

# A Study on the Impact of Workplace Stress on Employee Mental Health

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**Abstract**—Information Technology (IT) is one of the rapidly expanding sectors in the Indian employment industry in the present day competitive and fast paced corporeal world, where informed professionals have almost limitless career prospects, and yet subject the workers to high performance standards. IT employment is normally characterized by long hours of work, tight time limits in projects, continual adjustment and job insecurity. The conditions may often result into a state of mental stress that may result into fatigue, anxiety, burnout and depression. The fact that the cases of intense psychological distress and suicidal intentions among HR departments in recent years play a critical role in the development of the mental health support system, the deployment of stress management programs, and the subsequent consideration of employee well-being is crucial towards keeping the workforce productive. The current paper concerns the specifics of research on the effects of the stress at work on the mental health of the employees.

**Index Terms**—Mental Health and Suicidal Pre disposition, Over workload, Stress, IT Employees, Job Insecurity, inadequate work life balance.

## I. INTRODUCTION

Stress in the workplace is an inseparable part of the professional life in the contemporary dynamic business world. Organizational pressure has persistently put a lot of pressure on the employees due to the constant need to be efficient, innovative, and competitive in the industry. The Information Technology (IT) industry is the most stress-full of all sectors because the industry works within a dynamic work culture, tight project deadline, global clients' expectations and fast changing technological movements. This leads to the possibility of experiencing psychological pressures, emotional burnout and exhaustion of employees, which directly

reflect on their mental health and performance at work. Workplace stress can be defined as the negative physical and emotional reactions occurring as a result of the failure of the job demands to be aligned to the capabilities, resources, as well as needs of an employee. The global health epidemic of occupational stress according to the World Health Organization (WHO) is one that has an effect on both the employees and organizations. The IT industry has a high propensity among employees to work overtime and handle hectic clients in various time zones. The continuous pressure to follow deadlines in project implementation, performance goals, as well as the need to be acquainted with new technologies, leave an environment where the stress turns out to be chronic. This does not only have a negative impact overtime on mental health, but contributes to lowered motivation, job satisfaction, and productivity. High turnover, absenteeism, and poor workplace culture is also caused by stress. Identifying and controlling stress in workplace is thus not only necessary in the personal well-being, but also organization that proactively supports mental health awareness, stress control and employee support system has better retention rate, increased performance and experience a positive working environment. Therefore, the purpose of the research is the investigation of causes, effects, and coping with stress at work, with special attention on the IT sector. It tries to establish how organizations can adopt effective strategies that will enable them to establish a balanced, yielding and mentally healthy work place.

## II. STATEMENT OF THE PROBLEM

IT company employees are under so much pressure to meet project deadlines, handle high workloads and perform at acceptable levels. Their mental health

becomes a source of constant stress, which results in emotional exhaustion, anxiety, and so on depression. The thing is that productivity is valued in the organizations more than employee welfare, which leads to reduced job satisfaction and high rates of turnover.



It has become an acute problem of mental stress among employees of the IT industry which does not only impact the well-being of individuals but also productivity levels in the organization. Some of the causes of chronic stress include excessive workloads, job not being in control, job insecurity, poor work life balance as well as the pressure to continuously upskill.

Unless it is taken care of, stress may cause:

- The personnel turnover and absence are high.
- Less innovation and efficiency.
- Interpersonal disharmony and personal dissatisfaction.
- Mental health and suicidal inclinations.

Therefore, the reasons, consequences and methods of dealing with stress at the workplace should be urgently investigated in order to safeguard the mental health of IT professionals, as well as enhance their work productivity.

### III. OBJECTIVES OF THE STUDY

- To determine the primary stress contributors at the work place in IT firms among workers.
- To study the effect of work-related stress in employee mental health.
- To determine some of the critical causes of work-related stress among IT workers.
- To test the connection of a job stress and performance.
- To investigate the connection between stress at work and psychological health on part of

employees.

- To research on coping techniques employed by employees in order to handle stress.
- To determine the contribution of HR in introducing stress management programs.
- To provide viable HR interventions on how to enhance employee welfare and alleviate stress.
- To investigate the connection between mental health of employees and stress in the work place.

### IV. LITERATURE REVIEW

Lazarus Folkman (1984) conceptualized stress as a mental condition that occurs when an individual believes that he or she is unable to cope with the demands put towards him.

Cooper and Marshall (1976) pointed out that organizational structure, role ambiguity, as well as the absence of support leads to stress at the work place.

Kahn and Byosiére (1992) have recognized role overload and interpersonal conflict as significant causes of stress that are related to mental health.

Highlighted on by Michie (2002) are the outcomes of stress, which lead to the development of health problems and impaired job performance.

Srivastava & Singh (2009) Found that work overload and Job insecurity have been the causes of high stress among the Indian IT professionals.

American Psychological Association (2021) concluded that three out of four employees surveyed say that work-related stress has affected their mental health.

The Case Studies of the IT Industry suggest that anxiety and burnout are considerable predictors in the case of long working hours and work-life non-balances [10].

The researches affirm that job related stress has considerable effects on mental health and performance of employees. HR initiatives on stress management, including the world of work and counseling, have been shown to enhance well-being. The stress in the workplace can be alleviated greatly with the help of proper HR, supportive management and mental health awareness.

## V. RESEARCH METHODOLOGY

Body of literature: Descriptive and analytical.

Type of Data: Secondary data will be obtained through the research journals, reports, HR surveys, and online databases. Sources: HR journals, WHO-reports, and the studies carried out within the sphere of IT.

Analysis software: Literature review synthesis and comparative analysis.

## VI. FINDINGS AND DISCUSSION

Key Stressors Identified:

- Too much work and unattainable deadlines.
- Poor work-life balance
- Poor managerial assistance.

"Other" Lack of recognition and undefined job roles.

Impact on Mental Health:

- More anxiety, depression and affective exhaustion. poor concentration and productivity.
- There is a high rate of absenteeism and turnover.

Organizational Implications:

- Wasting productivity and innovation.
- Negative workplace culture
- The high HR expenditure which is attributed to attrition.

The positive practices observed included:

- Awareness of mental health process.
- Working hours and hybrid models.
- Creation of an employee assistance program (EAPs).

## VII. RECOMMENDATIONS

- Implement employee wellness program (mental health awareness).
- Promote work life balance by flexible working hours.
- Present counseling and the support systems in organizations.
- Carry out frequent stress audits and surveys to determine the high areas of stress.
- Fostering open communication and the empathy of the manager at the workplace.
- Add mental health training of HR and managerial personnel.



## VIII. CONCLUSION

Stress in the workplace is very widespread, particularly in the IT firms that require their staff to work within a fixed time frame, in order to meet deadlines and to multitask within the given timeframe. When this pressure is experienced over a prolonged period of time, it may have severe psychological impacts on the employees. They can be fatigued, anxious, depressed, or lose interest in their profession. Stress may also minimize the performance, job satisfaction and in other cases may cause it to quit this job. Companies should take into consideration that, it is important that the mental health of employees is equally important as the work performance. Organizations are supposed to provide an amicable and enabling workplace within which employees are free to discuss their issues. The stress can be alleviated by offering use of flexible work hours, counselling facilities, alleviation of work pressure and rewarding the efforts of employees.

When workers are healthy in mind, they perform to the best and maintain morale and make positive contributions to the company. Thus, workplace stress reduces are beneficial not only to the employees but also to the company to develop and flourish.

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