

# A study on Influence of personality factors on stress at IT industries in Kerala

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## ARTICLE DETAILS

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## ABSTRACT

Stress at work is a relatively new phenomenon of modern lifestyles. They have touched almost all professions, starting from an artist to a surgeon, of commercial pilot to a sales executive. Stress can be defined as a response to an external factor that results in physical, emotional, behavioral deviations in a person. While personality is defined as a unique set of traits and characteristics, relatively stable over time. "Clearly, personality is unique insofar as each of us has our own personality, different from any other person's". It does not change from day to day.

## 1. Introduction

Stress at work is a relatively new phenomenon of modern lifestyles and work has gone through drastic changes over the last century and it is still changing. Stress is a response to an external factor that results in physical, emotional, behavioral deviations in a person. While personality is defined as a unique set of traits and characteristics, relatively stable over time. "Clearly, personality is unique insofar as each of us has our own personality, different from any other person's". From many studies it has been found out that there are many sources for the workplace stress and many factors that influence the shaping of personality. Different sources for the workplace stress can be classified into organizational sources and personal sources. Some of the factors that influence the shaping of personality are: Heredity, Culture, Self-Awareness, Maintaining Integrity, Self-Regulation, Socializing skill. These factors are highly subjective and hence it changes from people to people. As the proverb 'one man's meat is another man's poison' in a psychological sense indicates that different people see and sense the same thing in different ways. Likewise, what one person may find stressful, others may not necessarily experience as negatively It largely depends on his character and the situation or the environment around him. Hence it is important to learn.

## 2. Objectives of the study

1. To identify any change in opinion among groups based on demographic factors on Stress
  - 1.1. To identify any change in opinion among groups based on gender on Stress.
  - 1.2. To identify any change in opinion among groups based on marital status on Stress.
  - 1.3. To identify any change in opinion among groups based on age on Stress.
  - 1.4. To identify any change in opinion among groups based on education qualification on Stress.
2. To find out the impact of personality factors on stress

## 3. Hypotheses to be tested

### Hypothesis 1:

To identify any change in opinion among groups based on demographic factors on stress, the following hypothesis were used for the study

- H<sub>01</sub>: There is no any change in opinion among groups based on demographic factors on stress.  
H<sub>11</sub>: There is a change in opinion among groups based on demographic factors on stress.

In order to test the above hypothesis, the statistical technique like ANOVA and t-test were used.

To test this hypothesis, the following sub hypotheses were used for the demographic factors age, gender, marital status and education qualification

1. H<sub>011</sub>: There is no change in opinion among groups based on gender on stress.  
H<sub>111</sub>: There is a change in opinion among groups based on gender with respect to stress.
2. H<sub>012</sub>: There is no change in opinion among groups based on marital status on stress.  
H<sub>112</sub>: There is a change in opinion among groups based on marital status on stress
3. H<sub>013</sub>: There is no change in opinion among groups based on age on stress.  
H<sub>113</sub>: There is a change in opinion among groups based on age on stress
4. H<sub>014</sub>: There is no change in opinion among groups based on education qualification on stress.  
H<sub>114</sub>: There is a change in opinion among groups based on education qualification on stress

### Hypothesis 2:

To find out the impact of personality on stress, the following hypothesis was used. In order to test the above hypothesis, the statistical technique of multiple regressions was used.

- H<sub>02</sub>: There is no impact of personality on stress  
H<sub>12</sub>: There is a impact of personality on stress

## 4. Literature Review

Job stress is the relationship between the person and his environment that jeopardizes his wellbeing and causes his resources to be depleted Lazarus and Folkman, (1984) When

the literature on job stress is examined, it is seen that job stress is regarded as a situation at job'. Job stress brings about problems in work in cases when physiological and psychological homeostasis is under pressure. This situation gives rise to the phenomenon of job stress Beehr & Newman, (1978); Cooper & Melhuish, (1980); Barber (1986). Smith, Bybee Arish; Hodges, (1990); conducted researches and specified that poorly defined work roles, managerial feedback which focuses on mistakes, inflexibility, outdated making employees feel personally responsible for failure, expecting too much work to be done, providing too little work or challenge, bad introduction of new technology and inadequate communication are the major causes of occupational stress. The findings of the present study can be assessed with the study of Ahmad & Ahmed (1992) which indicates that occupational stress is becoming increasingly globalize and effects all countries, all professions and all categories of workers Job stress has been defined as the nonspecific response of the body to any demands made upon it Selye, (1976). It is considered to be an internal state or reaction to anything a person consciously or unconsciously perceive as a threat, either real or imagined Clarke and Watson, (1991), Robbins (2001) defines "stress as a dynamic condition in which the individual is confronted with an opportunity, constraint or demand related to what he or she desires and for which the outcome is perceived to be both uncertain and important". Stress can be caused by environmental, organizational and individual variables Matteson and Ivancevich, (1999) Cook and Hunsaker, (2001). Work overload, both quantitatively and qualitatively, has been empirically linked to a variety of physiological, psychological and behavioral strain symptoms Beehr and Newman, (1978); Miller and Ellis, (1990); Roberts (1997). According to Greenhaus, Bedelan and Mossholder (1987), heavy workload lowers one's psychological wellbeing resulting in job stress. Additionally, a work environment associated with unpleasant organizational climate, lack of privacy, a lot of hassle in conducting work and physical distractions can result in higher stress Miller and Elis, (1990); Eugene, (1999).

## 5. Research Methodology

The study is conducted to find out the impact of personality factors on stress. The demographic characteristics of the employees used for the study were: Age, Gender, Academic qualifications and Marital Status. The variables used in this study can be categorized into dependent variable and independent variable.

### Dependent variable

The dependent variable used in this study is Stress. To measure the dependent variable, employees were asked questions related to different dimensions of the above mentioned

on a Five point Likert Scale: Strongly Agree - 5, Agree - 4, Neutral 3, Disagree - 2, and Strongly Disagree - 1.

### Independent Variable

The independent variable is Personality factors which was further subdivided into six factors. The sub factors are: Hereditary, Culture, Self-Awareness, Maintaining Integrity, Self-Regulation, Socializing skills. The study makes use of both primary and secondary data. The primary data collected was mainly through a survey conducted amongst the employees of IT industries in Kerala. Also a cluster of information was collected through direct observations, informal interviews, and discussions with the employees. The secondary data collected was mainly from the previous theoretical studies and researches done by others through various means like the Internet, research journals etc. A sample of 59 respondents was taken on the basis of convenience. The actual employees were contacted on the basis of random sampling. Research Period: Research Instrument: This work is carried out through self-administered questionnaires. The questions were closed-ended and offered multiple choices. The responses of the survey conducted manually were imported to MS Excel. The questions for analysis were entered into SPSS software. Responses were imported to SPSS from MS Excel. Data Analysis was primarily done using SPSS 20.0 software. For the analysis of demographic variables in relation to the dependent variable, Independent Sample 't-Test' and 'One Way Analysis of Variance' (One Way ANOVA) was used. To find out the impact between dependent and independent variable, Multiple Regression was done in SPSS 20.00.

## 6. Data presentation and analysis

Observing whether there is a any change in opinion among groups based on demographic factors on Stress. To realize this objective, the following hypothesis was framed.

**H01:** There is no change in opinion among groups based on demographic factors on stress.

**H11:** There is a change in opinion among groups based on demographic factors on stress.

In order to test this hypothesis as per the objective, five sub-hypotheses are established for the demographic characteristics of the study, viz., age group, gender, marital status and educational qualification accordingly, the following hypotheses are tested.

**H011:** There is no change in opinion among groups based on "age" with respect to "stress".

**H111:** There is a change in opinion among groups based on "age" with respect to "stress".

To test the above mentioned hypothesis, the statistical technique ANOVA is used.

Table 1.1: table showing the results of anova in examining the difference in opinion between age groups on stress.

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	133.983	2	66.992	2.007	0.144
Within Groups	1902.867	57	33.384		
Total	2036.850	59			

From the table.1.1, it is observed that the F statistic value 2.007. (i.e.  $p = 0.144$ ). Hence, the null hypothesis  $H_{011}$  is accepted and the alternative hypothesis  $H_{111}$  is rejected. Therefore, it is evident that there is no change in opinion among groups based on age on stress.

**H012:** There is no change in opinion among groups based on "educational qualification" with respect to "stress".

**H112:** There is a change in opinion among groups based on "educational qualification" with respect to "stress".

**Table 1.2: Table showing the results of ANOVA in examining the difference in opinion based on educational qualification on stress.**

	Sum of Squares	Df	Mean Square	F	Sig.
<b>Between Groups</b>	124.015	3	41.338	1.210	0.314
<b>Within Groups</b>	1912.835	56	34.158		
<b>Total</b>	2036.850	59			

From the table.1.4 it is observed that the F statistic value 1.210. (i.e.  $p = 0.314$ ). Hence, the null hypothesis  $H_{014}$  is accepted and the alternative hypothesis  $H_{114}$  is rejected. Therefore, it is evident that there is no change in opinion among groups based on "educational qualification" with respect to the "stress".

**H113:** There is a difference in opinion among groups based on "marital status" with respect to the "stress".

To test the above mentioned hypothesis, the statistical technique T-test is used. The below table displays the F-value and P-value.

**H013:** There is no difference in opinion among groups based on "marital status" with respect to the "stress".

**Table.1.3: Table showing the results of t-test in examining the difference in opinion based on marital status on stress.**

Levene's Test for Equality of Variances		t-test for Equality of Means						
F	Sig.	t	Df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
							Lower	Upper
1.291	.261	1.861	58	.068	2.772	1.490	-0.210	5.754
		1.836	52.302	.072	2.772	1.510	-0.257	5.801

From the table.1.2, it is observed that the F statistic value 1.291. (i.e.  $p = 0.261$ ). Hence, the null hypothesis  $H_{013}$  is accepted and the alternative hypothesis  $H_{113}$  is rejected. Therefore, it is evident that there is no change in opinion among groups based on "marital status" with respect to the "stress".

on "gender" with respect to "stress"

**H114:** There is a change in opinion among groups based on "gender" with respect to "stress"

To test the above mentioned hypothesis, the statistical technique t-test is used. The below table displays the F-value and P-value.

**H014:** There is no change in opinion among groups based

**Table 1.4: Table showing the results of t-test in examining the difference in opinion between gender groups on stress.**

Levene's Test for Equality of Variances		t-test for Equality of Means						
F	Sig.	t	Df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
							Lower	Upper
.129	.721	1.361	58	.179	2.175	2.175	-1.023	5.373
		1.372	38.937	.178	2.175	2.175	-1.031	5.381

From the table.1.2, it is observed that the F statistic value 1.29 is not significant at 5% level (i.e.  $p = 0.721$ ). Hence, the null hypothesis  $H_{012}$  is accepted and the alternative hypothesis  $H_{112}$  is rejected. Therefore, it is evident that there is no significant difference in opinion among groups based on gender with respect to the stress.

hypothesis, the statistical technique of multiple regression was used.

**H02:** There is no impact of "personality" on "stress".

**H12:** There is an impact of "personality" on "stress".

To test the above mentioned hypothesis, the statistical technique of multiple regression was used. The below table displays the R Square and adjusted R Square value.

To examine the influence of personality on stress, the following hypothesis was used. In order to test the above

**Table 1.5 Table showing the influence of personality on stress**

R	R Square	Adjusted R Square	Std. Error of the Estimate
.554 <sup>a</sup>	.307	.228	5.162

From the above Table 1.5, it is observed that the R<sup>2</sup> value is 0.307 which means the strength of association between the dependent and independent variables is 30.7%. It also means

that other factors which have got an influence on stress account for 69.3% which are not considered in this study.

**Table 1.5a Table showing the influence of personality on stress**

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
(Constant)	9.451	3.957		2.389	.021
Hereditary	.254	.251	.167	1.011	.317
Self-awareness	.404	.250	.258	1.615	.112
Self-regulation	.062	.273	.037	.226	.822
Culture	.719	.268	.425	2.680	.010
Integrity	-.068	.266	-.045	-.256	.799
Socialising skill	-.352	.303	-.227	-1.160	.251
a. Dependent Variable: Stress					

It is also evident from the table 1.5a, that the t statistic value for the factor Culture 2.680 which is significant at 5% level (i.e., p = 0.010). For the factor Hereditary the t statistic value is 1.011 which is not significant at 5 % level (i.e. p = 0.317). For the factor Self-awareness the t statistic value is 1.615 which is not significant at 5% level (i.e. p= 0.112). For the factor Self-regulation, the t statistic value is .226 which is not significant at 5% level (i.e. p= 0.822). For the factor Integrity the t statistic value is -.256 which is not significant at 5% level (i.e. p= 0.799). For the factor. Socialising skill the t statistic value is -.1.160 which is not significant at 5% level (i.e. p= 0.251).

Hence, the null hypothesis H<sub>02</sub> is accepted and H<sub>12</sub> is rejected. Therefore, there is no influence of personality on stress.

**7. Findings and Recommendations**

It is found that the male respondents are slightly more agreeing than the female respondents with regard to their stress level at organization though there is not much difference in responses from both genders.

It is found that the age group above 35 are strongly agreeing, age group 30-35 are moderately agreeing and age group 20-30 are neutrally agreeing that age is not a factor that affect stress level of employees.

It is found that the married employees are more agreeing to stress level at organization, when compared to unmarried employees.

It is found that employees having diploma as educational qualification are more agreeing in terms of the stress level at organization compared to others. There doesn't exist a significant relationship between personality factors and stress

Overall, by analyzing the data, we can understand that personality factors have not much impact on stress in the case

of the employees at IT Industries in Kerala. The factors taken for the study each impact stress level at organization which will be further discussed below.

The factor hereditary impacts stress level with a 16.7% of strength between both variables. The factor hereditary however influences stress with a 16.7% of strength between both variables. This shows that although hereditary is a factor, there are other variables that can be used to improve the stress of the employees

The factor culture impacts stress with a 42.5% of strength between both variables. This shows that culture is the most important factor in this study which is considered by the employees as a major aspect of personality factors, which directly influences their performance.

The factor self-awareness impacts stress with a 25.8% of strength between both variables. This shows that the employees consider self-awareness can bring in professional development which directly influences the stress. The higher this factor, the higher the performance.

The factor integrity influences job performance with a negative 4.5% of strength between both variables. This shows that integrity does not affect the stress of the employees.

The factor self-regulation impacts stress with a 3.7% of strength between both variables. This shows that the employees consider self-regulation can bring in professional development which directly influences the stress. The higher this factor, the higher the performance.

The factor socializing skills influences job performance with a negative 22.7% of strength between both variables. This shows that socializing skills does not affect the stress of the employees.

Certain people have personality that causes them to over-respond to stressful events. Individual's belief about themselves about life events and relationship partners, and the ways in which they cope with and adapt to new environments. Knowing different personalities and their response to different situations especially during stressful conditions will help us to take actions accordingly, besides they can control themselves during such situations to reduce stress. Based on the research study following recommendations are made:

Employees must be given seminars and classes to understand the importance of them.

Personality-From the study it has been found that different aspects of personality like self-awareness, self-regulation have desirable impact on individual's stress level. Hence they must be given awareness on importance of knowing their personality which helps them to act accordingly. Also provide time management and stress management courses.

Individuals lacking self-awareness must develop emotional awareness, recognize that the emotions and their negative effects of being passive/deceptive/too aggressive /destructive

Individual's lacking self-regulation or control must develop self-control, keep disruptive impulses in check, develop contentionsness, take responsibility for personal actions, take responsibility for personal performance, develop trustworthiness and maintain standards of honesty and integrity.

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Individuals lacking socializing skills must develop building bonds, nurturing instrumental relationships, develop collaboration and corporation, work with other toward shared, clear and elevating goals, develop conflict management, negotiating and resolving disagreements within the organization as well as in their personal life. This will help them to reduce stress.

Company must value personal values of employees so that they can work without sacrificing them values which conflicts with their duties. This in turn encourages the employees to maintain integrity in their professional as well as personal life.

Balanced work schedules and appropriate delegation of responsibility must be given so that people are not over burned with that delivery.

## 8. Conclusion

Though there is still much to be learned about stress and personality, this study sheds some light on opinions and effects on organization and employees. From the study it has been found that different aspects of personality like self-awareness, self-regulation have desirable impact on individuals' stress level. Hence they must be given awareness on importance of knowing their personality which helps them to act accordingly. From the study it is identified that socializing skills and integrity are lacking which should be improved at IT to improve life at the organization. Culture plays an important role at the organization when compared to other factors of personality when their effects on stress are considered.