



RESEARCH TRENDS IN  
**MULTIDISCIPLINARY  
SUBJECTS** VOL-4

EDITED BY

Sruthi S, Dr. Nitu Maurya, Dr. Manikandan Iyer,  
Dr. Kumar Ratnesh, Dr. P. Karthikesan

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# CHAPTER 36

## STRESS LEVEL OF SOFTWARE INDUSTRY'S EMPLOYEES DURING PANDEMIC PERIODS IN INDIA- AN DESCRIPTIVE STUDY

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*Dr. M. Akilanayaki & Dr.P.Gurusamy*

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### **ABSTRACT**

*The information technology (IT) sector is comprised of companies that produce software, hardware or semiconductor equipment, or companies that provide internet or related services. Companies are aligned to a specific sub-industry that best describes their core or most profitable business. The COVID – 19 Pandemic has caused drastic changes in many industries, and Information Technology (IT) industry is the major among them. The significant weaknesses the IT industry is facing now is due to the fall in the economy, as a lot of companies are forced to ask their employees to work from home (remotely) keeping in the account of the public health concerns. Due to this, there is a massive loss in opportunity for many companies who have international dealers.*

**Keywords:** *IT Sector, Growth, Impact, Covid-19, Pandemic Situation.*

### **INTRODUCTION**

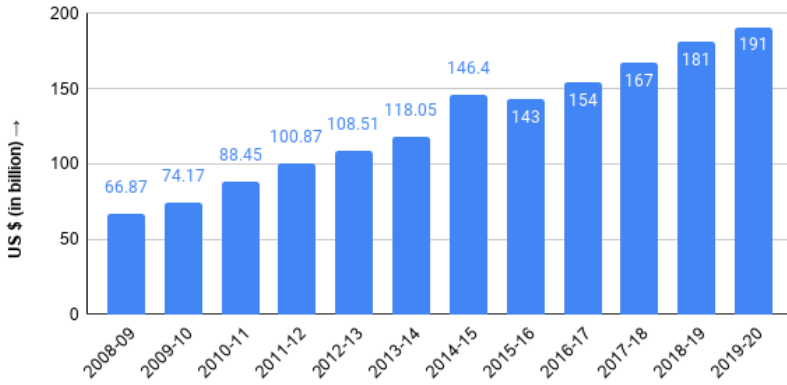
**T**he Information Technology (IT) industry is an essential component of the technology-driven knowledge economy of the 21st century. In fact, globally India has been recognized as a knowledge economy due to its impressive IT industry. The IT industry mainly encompasses IT services, IT-enabled services (ITES), e-commerce (online business), and Software and Hardware products. This industry is also instrumental in creating infrastructure to store, process and exchange information for important business

operations and other organizations. The IT-based services and products have become indispensable for flourishing any business enterprise and accomplishing success. This industry has a conspicuous impact in improving the productivity of almost every other sector of the economy, it also has huge potential for further accelerating the growth and economic development. Information Technology not only contributed to the economic development of the country but it has also made governance more efficient and responsive. It has made access to government services and information easier and inexpensive. Information technology has also made management and delivery of government service ( such as health services, consumer rights, etc.) more effective with enhancing transparency.

### **HISTORICAL GROWTH OF IT SECTOR IN INDIA**

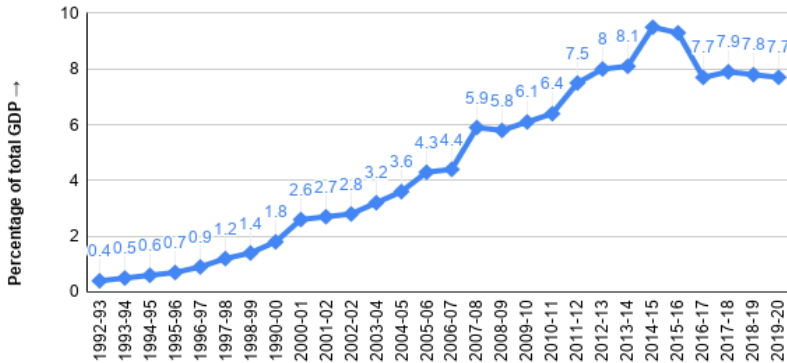
Indian IT industry has grown rapidly with an exponential growth rate after the economic reform of 1991-92. Indian IT companies have set up thousands of centers within Indian and around 80 countries across the world. The majority of global corporations are sourcing IT-ITES from the Indian IT industry, it accounts for approximately 55 percent of the global service sourcing market (US\$ 200-250 billion) in 2019-20. The market size (especially export) of the IT industry has grown manifold from approx. 67 billion US dollars in 2008-09 to 191 billion US dollars in 2019-20 (Graph 1). The revenue is further expected to grow in the coming years with an accelerating growth rate and expected to reach 350 billion US dollars by 2025. The remarkable feature of India's IT industry is that along with its expansion in terms of market size it is also incrementally adding a significant share to India's gross domestic product (GDP) and consequently boosting the growth and development of the country. From a minuscule 0.4 percent in 1991-92, the IT industry contributed around eight percent in 2017-18 to the total GDP of India (Graph 2). This share is expected to increase to ten percent by 2025.

**Graph 1. Market size of India's IT industry**



Data source: IBEF, Ministry of Commerce & Industry, Government of India

**Graph 2. IT industry's share in GDP (in %)**



Data source: IBEF, Ministry of Commerce & Industry, Government of India

**STATEMENT OF THE PROBLEM**

The COVID-19 crisis has affected organizations across the globe and in India; several organizations are struggling to maintain a steady top line and manage with lower working capital. Employees’ health and safety is given utmost importance. Reduced travel across sectors meant that organizations have to adopt new ways of working, including WFH, which until now was implemented only in limited pockets. Therefore, there is necessary



to observe the stress level of software industries employees during pandemic period in Indian sectors, since the software industries contribution towards Indian economy is very high comparatively other sectors in India..

### **OBJECTIVE OF THE STUDY**

The researcher has framed the following objectives of the study connected with the present study. They are as follows.

- To observe the socio economic profile of the software sector employees during pandemic periods.
- To investigate about the level of stress of software industries employees during pandemic period s with reference to Coimbatore zone.

### **SCOPE OF THE STUDY**

The present study is concentrated towards Impact of Covid-19 on the IT sector employees. In further any researcher may to do the research related to the Impact of Covid-19 in Service sector, Education sector in India as well as in foreign countries.

### **COIMBATORE ZONE PROFILE**

The IT industry in Coimbatore is blossoming compared to its textile and manufacturing industries, with Tata Consultancy Services, Cognizant Technology Solutions, Robert Bosch DELL, KGISL and CSS Corp Pvt. Ltd. Coimbatore is also emerging as an IT and BPO city. Therefore, Coimbatore District is selected for conducting the present study.

### **RESEARCH METHODOLOGY**

For find out the stress level of software employees during pandemic period, the researcher has circulated 100 questionnaires under the convenient sampling method and finally collected 100 questionnaires from IT sector employees in Coimbatore district.

## RESEARCH DESIGN

The researcher has adopted descriptive and analytical research design for observing the impact of Covid-19 on the IT sector employees.

## PERIOD OF STUDY

The researcher has collected the primary data from April 2021 to June 2021 in Coimbatore zone.

## METHODS OF DATA COLLECTION

The researcher has applied the primary and secondary data method for collecting the necessary data. The primary data is collected through structured questionnaire and secondary data is collected through various published sources like journals, magazines, dailies and other mass media both print and internet sources for constructing this present study.

## SAMPLING DESIGN

The researcher has used convenient sampling techniques for collecting the primary data from respondents in the Coimbatore zone. The sample size is determined as hundred respondents in the study area.

## STATISTICAL TOOLS APPLIED FOR THE STUDY

The researcher has applied the simple percentage method for validating the raw quantitative data in to the qualitative data.

**Table 1 Impact of Covid-19 on the IT sector employees**

S.No	Statements	Factors	No. of respondents	Percentage
01.	Company is supporting me, and considering my wellbeing, during this period in particular	Strongly Agree	5	5
		Agree	35	35
		Neutral	25	25
		Disagree	20	20

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S.No	Statements	Factors	No. of respondents	Percentage
		Strongly Disagree	15	15
02.	Company supports me to work flexibly so I can balance my needs at home	Strongly Agree	13	13
		Agree	21	21
		Neutral	27	27
		Disagree	23	23
		Strongly Disagree	16	16
03.	I have been treated fairly during this period	Strongly Agree	5	5
		Agree	14	14
		Neutral	23	23
		Disagree	34	34
		Strongly Disagree	24	24
05.	I feel I have adjusted to working from home and it doesn't give me any concerns about my wellbeing	Strongly Agree	7	7
		Agree	15	15
		Neutral	27	27
		Disagree	22	22
		Strongly Disagree	29	29
06.	I feel trusted by my manager to work from home effectively	Strongly Agree	10	10
		Agree	15	15
		Neutral	24	24
		Disagree	27	27
		Strongly Disagree	24	24
07.	I have been provided with enough information regarding COVID-19 and how it impacts	Strongly Agree	3	3
		Agree	20	20
		Neutral	21	21

S.No	Statements	Factors	No. of respondents	Percentage
		Disagree	33	33
		Strongly Disagree	23	23
08.	I trust that company is treating my health and safety as a priority	Strongly Agree	8	8
		Agree	19	19
		Neutral	35	35
		Disagree	25	25
		Strongly Disagree	13	13
09.	While working from home, my manager has put in place/maintained team meetings and 1-2-1s that help us stay connected	Strongly Agree	10	10
		Agree	15	15
		Neutral	24	24
		Disagree	27	27
		Strongly Disagree	24	24
10.	Company is doing a good job of listening to the concerns of employees	Strongly Agree	11	11
		Agree	27	27
		Neutral	16	16
		Disagree	26	26
		Strongly Disagree	20	20

*Source: Primary data*

Table 1 reveals that majority of the IT Sector employees says that they are neutral among the Company is supporting me and considering my wellbeing, during this period in particular, Company supports me to work flexibly so I can balance my needs at home and I trust that company is treating my health and safety as a priority. Disagree among the factor like I have been treated fairly during this period, I feel trusted by my manager to work from home effectively, I have been provided with enough information regarding

COVID-19 and how it impacts, While working from home, my manager has put in place/maintained team meetings and 1-2-1s that help us stay connected and Company is doing a good job of listening to the concerns of employees.

### **CONCLUSION OF THE STUDY**

IT has become the most prominent internal function in the aftermath of COVID-19, with business and other functions expecting IT services and support like never before. IT will truly become the backbone of business in the post COVID-19 period" Therefore, the GOI must take necessary steps for protecting the IT Sector and the IT Sector employees.

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