ABSTRACT: The information presented gives a clear picture about the stress undergone by an Indian employee in an Information Technology field. This is based on the current study made on the above topic, and also with the survey taken for the same. It clearly reveals the problem an employee faces in his work because of the stress, how he comes out of it and also about how the organization helps him to overcome such problems.

Index Terms: Employee, Stress, SWOT

I INTRODUCTION

SWOT analysis is a strategic planning method used to evaluate the Strengths, Weaknesses, Opportunities, and Threats involved in a project or in a business venture. It involves specifying the objective of the business venture or project and identifying the internal and external factors that are favorable and unfavorable to achieve that objective. The technique is credited to Albert Humphrey, who led a convention at Stanford University in the 1960s and 1970s using data from Fortune 500 companies. A SWOT analysis must first start with defining a desired end state or objective. A SWOT analysis may be incorporated into the strategic planning model. Strategic Planning has been the subject of much research.

• Strengths: characteristics of the business or team that give it an advantage over others in the industry.
• Weaknesses: are characteristics that place the firm at a disadvantage relative to others.
• Opportunities: external chances to make greater sales or profits in the environment.
• Threats: external elements in the environment that could cause trouble for the business.

Identification of SWOTs is essential because subsequent steps in the process of planning for achievement of the selected objective may be derived from the SWOTs. First, the decision makers have to determine whether the objective is attainable, given the SWOTs. If the objective is NOT attainable a different objective must be selected and the process repeated.

The SWOT analysis is often used in academia to highlight and identify strengths, weaknesses, opportunities and threats. It is particularly helpful in identifying areas for development.

AMatching and converting

Another way of utilizing SWOT is matching and converting. Matching is used to find competitive advantages by matching the strengths to opportunities. Converting is to apply conversion strategies to convert weaknesses or threats into strengths or opportunities. An example of conversion strategy is to find new markets. If the threats or weaknesses cannot be converted a company should try to minimize or avoid them. [1]

B Evidence on the use of SWOT

SWOT analysis may limit the strategies considered in the evaluation. J. Scott Armstrong notes that "people who use SWOT might conclude that they have done an adequate job of planning and ignore such sensible things as defining the firm's objectives or calculating ROI for alternate strategies." [2] Findings from Menon et al. (1999) [3] and Hill and Westbrook (1997) [4] have shown that SWOT may harm performance. As an alternative to SWOT, Armstrong describes a 5-step approach alternative that leads to better corporate performance.[5] SWOT analysis 2.

C Internal and external factors

The aim of any SWOT analysis is to identify the key internal and external factors that are important to achieving the objective. These come from within the company's unique value chain. SWOT analysis groups key pieces of information into two main categories:

• Internal factors – The strengths and weaknesses internal to the organization.
• External factors – The opportunities and threats presented by the external environment to the organization.

The internal factors may be viewed as strengths or weaknesses depending upon their impact on the organization's objectives. What may represent strengths with respect to one objective may be weaknesses for another objective. The
Factors may include all of the 4P's; as well as personnel, finance, manufacturing capabilities, and so on. The external factors may include macroeconomic matters, technological change, legislation, and socio-cultural changes, as well as changes in the marketplace or competitive position. The results are often presented in the form of a matrix. SWOT analysis is just one method of categorization and has its own weaknesses. For example, it may tend to persuade companies to compile lists rather than think about what is actually important in achieving objectives. It also presents the resulting lists uncritically and without clear prioritization so that, for example, weak opportunities may appear to balance strong threats. It is prudent not to eliminate too quickly any candidate SWOT entry. The importance of individual SWOTs will be revealed by the value of the strategies it generates. A SWOT item that produces valuable strategies is important. A SWOT item that generates no strategies is not important.

Human resource management is the theory, techniques, methods, and tools for studying the adjustment of people and their relations in the organization, connection between work and its relations, matching the people and work in order to fully develop human resource management, tap people’s potentials, motivating people, promoting the work efficiencies and meeting the organizational objectives. The daily reality and the challenges for HR managers in India are truly different from challenges faced in the West. Even though the attrition rate is high in India, HR managers are very people-oriented, while their western colleagues are far more process and task oriented. HR professional must be proactive with all strategies and action plans in order to meet the changing needs of the organization. They must be thorough with the basic functions of HR including planning, organizing, leading and controlling human resources. Business environment in India is volatile. There is boom in terms of opportunities brought forward by globalization. However this is also leading to many interventions in terms of restructuring, turnaround, mergers, downsizing, etc. Research has clearly shown that the success of these interventions is heavily dependent on managing the people issues in the process.

Stress is a physical, mental, or emotional response to events that causes physical or mental tension. In simple words, stress is an outer force that has a command over inner feelings. The term "stress" was coined by Hans Selye in 1936, who defined it as "the non-specific response of the body to any demand for change" in attempting to extrapolate his animal studies to humans so that people would understand what he meant. He redefined stress as "The rate of wear and tear on the body". Richard S Lazarus states, "Stress is a condition or feeling experienced when a person perceives that demands exceed the personal and social resources the individual is able to mobilize." In our observation, stress is a self-developed pain by thoughts. When a person expects more than what he actually deserves for his work, or when a person thinks it is beyond his capability, and still continues to do, he gets a mental illness. This illness could be stated as stress. There are chances for this stress to break a person, both, internally and externally, and so, it is wise to adapt the ways to handle it, at the right time.

II. CLASSIFICATION OF STRESS

The two main classifications of stress are Eustress and Distress. This classification is shown clearly in fig 1, below. Eustress is a positive stress. It is caused by continuous success and when expectations become higher. This develops the sense of urgency and alertness needed for survival when confronting threatening situations. And stresses to hold their position becomes more. Distress is a negative stress. It is caused due to disappointments, failures, threats, embarrassment and other negative experiences. This can result in distrust, rejection, anger and depression which eventually may turn out to get headaches, stomach upsets, rashes, insomnia, ulcers, high blood pressures, etc. And this can have harmful effects over one’s physical, mental and spiritual health.

III. STATISTICS ON WORK STRESS

A. 40% of workers reported their job was very or extremely stressful.
B. 25% view their jobs as the number one stressor in their lives.
C. 29% of workers felt quite a bit or extremely stressed at work.
D. 26% of workers said they were "often or very oftenburned out or stressed by their work".

Three fourths of employees believe that workers have more on-the-job stress than a generation ago. Job stress is more strongly associated with health complaints than financial or family problems.

IV. EMPLOYEE’S STRESS IN EMPLOYER’S PERSPECTIVE
From the employer’s perspective, employees are categorized into two classes.

**CLASS – I**

Class I employee is the one who joins in a job with so many dreams, ideas and enthusiasm on day one. Slowly getting settled down to the environment and becoming flexible to it would approximately take three months. During his six months in the organization, he realizes the ground realities. He comes to know what actually is going around in the organization. At a year in office, his dreams are shattered. He understands there is no scope to realize his dreams. During year two, he gets frustrated and all types of compromises come on his way. Finally at year three, he realizes his time to leave the organization and resigns the job and gets into a new job with as many dreams, ideas and enthusiasm he had when joining in the previous organization.

**CLASS – II**

Class II employee, joins a job with stress, works through out with stress and retires with stress. When he joins as a fresher/ trainee, he has a fear of losing his job, if his performance is not as expected. He fears about his incapability and the unsure job. Once the training is over, and during his experience for less than a year, as an employee he gets into mental stress. He spends more time on mobile phones than at work. His ultimate aim is fun. So when he working hours is less, his work load increases. Eventually he starts blaming that he is overloaded with works comparing with the skilled co-workers. When the employee has 4-5 years of experience, his aim is no more at fun. He has a better problem to think of, and that is about his marriage. He wishes to marry, for which, he starts to claim for more salary, saying he has got to marry and get settled in life. He develops a self induced stress by this. When he has a 5+ years of experience and is married, then he is a little better comparatively. Now his problem would be time management. The employee, who has been working through day and night, restricts himself from working for more time, just because he wants to spend more time with his family. So his complain now would again be “I’m overloaded with work”.

**Table 1: Employees of Class II**

<table>
<thead>
<tr>
<th>Employee</th>
<th>Stress</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fresher/Trainee</td>
<td>Fear of losing job</td>
<td>Incapability</td>
</tr>
<tr>
<td>Employee for less than 1 year</td>
<td>Mental stress</td>
<td>Wrong comparison with co-workers</td>
</tr>
<tr>
<td>4-5 years experience</td>
<td>Self induced stress</td>
<td>Unmarried and wants to settle in life</td>
</tr>
<tr>
<td>5+ years of experience</td>
<td>Less concentration</td>
<td>Lack of time management</td>
</tr>
</tbody>
</table>

**IV RECRUITMENT**

Recruitment is a function that requires business perspective, expertise, ability to find and match the best potential candidate for the organization, diplomacy, marketing skills (as to sell the position to the candidate) and wisdom to align the recruitment processes for the benefit of the organization. The HR professionals – handling the recruitment function of the organization- are constantly facing new challenges. The biggest challenge for such professionals is to source or recruit the best people or potential candidate for the organization. In the last few years, the job market has undergone some fundamental changes in terms of technologies, sources of recruitment, competition in the market etc. In an already saturated job market, where the practices like poaching and raiding are gaining momentum, HR professionals are constantly facing new challenges in one of their most important function—recruitment. They have to face and conquer various challenges to find the best candidates for their organizations. Quality of manpower is another issue needs paying attention to, in India. While millions of graduates and post-graduates pass out of Indian universities each year, the actual number of employable talent is severely limited. Employers have to adopt innovative modes of recruitment to ensure that it can separate the wheat from the chaff.

**The Major Challenges Faced by the HR in Recruitment are**

**Adaptability to Globalization** – The HR professionals are expected and required to keep in tune with the changing times, i.e. the changes taking place across the globe. HR should maintain the timeliness of the process.
Lack of Motivation – Recruitment is considered to be a thankless job. Even if the organization is achieving results, HR department or professionals are not thanked for recruiting the right employees and performers.

Process Analysis – The immediacy and speed of the recruitment process are the main concerns of the HR in recruitment. The process should be flexible, adaptive and responsive to the immediate requirements. The recruitment process should also be cost effective.

V CONCLUSIONS
India has witnessed a revolution in the field of Human Resource; it has gone from being just a support function to being a strategic partner in the growth of businesses. It has transformed itself being merely Personnel maintain records and ensure statutory compliances, while doing the bare minimum to keep employee satisfaction on an even keel to being an integrated part of the corporate machinery. The HR function of 21st century India has made a transition from being ‘behind-the-scenes’ support appendage to becoming the critical differentiator in business. Rapid globalization has made companies realize people are the key to growth, the only strategic resource that any enterprise truly needs. This has led to companies routinely using their innovative HR practices as their USP (Unique Selling Proposition) to keep up with the times in the wake of a rapidly changing labor landscape. Companies now recognize that a ‘Highly engaged employee’ the key to success, across business sectors.

REFERENCES

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