy, and job performance is essential to efficiently meeting workforce needs and optimizing organizational outcomes. While some of these elements have been the subject of separate studies in the past, a thorough examination of their interconnectivity is necessary to have a comprehensive understanding of how these factors affect one another within the IT business.

In the IT industry, issues like strict project deadlines, high standards, and the ever evolving technological landscape can all lead to job stress. It is essential to comprehend the causes and effects of workplace stress in order to develop focused solutions that will improve workers' mental health and prevent burnout.

Furthermore, a key factor in determining employee motivation, engagement, and retention is job satisfaction. Organizations can attract and retain top talent in the IT sector by understanding the elements that contribute to job satisfaction, as skilled individuals are in great demand.

Furthermore, the productivity and competitiveness of an organization are directly impacted by job performance.<sup>4</sup> Gaining insight into the factors influencing work performance in the IT industry can help enhance both individual as well as team contributions to organizational success.

The goal of the current study is to better understand the intricate relationships that exist between job performance, job satisfaction, and workplace stress among workers in the IT business. In the context of Information Technology sector examining these factors collectively will help us comprehend how they interact, impact general employee well-being, and impact organizational performance.

### Methodology:

The current study was carried out in the northern area of India between May 2022 and September 2023. To preserve the homogeneity of samples, 150 IT (information technology) experts with a range of positions and experience levels employed by a multinational service company were chosen from inside. We included those who were willing to engage in the study and were employed in the IT industry (age range: 30 to 45 years). Probationary and notice-period participation were not allowed. The study employed a cross-sectional survey methodology to examine the relationships among job performance, job fulfilment, and workplace stress. The ethics committee of the institute gave approval for the study to be conducted. The subjects gave their informed written consent.

In order to collect data from a representative sample of IT sector professionals from large, service-oriented firms, the study used validated questionnaires. The questionnaire contained validated measures of job performance, job enjoyment, and job stress.<sup>5,6,7</sup>

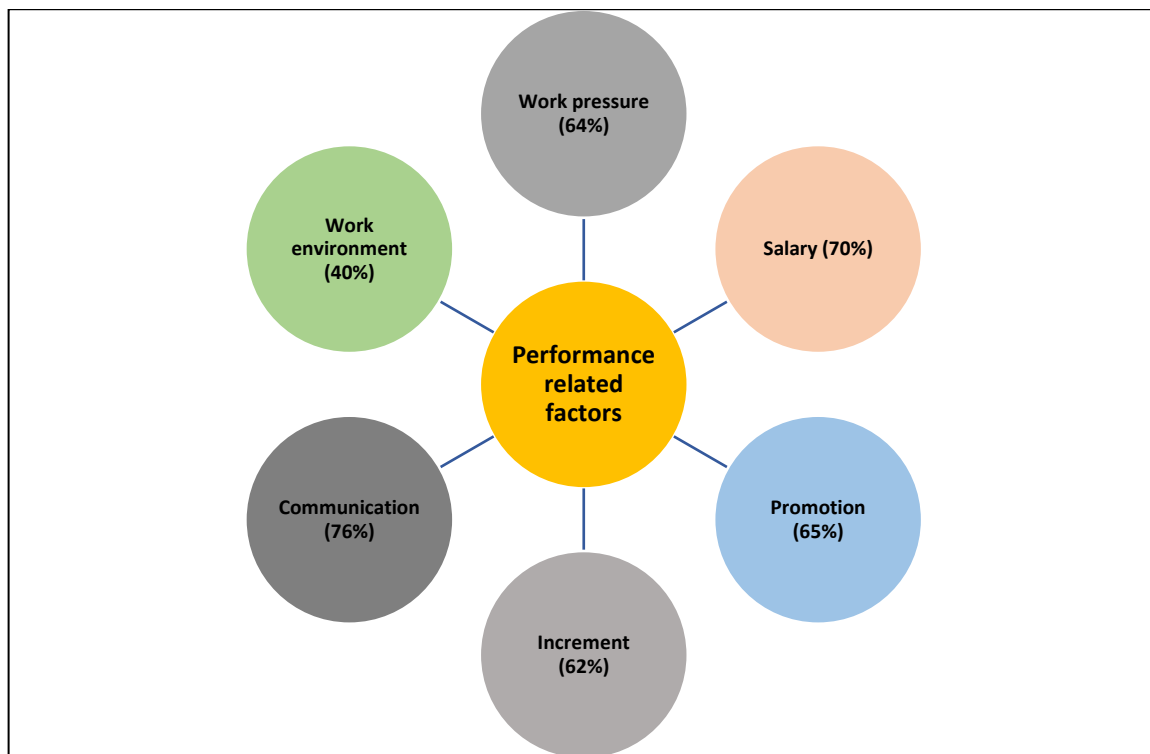
**Statistical analysis:** An MS Windows Excel spreadsheet was manually created using the data from completed questionnaires. The total score for each variable (identified in the aforementioned questionnaire) was divided by the total number of participants to establish the mean score values for the study group variables. To analyze the relationships and differences between the variables, data were investigated using the SPSS 24 version and a number of statistical tests, including the t test, Pearson correlation, and regression analysis.

**Results:** Table 1 shows the work profile and demographics of an IT employee. The study's goal was to look into the connections between IT industry workers' job satisfaction, workplace stress, team effectiveness, along with job performance.

A cross-sectional survey was conducted through self-report questionnaires to collect data from an appropriate sample size of IT professionals. The employee's perception of stress was almost positive, scoring higher than five. As shown in Figure 1 the most significant type of stress was moderate stress, which was followed by mild stress and severe stress.

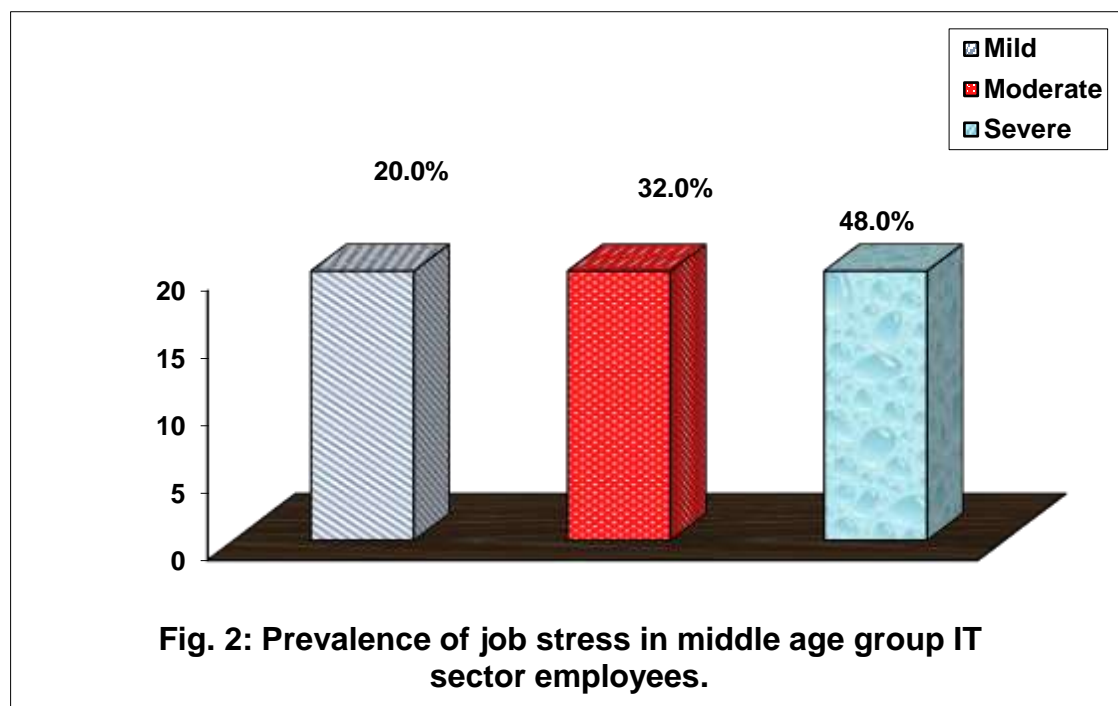
**Table 1:** Demographic profile of middle aged employee of an IT sector. (N=150)

S.No.	Variables	Frequency	N %
1	Man	81	54%
2	Woman	69	46%
3	Unmarried	42	28%
4	Married	108	72%
5	Working at Junior level	96	64%
6	Working at Middle level	54	36%
7	Satisfied with job	72	48%
8	Not satisfied with job	78	52%
9	Health status (Healthy)	102	68%
10	Health status (suffering from any complication)	48	32%



**Fig1:** Percentage prevalence of Job performance related factors of an IT sector employee

The most cases of stress were moderate, which was followed by severe, very severe, and mild. Table 2 displays the mean score for each variable. It was shown that just 48% of participants had a high level of job satisfaction among them. The domains of promotion, work pressure and organization environment had the variable scores among the sub-variables of role-based performance. (Figure 2).



**Table 2:** Presentation of study variables of IT sector employees (Mean±SD)

Variables	Mean	Std. Deviation
Age	35.8	6.50
Job satisfaction survey	39.2	8.84
Job Stress status	25.30	5.10
Job performance score (RBPS)	77.8	9.41

Age was not associated with any work-related variables, including role-based performance, stress, or job satisfaction. It was discovered that job satisfaction and stress had a negative correlation ( $r = -0.345$ ,  $p < 0.0001$ ); RBPS and Job satisfaction ( $r = 0.158$ ,  $p = 0.01$ ) and a positive correlation ( $r = 0.169$ ,  $p < 0.0001$ ). Stress and RBPS had a negative correlation ( $r = -0.154$ ,  $p = .0425$ ).

To determine whether job performance was significantly predicted by job satisfaction, simple linear regression was employed. The total regression was statistically significant. Job performance was found to be strongly predicted by job satisfaction ( $p < 0.0001$ ). The results of this study are consistent with those of other investigations.

There are statistical differences in the work-related variable concerning performance, job satisfaction, and stress. Leaders experienced the most stress, while documentation staff experienced the least. Salary, poor increment, downsizing, career advancement, and organizational atmosphere were current concerns (Figure 1). More than 70% of employees expressed worries about pay issues, downsizing, inadequate contact with superiors, rigid work schedules, difficulties getting promotions, and work pressure, which is an alarmingly high percentage. (Fig.1). Even though it was a large percentage nearly (40%) organizational environment was the area of least concern.

### Discussion:

The study's conclusions offer insightful information about the intricate connections between job performance, team effectiveness, job stress, and job happiness in the IT industry. Previous research demonstrating that increased work stress be able to have a negative effect on overall well-being and employee satisfaction is consistent with the adverse association between job stress and job satisfaction.<sup>8,9</sup> To increase job satisfaction and retention, IT companies should concentrate on managing stressors and offering encouraging work environments.

All of the staff in the study were found to be having the stress. Figure 1 makes it clear that moderate stress was the most evident type of stress, followed by mild and severe stress. (Fig.1).

**1. Stress and Contentment at Work:** The results demonstrated a substantial adverse link between stress at work and job satisfaction. This study suggests that among workers in the IT industry, lower job satisfaction was associated with higher levels of workplace stress.

**2. Stress at work place and Performance:** The results of the present survey showed a substantial detrimental correlation between performance and work place stress. The finding demonstrates that poorer job performance was associated with higher levels of work place stress amid IT industry employees.

**3. Job Contentment and Job Efficiency:** A strong positive association was found between the two variables. This suggests that among workers in the IT sector, greater job satisfaction was linked to improved job performance.

Job stress negatively affects employee performance in the IT industry, as seen by the detrimental correlation between workplace stress and productivity. Overstress can hinder one's ability to focus, be creative, and solve problems, which can lower productivity at work.<sup>10, 11</sup> Employers should provide tools and stress management initiatives to enable staff members to successfully handle challenges from their jobs. However, the positive relationships that exist between job performance and job satisfaction highlight how crucial team dynamics and employee happiness are to productivity at work in the IT industry. Additionally, there was no fluctuation in the stress level according to gender, indicating that stress can affect all employees regardless of biological differences.<sup>3, 12</sup>

Regression analysis has demonstrated that employee performance may be predicted using job satisfaction. Contented workers are typically more involved, driven, and cooperative, which enhances team productivity and work output.<sup>4,13</sup> The results were consistently low in the performance subdomains of career, work, and organization, but lower than the original study's mean score (APA PsycNet, n.d.). To create a healthy work atmosphere and optimize organizational results, businesses should invest in team-building exercises and employee satisfaction programs.

The mean job satisfaction score is 140.7 for service employees in the private sector, as reported by Spectre et al.<sup>5</sup> The present survey results show that there is low job satisfaction among IT industry workers, with none of the worker scores coming close to the mean. In summary, the results suggest that having a more fulfilling job and experiencing less stress at work can help employees in the IT sector perform their tasks more effectively.<sup>14</sup>

<sup>15</sup> Adopting all-encompassing tactics that put employee well-being, teamwork, and job satisfaction first will help organizations achieve their goals of having a more productive and effective IT staff.<sup>16</sup>

The work-related variables of performance, job satisfaction, and stress were all the same. Like Susanto et al.'s study, ours indicates that leaders experienced the most stress and those in the documentation department, the least. Right now, there were three areas of concern: pay, assistance from supervisors, raises, downsizing, promotions, and organizational climate.<sup>3</sup> These factors may be causing high levels of stress, low levels of job satisfaction, and poor performance in our study group. Our results are consistent with other studies that indicate individual and organizational characteristics will have an impact on all work-related variables.<sup>3,17</sup>

However, the longitudinal nature of this study limits the insights it can offer into the relationships between these variables. Prospective longitudinal researches could provide additional light on the causal links and how they change over time, which could help with the development of long-term plans and focused interventions to raise employee satisfaction and boost productivity in the IT sector.

### Conclusion:

The study aims to provide valuable insights for both academia and the IT industry. By understanding the intricate relationships between job stress, job satisfaction, team effectiveness, and job performance, organizations can create evidence-based strategies to improve employee well-being, job satisfaction, and overall productivity in the IT sector. The primary goal of this research is to refine HR practices and organizational policies to boost worker satisfaction and performance, thereby enhancing organizational success and competitiveness in the digital economy. The findings will also be crucial for administrators, scholars, and researchers in organizational psychology and human resource management.

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