

The impact of stress on IT employees' health and its consequential effects on productivity

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Abstract The IT industry is one of the most lucrative industries which motivates hundreds of employees to join the industry for future success every year. With digital technologies dictating every aspect of our lives, the IT sector is only going to grow and create immense opportunities for employees in the field. However, working in the IT industry is quite a daunting task due to the highly demanding job environment and fierce competition at all levels. This further leads to employees being subjected to stress while working at various positions in the industry and this in turn has an impact on their health and productivity. Hence, the aim of this research is to explore the impact that stress has on the health of IT employees along with its effects on improvement. Secondary sources of information have been collected in the process to provide a detailed idea of this area of research. It has been found that stress impacts employees at all levels- physical, mental and behavioral. The level of stress has a direct impact on the performance of the employees and in turn, affects the overall productivity of the organization. It becomes important for the industry to take appropriate steps to manage stress and improve productivity in the process. Hence, all of these aspects have been discussed in detail in the below article.

Keywords: stress, IT, employees, health, productivity, physical, mental

1. Introduction

The IT industry is the fastest growing sector in the world, and the growth of the sector is driven by various factors, such as the rise in cloud computing and AI, the growing adoption of digital technologies by consumers and business and cybersecurity solutions. Global IT sector spending is expected to reach 5.3 trillion in 2022 and is expected to increase to 5% of the CAGR in the coming years (Statista, 2023). The IT industry is also one of the major employers in some of the largest economies of the world, including India. There are numerous job roles offered in the industry, which makes it one of the largest employers of skilled professionals. The IT industry is also constantly evolving, with new trends and technologies emerging all the time (El Kadiriet *al.* 2016). It is one of the most dynamic and exciting sectors and is expected to experience rapid growth in the coming years. The prospects of the IT industry have led to thousands of employees entering the sector every year and looking to make a future. Although being employed in the IT sector looks promising, IT jobs are quite fast-paced and demanding. IT employees have to work long hours to meet tight deadlines in a technological landscape that is constantly changing (Franken et al. 2021). All of these factors make stress one of the most common problems for IT employees. A report published by Spacelift highlighted that 73% of IT employees reported experiencing stress, with top stressors being heavy workloads and tight deadlines. Other stressors in the IT sector include poor work-life balance, unrealistic expectations from clients and lack of appreciation and recognition (Hytry, 2022). The stress that IT employees experience in the workplace can lead to various health issues at the physical, mental and behavioral levels. Furthermore, employees are the greatest asset of any organization since they are responsible for carrying the vision, mission and goals of the company. However, stress can impact the performance and overall productivity of a company. Hence, the purpose of this article is to explore the impact of stress on the health of IT employees and its consequential effects on productivity.

2. Materials and Methods

An exploratory design was used in this study to gain a comprehensive understanding of the impact that stress has on employees' health and its consequential effect on productivity. Stress in the IT industry has been of interest to many researchers and organisations who have published numerous related studies. Hence, a secondary method of data collection will be used in this research to provide a comprehensive account of the impact of stress on IT employees' health along with the consequential effects on productivity. Information from peer-reviewed journals and top firms such as McKinsey, Deloitte, Forbes and others has been collected to develop this research paper. The use of the secondary method of data collection makes it easy to collect a large amount of information in a short period of time. Similarly, in this case, a large amount of data was

collected with the help of the secondary method. Furthermore, the collected data are presented in the next section of the article under different headings exploring a particular element related to the impact of stress on employees and its consequential impact on productivity.

3. Results

3.1. Factors contributing to stress in IT employees

In the modern age, work-related stress is widespread among employees and is responsible for their poor organisational performance. While it is difficult to avoid the demands of the work environment, employees need to reduce stress to prevent it from affecting themselves. Work-related stress can occur for several reasons; poor work organization, poor management, lack of control and unsatisfactory working conditions are among the essential factors that lead to stress. Padma et al. (2015) noted that prolonged exposure to stressful situations can significantly affect employees' autonomous nervous system and performance. The author further stresses that the training programs within the IT sector are not necessarily employee oriented and therefore do not help employees maintain their stress. People within the IT sector also often do not communicate or interact with each other; this also leads to alienation. The workload within the IT sector generally needs to be performed with a high level of accuracy; as a result, a lapse in work can have severe effects on the organization, and maintaining employee motivation is therefore an essential factor.

High workload has been recognized as one of the most crucial aspects of stress among employees. In the research conducted by Marchiori et al. (2019), the authors identified technostress as one of the most common forms of stress experienced by employees within the IT sector. Research carried out on 927 employees in 14 different IT sectors in Brazil has revealed that older people generally need help with technostress because they need help in adapting to technological complexities. At the rate at which technology adapts, it is difficult for employees to adapt to all forms of technology. Being unable to adapt to the newer technology can lead to a struggle in accepting or overidentifying. Researchers have stressed that understanding the relationship between technostress and individual characteristics can help prevent this phenomenon. Technostress is not only caused by work overload but can also result from ambiguity, job insecurity and conflict in work and home balance. Researchers believe that technostress is the manifestation of a lack of safety within the IT sector. Therefore, workplace security must be improved to prevent these problems from recurring within the IT sector.

A common occurrence among the IT sector employees who use ICTs for their day-to-day activities is the lack of time to complete the tasks. The amount of information that is available for employees today is much greater than before, and employees are expected to work with it; prolonged periods of overwork lead to stress and other physical issues for employees. Molino et al. (2020) showed that stress primarily occurs through a phenomenological process; during this process, the demands experienced by the individual are much greater than the resources they possess. An increase in workload, multitasking and interruptions in work have long-term consequences for people. Research has further suggested that remote working has the potential to reduce negative relationships and help prevent behavioral stress.

While employees in almost all organisations face stress, it is significantly more common among IT employees because they often have to work under stressful situations, and the situations in which they perform their managerial duties are very compelling. The IT industry is one of the highest growing industries. As a result, organisations need to create better policies that can help with employees' physical, mental and social issues. Jaggaiah & Balaji (2021) argued that out of the many factors that cause stress among employees in the IT sector, mental overload is a prominent factor; employees who are not satisfied with their jobs are more likely to face certain forms of dissatisfaction and resentment toward their work, which leads to poor performance. Occupational stress is a widely recognized problem that affects the performance of employees and stunts their innovative capabilities. Prasad et al. (2020) reported that gender and age are also significant factors behind occupational stress, and remote and hybrid working conditions allow employees to balance their priorities accordingly, leading to lower stress.

3.2. Impacts of stress on IT employees' physical health

Job stress not only increases employees' likelihood of committing errors in their work, mental health issues and burnout but also impacts employees' physical health. Short-term stress can potentially stop certain bodily functions and lead to stomach aches and headaches. Chronic stress can disrupt and inflate the body's circulatory system, leading to heart attack. In this context, stress affects every person differently; it can increase cholesterol and blood sugar levels. Stress can also cause chest pain, a weakened immune system, fatigue and insomnia. Chronic stress can be highly dangerous, as overexposure to cortisol and other similar stress hormones within the body can lead to increased health risks due to weakened immunity, anxiety, depression, digestive issues, muscle tension and pain. Sometimes, the patient also gains weight and suffers from poor memory (American Psychological Association, 2023). Stress also pushes people toward bad decisions, such as overeating and smoking, which paves the way for other diseases; their decision-making capabilities are also clouded due to stress, increasing cardiovascular risks.

Research conducted by Padma et al. (2015) has also suggested that employees working in the IT sector have greater potential for developing poor health conditions that can lead to mental stress and poor performance. Some of the common health issues experienced by IT employees due to stress are acid peptic disease, alcoholism, diabetes, headaches caused by excess tension and hypertension, sexual dysfunction, skin problems and asthma. The physical well-being of employees is essential because it is correlated with their productivity. A study by Forbes (2023) revealed that 59% of employees suffer from finance-related stress, leading to poor focus and heart and blood sugar problems. Competition and professionalism are generally high in the IT sector, and there is increased pressure among individuals; employees who struggle with deadlines and excessive workloads in the IT sector are more likely to face these challenges.

Work stress can be caused by various factors, and the impacts of these factors vary. A study carried out on millennials revealed that when millennials work in stressful situations, their desire to perform better is generally low. A lack of motivation among leaders, a high workload, and conflict with coworkers can lead to depression, among many other issues. Stress can also increase cell mutation rates (Yunita & Saputra, 2019). Researchers have stated that mutation can hurt a person. The research also suggested that women tend to use emotions more than logic, and the level of stress that they experience is generally greater than that experienced by men. The COVID-19 pandemic has also been responsible for having an impact on the health of individuals; the uncertainties caused by the pandemic have been responsible for increasing stress levels and affecting the productivity of employees and workers. Zito et al. (2021) showed how stress and anxiety during the pandemic have affected employees' mental health; a high percentage of people reported feeling anxious during the pandemic, along with higher blood pressure and hypertension levels.

In the context of the pandemic, while remote and hybrid working is known to reduce the stress experienced by employees, the sudden switch from in-person to remote working has been difficult for many people during the early days of the pandemic. Only some people are comfortable with online working modes; the pandemic also led to employment insecurity and the depletion of personal resources (Adisa et al., 2023). Working remotely leads to poor interpersonal communication and isolation; continuous exposure to these stress factors can pose significant threats to employee performance. Since the availability and development of social and personal resources are essential for a positive work experience when employees work remotely, they do not receive the supervision required to perform work effectively; a proper balance between on-site and remote working needs to be established to ensure that employees perform well with high engagement levels. The research conducted by Harris et al. (2022) has elaborated on how technostress can negatively affect an individual's performance and productivity. Managers need to prevent techno overload and measure the technology abilities of employees before not overwhelm them.

3.3. Impact of stress on the mental health of employees

Stress is harmful not only to the physical health of IT employees but also to their mental health. Stress can cause different mental health issues, such as anxiety and depression, loss of productivity, burnout, conflict in collaboration attempts, poor time management, and lack of motivation. Chen et al. (2022) stressed how work stress has psychological implications and is responsible for causing pain in employees; organizations need to adopt frameworks that help employees choose their path and improve employee performance. Job stress makes it harder for employees to meet deadlines, heightening feelings of sadness and grief with constant anxiety. As stated previously, employees who stress more at work are likely to indulge in unhealthy behaviors, such as smoking more cigarettes or overeating, which are implications of stress on the individual's mental health. Mental health is directly responsible for job performance and employee satisfaction.

The potential impact of mental health on the performance of an individual is globally acknowledged; increased attention has therefore been given to implementing mindful interventions within workplaces that can significantly help employees deal with working under pressure. Janssen et al. (2018) stated that stress is often a result of complex interactions between employees and the environment that surrounds them. The study revealed that person-centric approaches are generally ineffective in impacting an individual's mental health; an integrated approach is needed to improve the intervention aspects of the organization. It is essential to assess stress because it can potentially make employees prone to error and burnout. Mental health problems caused by stress not only affect the individual but also decrease group performance within the organization. The other employees also struggle to function normally, and collectively, more effort is required to carry out the same amount of work.

In terms of mental health outcomes, as observed among employees during the pandemic period, psychological distress is generally caused by psychological distress and can be perceived as one of the symptoms that causes disruption. An individual's mental problems can lead to persistent sadness and other negative emotions. Depression in the worst cases can lead to suicide; the continuous stress that these people experience needs to be decreased to reduce the risk to their mental health. Isolation during periods of stress and anxiety can be catastrophic for individuals (Hamouche, 2020). The distress that an individual experiences is not a problem but rather a consequence of stress. Employees working in the IT sector especially need to be trained adequately to use technology. Communication within the workplace is the key to achieving a healthy working environment. Social support for people experiencing stress is critical to support them and prevent the mental impact of stress from decreasing. Inappropriate psychological support can increase risk and cause social isolation.

In the context of mental health and job performance, Prathyusha (2019) investigated how organisational and occupational stress can impact individuals. The research findings revealed a connection between mental health and job satisfaction; however, the impact was not strong. The research carried out on the IT sector within the study revealed how job-related stress impacts approximately 73.5% of employees. The complexity of newer technology leads to dissatisfaction and lower service, which are the primary reasons behind these problems. The study has therefore stressed that while certain stress levels are acceptable when pressure becomes chronic, they must be treated adequately to maintain productivity levels within the organization. In the IT sector, stress is a common occurrence, as certain positions within the organization can lead to greater stress and even strain emotional and physical health (Naidoo, 2018), as this kind of stress generally affects leaders or employees with positions of power; it can cause exhaustion, depersonalization and career switching, leading to more complications within the organization.

3.4. Impact of stress on employee behavior in the IT industry

Stress can lead to employees losing their composure and acting harshly with other employees; the symptoms of stress often include irritability, mood swings and nervousness. Stress and anxiety severely weaken an individual's self-confidence, and individuals become inattentive. Employee behavior also becomes more aggressive when facing pressure; working in the IT sector under stressful situations can lead to poor relations with employees and family members. Organisational changes are some of the greatest hurdles that companies face today, as employees only sometimes accept strategic and operational changes within the organization, and such changes change employees' attitudes and behaviors toward the organization. Lukić & Lazarević (2018) described how organisational stress exists at different levels irrespective of profession. The research shows that when employees face work that exceeds their capabilities, it results in a lack of motivation and interest. The leadership styles used within an organization can also cause stress and lead to poor behavior. Employees experiencing stress need the correct support and assistance from their superiors to improve their performance, which can lead to dissatisfaction.

The behavioral changes experienced by employees also differ among people. As Padma (2015) noted, employees who have experienced chronic work stress for long periods are more likely to develop metabolic syndromes, which cause a change in their behavior. The exact biological impact of stress on people is not known; however, pathophysiological mechanisms involving direct neuroendocrine effects experienced by patients are generally considered adverse effects of health complications. In their research, Román et al. (2018) reported recent findings indicating the use of mobile technology in the IT sector. While it has increased the productivity levels of the organization, it has also increased the stress levels of employees during work hours, which has implications for their behavior. The use of technology is known to increase workload perception, which inevitably increases the job stress of a person as it widens the gap, while the use of mobile technology has several benefits, it needs to be monitored adequately to prevent any kind of issues from occurring.

In recent years, there has been a global shortage of skilled workers within the IT sector, suggesting that competition is high in a pool of limited resources and that a lack of job security is a contributor to the stress experienced by people. Morrison et al. (2019) stated that the leading cause of high turnover rates in different IT sectors is a lack of work-life balance and stress. Modern organisations tend to overload workers, leading them to experience burnout early; high turnover usually suggests inefficiency and loyalty issues within the organization. Employees' behavioral problems due to workplace stress can be reduced by allowing IT professionals to spend more time with their families. Turnover within the IT sector can be reduced by understanding the needs and expectations of employees and meeting their needs. Employees with better autonomy in their sphere of work tend to have higher performance levels. Telework has been proven to be an effective measure that helps IT organisations reach their goal while still having high employee morals.

3.5. Consequential effect of stress on employee productivity

Stress impacts people differently; the negative impacts of stress can lead to decreased performance and quality of work, and engagement and motivation tend to be low for a person experiencing stress. Employees' productivity can be low due to poor work-life balance caused by stress. The company culture is also affected by stress, as it reduces employees' ability to meet business goals, leading to more cases of burnout and conflict within the workplace. Daniel (2019), in their research on job stress, reported that stress can cause absenteeism, higher employee turnover and medical compensation from organisations; to boost productivity within organisations, stress needs to be handled well. This study has also elaborated on how stress-related illnesses are the leading cause of low productivity. Immense pressure experienced by the worker within the workspace can have catastrophic impacts on the employee and heighten the chances of different diseases.

Working under stressful conditions for long periods can lead to psychological problems, and a lack of satisfaction with one's job and a failure to meet one's targets can have mental impacts on employees. Employees going through these phases indulge in bad habits such as smoking cigarettes, overeating, and alcoholism. Research conducted by Daniel (2019) has shed light on how a moderate stress level is generally good for employees, as it keeps employees in their job role; however, when the stress level continues to increase, it seems to negatively affect their mental and physical health. Therefore, employees' performance has been observed to be poor at low and very high stress levels. Reasons for low productivity can also result from

a lack of dedication and no concentration on the job. Alongside these existing problems, the research carried out by Ajayi (2018) has shown that sociopolitical insecurity and economic conditions have been reasons behind the declining performance and productivity of people. To reduce the consequential effect of stress on the performance of employees, organisations need to design jobs in a manner that prevents low productivity.

Job stress is always related to health and work; researchers tend to agree that occupational stress can have severe implications for a person's life. Once stress exceeds a normal level, it can have counterproductive impacts on a person's health and productivity. Employees' job-related stress can disrupt their psychological and physiological conditions, depriving them of normal functioning (Kamaraj, 2018). Within the IT sector, employees need to work on many technical aspects, and a high amount of stress decreases their competence levels and prevents them from performing efficiently. A lack of productivity leads to employees not feeling appreciated within the work environment, and they look for career redirection in lower-paid sectors. Seeking jobs in other sectors affects employees economically and causes skill obsolescence, human capital deterioration, and workplace productivity.

In the IT sector, stress related to the job role, constraints, conflicts and deficiencies in performance can negatively affect employees' ability to reduce their job productivity. Boyer-Davis (2018), in their investigation on technostress, found role stress to be directly related to computer anxiety and a decrease in output. The study further elaborates on how the individual characteristics of a person are impacted by stress; men are more susceptible to technostress than women in the IT sector. Women in the IT sector handle stress poorly because it is more challenging than men. Additionally, the loss of employee productivity is more visible among older employees within the IT sector than among younger employees, as they are more comfortable using technology. Younger employees recently recruited in the IT sector possess remarkable skills that make them stress resistant. Poor leadership within the sector can also decrease the entire team's productivity level, leading to lower employee morale, commitment and retention. Employees experiencing stress also tend to commit more errors, reducing the quality and profitability of their work. While stress is an inevitable part of one's work life, one should never be left at one's own devices; negative impacts can significantly impact interpersonal relationships with other employees.

3.6. Consequential effect of stress on company productivity

The employee and the entire organization experience the impact of stress; when an employee goes through chronic stress, they end up having sleeping difficulties, high blood pressure and constant headaches, leading to absence. Furthermore, employees who work under stressful circumstances lack job satisfaction, leading to high employee turnover. IT organisations with high employee turnover rates must invest more funding in hiring and training new employees. Stress also impacts an employee's ability to communicate with other employees; poor peer relationships within the organization affect the organization's productivity level. Stress also leads to fatigue, which negatively affects the quality of work; stress causes people to progress through stages of withdrawal and a reduction in enthusiasm. In their research, Trivedi & Jodhana (2019) argued that employees experiencing higher stress levels are more likely to experience accidents and injuries, increasing administrative costs. The physical issues caused by stress lead to the organization paying for healthcare costs incurred by employees, further impacting the organization financially.

Stress is known to significantly impact employee productivity, which greatly impacts an organization's performance. When organisations have moderate levels of stress, it creates a corridor for employees to express their creativity. Excessive stress, on the other hand, has the opposite impact, as it disrupts the work-life balance of employees working in the IT sector. Constant pressure leads to employees feeling exhausted constantly. Low employee energy levels lead to poor decision-making, lowering overall organisational performance. Having supportive leaders within an organization is detrimental to achieving success; a toxic leader can cause stress among employees and decrease worker morale and productivity of the entire organization. Poor work culture is the primary reason behind employee burnout; toxicity influences productivity and causes depression among employees. Employees suffering under extreme stress undermine their performance and lose confidence in their abilities, hurting the organization and the work atmosphere (Coldwell, 2019). When employees feel unappreciated in their workplace, this leads to a compromise of their work and personal trauma. Thus, job productivity levels are affected, leading to employees experiencing burnout at an early stage.

Workplace stress can occur for various reasons, such as demanding bosses, unsatisfied needs and expectations, and a never-ending workload. Family relationships and financial problems are also significant contributors to stress. Employees with stress have poor time management skills, creating a sense of frustration and panic, which affects their work poorly. Failure to finish the allocated work within hours results in resentment toward the organization and purposely poor performance. Organisations that overstress their employees negatively impact their commitment levels and loyalty. Problems within the organization strain relationships at work and at home, leading to feelings of helplessness and hopelessness among employees. Employee productivity decreases because being unable to perform efficiently causes defensiveness and jealousy due to weakened self-esteem and withdrawal. Stress also causes a lack of focus, and employees struggle to process information and learn new methods—the problems of being able to focus cause distraction and fatal mistakes. The effects of stress on health are also significant because employees with stress-related illnesses take sudden off days, accumulate work and generate pressure.

Salkin et al. (2018) highlight the importance of organisational productivity for increasing competitiveness. Automation is a significant part of the Industry 4.0 movement in the IT sector, and implementing lean principles can significantly help reduce physical stress among workers. The study focused on how erroneous and prejudicial behavior within an organization can impact employees. Strategies must be adopted to help alter their behavior and prevent distress among workers. Bhanu & Babu (2018) argued that a good working environment within an organization creates a healthy atmosphere, leading to lower job stress and greater productivity. An organization's performance depends on employee performance; job stress can develop health problems. The research further stresses that the physical and mental stress experienced by employees in the IT sector is generally high compared to that in other sectors; diseases are further induced, sustained and exacerbated under these stressful conditions. The rise of globalization and privatization in different sectors has created new work relationships, job insecurities, and poor working conditions, which inevitably lead to more stress. The increased stress that employees working in the IT sector experience has led them to choose this industry for the research.

3.7. Steps to manage stress among IT employees

The research has elaborated on how high stress levels within an organization can negatively impact employee and organisational performance, and stress management protocols to reduce complications need to be implemented. The leaders of IT organisations need to set examples and inspire vulnerable employees to harbor healthy practices that can help them optimize themselves. Humanizing the workplace is also essential to achieving success; the organization must infuse empathy and compassion into the procedures to create a healthy work environment. IT organisations must be more open and make employees aware of creative and resilient protocols that can be adapted to reduce stress (Forbes, 2021). Providing the necessary tools and technology to make their work easier should be practiced periodically to keep them interested. The rise of technology has introduced different kinds of IoT tools that can be used for employee performance; high stress levels among employees can be measured with the help of tools.

The research carried out by Ceneci (2018) discussed how the changing environment in the business continues to raise stress levels among employees; it is part of the leader's responsibility to handle workplace conflicts and ensure that employees have a safe place to work in. The research further elaborates on how an operational IT infrastructure is required within organisations, as it can help with overcoming competition. The present focus in most IT organisations is generally on maximizing production; as a result, employees often have to work longer hours, which causes stress. Long unfixed hours must be misstated to make the IT environment more employee friendly. While working in IT can be rewarding, managing stress is essential. Self-care needs to be prioritized among employees to help them clear up their heads after spending the entire day straining their eyes on computer and phone screens. Employees who overwork need to be encouraged by the organization to take breaks, connect with others and practice exercising to improve their work-life balance to reduce stress and anxiety related to the job.

Setting boundaries is essential in this work sector; the constant pressure to meet deadlines and work on new projects must be reduced to properly balance work and personal life. Employees can create a schedule to ensure that they are working appropriately; learning to say no to people is an important skill needed to avoid impossible work. Encouragement from the organization to take days off can further help reduce stress levels and improve employee productivity. The level of communication within the IT sector is generally low; however, to maintain healthy mental conditions, effective communication is essential (Diamantidis & Chatzoglou, 2018). Healthy communication can only be achieved by communicating with colleagues and clients at an interpersonal level; this helps employees maintain stress levels and improves trust and respect. Collaborative tools can further be used to improve communication and collaboration between different teams. Employees also need to find meaning behind their work, as employees who are not passionate about their work cannot keep themselves motivated and engaged with the field of work. The employee needs to focus on the positive aspects of the work instead of brooding over the negative aspects. Employees who are engaged in their field of work often look for opportunities that can further help them grow and prosper; the work also needs to be connected with the employee's personal values and goals.

4. Discussion

The main focus of the research has been on IT professionals and the level of stress that they experience within the organization. The problems related to stress in the modern day have been descriptively presented within the research. The findings of the study show the importance of training an employee to achieve optimal performance. Employees who experience stress for long periods of time undergo certain changes that are harmful to themselves and reduce their performance. The study further revealed that the ability to endorse newer technology is usually different for individuals; women face more stress than men do, while older generations of employees struggle with technology more than newer employees do; training programs are therefore important for improving these skills. Another important issue that the study has found to contribute to higher stress levels is the inability to complete work on time, leading to dissatisfaction and resentment toward one's job.

Overworking can damage employees, leading to stress and other physical issues. This study provides a detailed account of the impact of stress on the mental and physical health of employees; physical problems such as heart problems, high blood

sugar levels, cholesterol and fatigue are common side effects of stress. Chronic stress can push people toward bad habits such as overeating, drinking and smoking. Physical problems are directly linked to mental problems; different studies have shown that 59% of employees tend to suffer from stress-related physical problems. In the context of mental health problems caused by stress, anxiety and depression are common. Poor mental health also leads to clashes with other employees, poor performance and a lack of self-confidence. The importance of support for people experiencing stress has also been stated, as has the impact of stress on their performance. The study has elaborated on how stress affects an organization's performance as a whole. Since employee performance is directly related to the success of the organization, employees who do not feel content with their job role or position have the potential to reduce the performance of the organization through poor quality of work, accidents and medical costs. The present research has suggested different steps and methods that employees can use to reduce their stress levels. Flexible working conditions, setting boundaries and improving communication with others have been suggested as ways through which these problems can be addressed.

5. Conclusions

Furthermore, the work has made use of secondary sources of information to provide the required discussion and gather the necessary insights. The use of secondary data serves as one of the primary limitations of the research and, in turn, provides a future scope for exploring the entire subject using a different methodology. Primary research can be conducted in the future to gain first-hand insights into the impact that stress has on employees in the IT industry along with its effect on productivity. Interviews and surveys with professionals in the industry can provide more concrete evidence of how stress impacts the health of employees and the productivity of the business. The insights provided in this paper can serve as a basis for conducting primary research in the future on the subject.

As concluding remarks for the present research, managing stress within the IT sector is highly important for staying happy and productive. The present study has carefully highlighted how the IT sector is one of the fastest growing sectors in the world and the problems that come with rising technologies and new working methods. The different contributing factors within the workplace that contribute to stress have been highlighted in the research alongside the implications that stress has on the physical and mental health of employees. The research has presented findings from different articles and journals to show how impactful stress can be in harming employees and the need for measures to reduce stress and boost performance. The study has also closely observed the different steps that need to be taken to reduce stress; prioritizing self-care, setting boundaries within the organization and improving skills by establishing better communication with other employees and colleagues can significantly help reduce stress in the IT sector. Managing stress is a journey that requires cooperation from both the organization and the employee to improve.

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Conflict of Interest

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