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The Impact of Organisational Climate on Job Stress of Software Professionals at Wipro Ltd., Greater Noida, India

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Abstract: The aim of this research paper is to examine the impact of an organisational climate on job stress of software professionals at Wipro Ltd., Greater Noida. Organizational climate indicates that how employees of an organization experience the work culture of an organization. The main objective of this research paper is to investigate the level of job stress in terms of organisational climate between staff and officer in Wipro Ltd., Greater Noida. The well-designed pre-tested questionnaire was used for data collection. The total sample size for research study was taken to be 100. Out of these 100 employees, 50 were staff and 50 were officers. The convenience sampling was used for the study and the statistical tools correlation and regression and T test method were used to analyse the data. The regression analysis confirmed that the organisational climate dimensions only 27.3% influences to job stress of software professionals at WIPRO Ltd. at Greater Noida, India.

Keywords: Organisational climate, Job Stress, quality of work life, communication system

INTRODUCTION AND LITERATURE REVIEW

In modern age, the economic growth has occurred in the world based on innovations in software industry. The software industry has helped to increase productivity in the developed world. It acts as a key driver of global economic growth. The software industry has many remarkable success story and it helps many other industries in the growth process of the economy including the services and manufacturing sectors. The software industry is one of the major sources of foreign currency of India. The growth of India's IT industry has brought about many other positive changes in the Indian economy like the purchasing power has increased dramatically, resulting in an increase in the average standard of living of the people.

In this study, focus is on the impact of organizational climate on job stress. Organizational climate sometimes known as corporate climate is the process of measuring the culture of the organization.

Organizational culture is the set of shared values, assumptions and convictions that focus on how people act in the organization. According to Patel [1], around 65% women working in police were under heavy work pressure and stress, which was badly affecting their family life. Long working hours were the main reasons of stress resulting in manifestation of anger on their beloved ones. The survey reported that only 2% women wish to serve the masses. According to the researcher motivating factor behind joining the police force had an impact on the experience by the women. Deschamps *et al.* [2] found on their study that they are the most vulnerable group of employees within the organization to fall prey of stress in terms of age, tenure, sex and rank. Pancheri *et al.* [3] conducted a study to assess the subjective stress in the municipal police of the city of Rome. “The rapid-stress-assessment scale” was administered on clerical and traffic police officials of both the sexes. Significant differences between traffic and clerical police officers were found. The prevalence of stress amongst the police personnel was found at all levels as indicated in numerous studies conducted so far. Gaines and Norman Tubergen [4] examined perceptions of stress relative to the demographic and assignment characteristics of police officers in a medium sized city. The result of the study showed middle aged police personnel perceived more stress as compared to their younger counterparts. Also, line officers were more stressed than the ones posted at other places.

In a study conducted by Brown *et al.* [5] on police personnel conceptualized police operational stressors as traumatic, routine and vicarious, they revealed that women officers were better at predicting psychological distress as compared to their male counterparts. Organisational climate may affect quality of service and organisational commitment, and “general organisational climate can influence perception of safety climate, and these influence safety performance through their effects on knowledge and motivation”. For this reason it could be important for management to pay attention to climate to ensure safety and quality of healthcare. Stress is a perceptual phenomenon arising from a comparison between the demand on the person and his ability to cope. More than any other service or job, the police service has the highest level of stress and maximum consequences because of the nature and demand of the service. A number of studies has been carried out in different parts of the world for understanding the level of stress among police personnel. Most of the studies conducted in the past have revealed the alarming negative effects of stress on the police personnel. One of the recurring problems with stress studies is that they attempt to examine the phenomenon globally. This almost always has lead to generalised findings which may be representative of the overall problem, but have certainly failed to adequately micro-examine the intricacies of the issue.

Objectives of the study

The main objective of this study is to investigate the level of job stress in terms of organisational climate of software professionals at Wipro Ltd., Greater Noida.

Research questions

How to organisational climate related to job stress of software professionals at WIPRO Ltd., Greater Noida.

Problem statement of the study

To what extent the organisational climate is impacting to job stress of software professionals at WIPRO Ltd., Greater Noida.

Hypothesis of Study

For this research study, the ones are formulated on the basis of literature review as:

H1: There is no significant relationship exists between organizational climate dimensions and job stress

H2: There will be no significant relationship between perceived organisational climate and stress level.

RESEARCH METHODOLOGY

This research study is descriptive in nature. The population of the study consists of software professionals at WIPRO Ltd. Greater Noida, India. Sample size was 100. The convenience method of sampling was used for data collection. There was the pre tested questionnaire used as instrument for data collection. The questionnaire were framed on the basis of Likert 5 point scale from strongly agree to disagree, where point-1 strongly disagree, 2 disagree 3 neither agree nor disagree, 4 agree and 5 strongly agree. The correlation and regression method was used as statistical tools for data analysis

RESULTS & DISCUSSION

Data Reliability Statistics

The Cronbach's coefficient alpha measures the internal consistency of data reliability. The reliability statistics provides an indication of the average correlation among all of the items that makes up the scale value range from 0 to 1, where higher values indicate the greater reliability. In the table 4.2, Cronbach's Alpha is .916 on eight items. This value range is near about 1. So it indicates that data is more reliable.

Correlation between organisational climate and job stress

The bivariate correlation signifies the correlation between two continuous variables and it measures linear relationship between variables. The possible values in this correlation range from -1 to +1. Here, the value indicates the strength in the relationship and sign (-1or+1) indicates the direction

Table 4.2
Correlation between job stress and organisational climate

S.No.	Variables	1	2	3	4	5	6	7	8
1	Job Stress	1							
2	Quality of work life	.124	1						
3	Leadership	.266**	.407**	1					
4	Career Planning	.202*	.918**	.402**	1				
5	Rewards Systems	.105	.940**	.341**	.920**	1			
6	Communication	.113	.956**	.395**	.915*	.913**	1		
7	Empowerment	.053	.919**	.318**	.921**	.923**	.927**	1	
8	Problem solving and decision making attitude	.278**	.922**	.462**	.934**	.900**	.918**	.871**	1

** Correlation is significant at the 0.01(2-tailed) *Correlation is significant at the 0.05 level (2-tailed)

The bivariate correlation is undertaken between the respondents. It was hypothesized that a relationship exists between organisational climate and job stress. The result in table 4.2 shows that the all the eight variables, the P value was less than 0.05. All the eight variables met the significance level therefore the relationships were statistically significant.

Organisational climate and Job stress Regression Analysis

Regression analysis is a statistical process for estimating the relationship among variables. In this study, the linear regression was used to check the impact of independent variables on organisational climate and summarized results of linear regression are presented in table 4.2.1, 4.2.2 and 4.2.3.

Organisational Climate and Job Stress Regression Summary

The model summary table 4.2.1 provides the R and R square value. The R value represents the simple correlation and is .522 which indicates a high degree of correlation. The R square value indicates how much of the total variation in the dependent variable job stress is explained by the independent variable organisational climate.

**Table 4.3.1
Organisational Climate and Job Stress Regression Summary**

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.522 ^a	.273	.217	1.162

The table a. Predictors (constant): problem solving and decision making attitude, leadership, empowerment, reward system, communication system, career planning and quality of life in the organisation.

b. Job stress.

**Table 4.3.2
Organisational Climate and Job Stress ANOVA**

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	46.542	7	6.649	4.924	.000 ^b
	Residual	124.218	92	1.350		

Regression coefficient was R = 0.522; P value = 0.000. This met the threshold for significance since Significant (P) value was less than 0.05. Table 4.2.1 above shows an R adjusted square of 0.217, which indicates that 21.7% of variation in employees job stress can be explained with variation in organisational climate. The Analysis of variance in table 4.2.2 indicates that F = 4.924 Degree of freedom (df) = 7. The P value was 0.000. It is less than 0.05. So, the relationship is statistically significant. The research finding

Table 4.3.3
Organisational Climate and Job Stress Regression Coefficients

Model		Coefficients ^a		t	Sig.	
		Unstandardized Coefficients				Standardized Coefficients
		B	Std. Error			Beta
1	(Constant)	3.620	.447	8.090	.000	
	satisfied with their quality of life in their organisation	-.270	.411	-.237	.513	
	satisfied with leadership by superior	.031	.076	.097	.000	
	satisfied with their career planning	.388	.315	.395	.220	
	satisfied with rewards system in the organisation	.0211	.345	-.188	.000	
	satisfied with the communication system in the organisation	-.313	.371	-.296	.401	
	Empowered to take decision in some urgent project	-.557	.299	-.548	.066	
	Empowered to take decision in some urgent project	-.557	.299	-.548	.066	

a. Dependent Variable: JOBSTRESS

showed that the 27.3 % employees getting stressed by organisational climate. From the table 4.2, it was hypothesized that a relationship exists between organisational climate and job stress. The result in table 4.2 shows that the all the eight variables, the P value was less than 0.05. All the eight variables met the significance level therefore the relationships were statistically significant.

Impact of organisational climate on staff and officers software professionals at WIPRO Ltd., Greater Noida

In Table 4.4, the results indicated that the range of various job organisational climate dimensions with different mean score value. The average mean value of staff software professionals is 3.268 and standard deviation is seen as 1.277 and mean value of officer software professional was calculated as 3.442 with the software and standard deviation was found to be 1.357. This finding reported that officers were more affected by organisational climate as compared to staff software professionals. In both cases the staff and officer software professionals showed the staff got the highest effect in terms of organisational climate. The table 4.4 indicated that there is significant difference between staff and officer in terms of organisational climate in various organisational climate dimensions like quality of work life, leadership, career planning, rewards, communication system, empowerment and problem solving and decision making attitude because the all organisational climate show the value of two tailed significance value having less than 0.05(p=0.05).

Table 4.4
Results of mean score (M), standard deviation (SD) with significant value (p) of various dimensions
in terms of organisational climate of male and female software professionals at
WIPRO Ltd., Greater Noida

S.No.	Dimensions of Organisational climate	Staff N=50		Officer N=50		Sig. value of t-test (two tailed)	
		Mean (M)	Standard Deviation (SD)	Mean (M)	Standard deviation (SD)	Staff	Officer
1.	Quality of work life	3.52	1.182	4.24	1.975	.000	.000
2.	Leadership	3.10	1.389	3.14	1.294	.000	.000
3.	Career planning	2.88	1.80	3.36	1.174	.000	.000
4.	Rewards	3.42	1.180	3.50	1.216	.000	.000
5.	Communication systems	3.42	1.279	3.10	1.249	.000	.000
6.	Empowerment	3.44	1.327	3.66	1.189	.000	.000
7.	Problem solving and decision making	3.10	1.403	3.10	1.403	.000	.000
	Average	3.268	1.277	3.442	1.357		

CONCLUSION

The employees are the strongest assets in an organisation. If the employees get favourable organisational climate to do work than they give more output to the organisation. From the finding it was concluded that the above mentioned company maintained a good organisational climate to their employees. And hence there are less employees getting stressed due to organisational climate. The finding also indicated that there is significant difference between staff and officer in terms of organisational climate in various organisational climate dimensions like quality of work life, leadership, career planning, rewards, communication system, empowerment and problem solving and decision making attitude because the all organisational climate show the value of two tailed significance value having less than 0.05(p=0.05).

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