

Coping Strategies of Software Employees in Hyderabad

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Abstract

Coping is viewed as stabilizing factor that may help individuals maintain psychological adaptation during stress period. Coping is a process that consists of both problems focused coping potential (options for influencing the situation) and emotion-focused coping potential (ability to emotionally adapt to the situation). Thus coping style can be classified as emotion focused and problem focused. IT industry in India has been one of the most significant growth contributors for the Indian economy. The industry has played a significant role in transforming India's image from a slow moving bureaucratic economy to a land of innovative entrepreneurs and a global player in providing world class technology solutions and business services. The industry has helped India transform from a rural and agriculture-based economy to a knowledge based economy.

The present study was taken up with an objective to study the Coping Strategies of software employees with respect to demographic variables. Normative Survey method was adopted for present study. The sample of the study constitutes 400 software employees. Coping Strategies scale prepared by Prof. A.K. Srivastava (2001) was employed for data collection. The scale consists of 50 items related to Coping Strategies. The Coping Strategies are divided in to five major categories. The scoring for Coping Strategies is done on a 5 point scale. Percentages and Chi-square test of independence was used for analysis of data. The study focused on analyzing coping strategies among software employees in Hyderabad, with reference to the demographic variables such as Gender, Age, Marital Status, and Experience. It was found that most employees adopted coping strategies at a moderate level, with differences observed between male and female employees in coping strategies. Behavioral avoidance and behavioral approach were the most common coping strategies employed by the employees, while cognitive approach coping strategy was commonly adopted at a moderate level.

Key Words: Coping Strategies, Software Employees.

1. Introduction:

Coping is defined as the cognitive and behavioural efforts used to manage specific external order and/or internal demands appraised as taxing or exceeding their sources of the individual (Folkman, & Lazarus, 1988). Psychologists Richard Lazarus and Susan Folkman(1984) scientifically defined coping as the sum of cognitive and behavioral efforts, which are constantly changing, that aim to handle particular Demands, whether internal or external, that are viewed as taxing or demanding. Simply put, coping is an activity one do to seek and apply solutions to stressful situations or problems that emerge because of our stressors. Actually, the term "coping" is more associated with "reactive coping", because in general, one see coping as a response to a stressor. On the other hand, there's also what one call "proactive coping", wherein the coping response is aimed at preventing a possible encounter with a future stressor.

Schuler's (1984) definition of coping refers to the cognitive and behavioral efforts made by individuals to manage specific external and/or internal demands that are appraised as taxing or exceeding their resources. This definition emphasizes the active role of individuals in handling

stress and challenging situations, highlighting that coping involves both mental processes (cognitive efforts) and actions (behavioral efforts) aimed at dealing with stressors.

According to Schuler(1984), this definition incorporates several important considerations that deserve mention.

They are as follows:

- Coping is an intentional work. Effort involved in the process of analysis depends on structural ambiguity and individual's skills and experience.
- Coping process is initiated to protect oneself from the negative outcomes while in the case of positive outcomes an individual engages in coping to take advantage of it.
- Coping Strategies are actions based on the analysis of cost and benefit of the situation.
- Costs and benefits of the Coping Strategies employ criteria which are used to evaluate the efficacy of Coping Strategies.
- Coping is highly dependent on perception and coping involves transaction with the environment.
- It is an interactive definition of coping which incorporates previous definitions and models.

Coping strategies are essential for software employees, who often face high-pressure environments characterized by tight deadlines, technical challenges, and work-life balance issues. Effective coping strategies, as defined by Schuler (1984), involve cognitive and behavioral efforts to manage stress. Research shows that adaptive strategies, such as problem-solving and seeking social support, can significantly reduce stress and enhance job performance (Lazarus & Folkman, 1984). Additionally, emotion-focused strategies like mindfulness improve mental health and job satisfaction. Organizational support, through resources and a supportive culture, is crucial in aiding employees' coping efforts. Understanding these strategies from a research perspective can enhance productivity, inform the development of targeted interventions, and promote a healthy work environment, ultimately benefiting both employees and organizations.

1.1 Need for the Study:

Information technology (IT) industry in India has played a key role in putting India on the global map. IT industry in India has been one of the most significant growth contributors for the Indian economy.

Studying coping strategies is crucial for software employees as it helps manage the high levels of stress often associated with the fast-paced and demanding tech industry, reducing the risk of burnout and mental health issues. Effective coping mechanisms enhance personal development by improving problem-solving skills, emotional regulation, and adaptability, which are vital in a constantly evolving field. These strategies also foster better teamwork and communication, essential for collaborative projects and maintaining a healthy work environment. Understanding and applying coping strategies can lead to increased productivity and job satisfaction, contributing to career success. Additionally, this knowledge can guide the creation of workplace programs and policies that support employee well-being and resilience, ultimately leading to a more positive and sustainable work culture.

The nature of work among the IT employees, who constantly need to meet their targets, deadlines, achievement, night shifts and also work overload cause stress among software employees. Coping with the stress in proper ways will definitely have a positive impact on the performance of the employee which in turn paves the way for the success of both the individual as well as the organization. Hence, the present study is needed to study the coping strategies adopted by software employees in Hyderabad of Telangana State.

1.2 Review of Literature:

C Quick and D Quick (1979) they examined organizational techniques like Role analysis Technique (RAT), Work redesign, job enrichment, performance planning and individual techniques like aerobic exercise, relaxation response and psychotherapy are preventive techniques which would improve quality of work life and also individual and organizational effectiveness. Singh found that professional women most often used the “defensive” style to cope with stress. Gupta and Murthy (1984) worked on role conflict and coping strategies among Indian women. Their qualitative data indicated that “adjustment “and compromise” were the most commonly used and successful methods of coping. Singh and Sinha (1985), they found that cheerful and optimistic work orientation and yogic resources appeared to be superior coping strategies.

Susan Mc Cammon et al (1987) by applying Factor analysis of coping inventory responses revealed four factors: seeking of meaning, regaining mastery through individual action, regaining mastery through interpersonal action and philosophical self-contemplation. Schnittger and Bird (1990) found that, coping strategy use differs significantly by gender and life cycle stage. Women utilize the coping strategies of Cognitive, Restructuring, Delegating, Limiting Ad vocational Activities, and using social support significantly more often than do men. Singh found in his study that the use of “avoidance” coping strategy enhanced mental ill health while the “approach” coping strategy attenuated the severity of mental ill health. Tansik & Routhieaux (1999) said that music in the waiting room had a significant effect on reducing visitor stress. This experiment is considered to be a low cost way if improving the quality of life of customers. Ahmed, Bhatt and Ahmad (1998) worked on Stress and coping strategies among executives technocrats and found that men preferred a defensive style more often than women. Luthar (1999) was pointed out that, meditation is form of stress relaxation for employees. It is claimed that this form of training can lower health care costs, reduce job-related and psychological stress, reduce absenteeism, and keep workers rejuvenated. Briner R (2000) has identified seven interventions as stress management techniques. They are stress management training, employee assistance programs, job redesign, stress audits, risk management, improvement in health and fitness and the establishment of standard management practices. Singh and Arvind (2002) identified three categories of coping strategies, namely, strategies which act on the source of stress, strategies which act on the symptomatic effects of stress and that which acts as an escape from the source and effects of stress. Wustemann (2002) has stated that the training increased levels of morale and the quality of working life and marginally lowered stress levels. Jack and Brotheridge (2003) found that, resource levels were positively associated with the use of active coping strategies (i.e., positive orientation, working harder and seeking advice and assistance) and negatively associated with avoidance. Jennifer, Donald, Tara, Michael and Francisco (2007) indicated that a positive occupational attribution style was associated with greater use of problem solving/cognitive restructuring coping styles and less use of avoidance coping styles to deal with workplace stress. Masume in his research (2011) studied the effect of exercise on stress management strategies and has addressed the severity of stress experienced by university student. Results found that non-athlete students’ deal with stress using more sentimental oriented coping strategies and yet they report more intensity of daily stress. But athletes’ student used higher levels of problem oriented coping strategies and reported less intensity of stress. So it seems that exercise has effect in selecting efficient and appropriate coping strategies and reduces the intensity of stress.

1.3 Statement of the Problem:

The software industry is renowned for its demanding work environment, which often entails tight deadlines, rapid technological advancements, and complex problem-solving tasks. In Hyderabad, a major hub for the software industry in India, employees face heightened levels of occupational stress due to intense competition, high performance expectations, and extended work hours. Despite the critical role of coping strategies in managing stress and maintaining productivity, there is a paucity of research specifically focusing on the coping mechanisms employed by software

employees in this region. Understanding these strategies is essential for developing targeted interventions that can enhance employee well-being, reduce burnout, and improve overall organizational performance. This research aims to identify and analyze the coping strategies utilized by software employees in Hyderabad, examining their effectiveness and the support systems available to them within their organizations. By addressing this gap, the study seeks to provide insights that can inform the development of comprehensive support programs tailored to the unique challenges faced by software professionals in Hyderabad.

The statement of the problems is stated as “Coping Strategies of Software Employees in Hyderabad”.

2. Research Methodology:

2.1 Objective of the Study:

To study the Coping Strategies of Software Employees with respect to demographic variables.

2.2 Hypotheses:

Ho: There will be no significant association between Level of Coping Strategies and Gender.

Ho: There will be no significant association between Level of Coping Strategies and Age.

Ho: There will be no significant association between Level of Coping Strategies and Marital Status.

Ho: There will be no significant association between Level of Coping Strategies and Experience.

2.3 Variables:

Dependent variables:

Coping Strategies

Independent variables:

1. Gender
2. Age
3. Marital Status
4. Experience

The current study employed a Normative Survey approach to examine coping strategies among software employees. The sample comprised 400 participants, encompassing both genders and individuals with varied professional backgrounds. Participants were drawn from a range of experience levels (0-3 years, 3-6 years, and over 6 years), marital statuses (married and unmarried), and age groups (below 30 years and 30 years and above). Selection of participants was conducted through purposive sampling, ensuring representation from prominent IT organizations in Hi-tech city and Madhapur, including Microsoft, Cognizant, Accenture, TCS, Deloitte, and IBM.

Coping Strategies scale prepared by Prof. A.K. Srivastava (2001) was used for collecting the data. The scale consists of 50 items related to Coping Strategies. The Coping Strategies are divided in to five major categories. The scoring of Coping Strategies is done on a 5 point rating scale. The 5 categories Never, Rarely, Sometimes, Most of the times and almost always are assigned the weighted scores of 0,1,2,3, and 4 respectively. The investigator went to various I.T Organizations and the tool was administered carefully on the respondents and information was collected.

3. Analysis and Interpretation:

3.1(a). Analysis of Coping Strategies adopted by Software Employees with respect to different dimensions of the Coping Strategies.

This section deals with the analysis of Coping Strategies adopted by software employees, which are divided in to three categories i.e., low, moderate and high with respect to different types namely Behavioral Avoidance, Behavioral Approach, Cognitive Approach, Cognitive Avoidance and Cognitive Behavioral Approach.

Table - 3.1 : Level of Coping Strategies among Software Employees with Percentage

Dimension of Coping Strategies		Low	Moderate	High	Total
Behavioral Avoidance	Count	237	147	16	400
	%	59.3	36.8	4.0	100.0
Behavioral Approach	Count	142	246	12	400
	%	35.5	61.5	3.0	100.0
Cognitive Approach	Count	110	258	32	400
	%	27.5	64.5	8.0	100.0
Cognitive Avoidance	Count	294	85	21	400
	%	73.5	21.3	5.3	100.0
Cognitive Behavioral Approach	Count	92	263	45	400
	%	23.0	65.8	11.3	100.0
Coping Strategies	Count	175	200	25	400
	%	43.75	50.00	6.25	100.0%

3.1(b). Interpretation of Coping Strategies Levels:

It is evident from the table-3.1, most of the employees i.e. 50.00% using Coping Strategies at moderate level, 43.75% of employees were following low level of Coping Strategies and 6.25% of employees were using Coping Strategies at high level.

When it comes to dimension wise analysis of Coping Strategies, Behavioral Avoidance Coping Strategy among software employees seems to be one of the important Coping Strategies. Only 4% of employees were adopting Behavioral Avoidance Coping Strategy at high level and the highest percentage of employees i.e. 59.3% were using Behavioral Avoidance Coping Strategy at low level. Which means that only 4 percentages of the employees were highly preferring Behavioral Avoidance Coping Strategies such as accepting the situation as it is, leave it for others to decide or resolve the problem, devoting more time to prayer and religious thoughts, with draw from the situation temporarily, try to ignore or avoid the situation to maximum possible extent, increasing the frequency of smoking and/ or consumption of liquor. However most of the employees (59.3%) were adopting these ways at low level to coping with the stressful situations.

It is observed from table- 3.1 that only 3% of employees were using high level of Behavioral Approach and 61.5% of employees were adopting moderate level of Behavioral Approach Coping Strategy. Which means that most of the employees were moderately adopting different kinds of Behavioral Approach such as devoting more time and energy to meet the demands of the situation, ask people who have had similar experiences “what did they do?”, take the situation as an opportunity to learn, and do what is expected of them, change the priorities and time-distribution in order to effectively deal with the situation, trying for immediate or sooner relief through partial or temporary solution of the problem, pot aside other activities in order to concentrate on the solution of the problem, seek help from the persons who have the authority/resources to do something to help, trying to adjust or deal with the situation constrainedly, trying for long-term or lasting solutions to the problem even by taking more strain/ pain voluntarily, accepting the reality and work on changing/modifying the behavior or policies which had caused stress.

The Cognitive Approach Coping Strategy is one of the Coping Strategies adopted by software employees. The table-3.1 reveals that only 8% of employees were following the high level of Cognitive Approach and 64.5% of employees were using moderate level of Cognitive Approach

Coping Strategy. It represents that most of the employees were adopting moderate level of Cognitive Approaches such as discussing with others who could do something concrete about the solution of the problem, come up with a couple of alternative solutions to the problem, try not to get the situation worse by taking hasty action, but wait for the right time to do something meaningful, try to get emotional support from relations and friends in adjusting with the situation, try to rationalize the situation, and logically think why should it be upsetting and frustrating.

The table-3.1 shows that only 5.3% of employees were adopting Cognitive Avoidance Coping Strategy at high level. Which means that only a few employees were adopting high levels of Cognitive Avoidance such as blaming them-self for the present situation and feel guilty and depressed, devoting more time to prayer and religious thoughts, leave the situation to God to take care of, leave the situation to take its own course with these beliefs that passage of time itself is a remedy to many problems, think about unreal things that make them feel pleasure and happy, do not take the situation seriously with the attitude that “it is not everything”, do not believe that situation has really taken place. However most of the employees (73.5%) were adopting these ways at low levels to cope with the stressful situations.

Cognitive Behavioral Approach Coping Strategy is also one of the Coping Strategies adopted by software employees to cope up with Occupational Stress. Table-4.126 reveals that, only 11.3% of employees were adopting Cognitive Behavioral Approach Coping Strategy at high level. Which means that only a few number of employees were adopting high level of Cognitive Behavioral Approach such as considering the situation as a part of fate or desire of God, and try to cope with it patiently, console them self with the hope that things would be better next time and accept the situation, console them self with the thought that the situation is not that bad as it could have been, and deal with positive effect, appraise and deal with the situation with reference to others who were facing with more severe situations, give extra attention towards planning and scheduling the action and deal with the situation accordingly, deal with the situation patiently with a belief in the philosophy that “my right is to make efforts, not to the fruit there of”, take situation as a challenge and work harder to deal with it, and deal with the situation with positive affect keeping in mind its positive outcomes in mind. However most of the employees (65.8%) were adopting these ways at moderate levels to coping with the stressful situations.

3.2 Analysis of Coping Strategies adopted by software employees with respect to different Demographic Variables:

The level of Coping Strategies among software employees was evaluated using cross-table percentages and chi-square analysis. The respondents were first grouped into three categories i.e., low, moderate and high Coping Strategy groups based on their scores on the different dimensions of Coping Strategies scale. Analysis was carried out with respect to demographic variables of the study and presented in the present section.

3.2.1(a) Types of Coping Strategies Vs Gender:

Table-3.2 : Association between Level of Coping Strategies and Gender

Behavioral Avoidance	Calculated	Table
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							χ^2 Value	df	value at $\alpha=0.05$	S/NS
							11.004	2	5.991	Significant
		Low	Moderate	High	Total					
Gender	Male	Count	206	108	13	327				
		%	63.0%	33.0%	4.0%	100.0%				
Female	Count	31	39	3	73					
	%	42.5%	53.4%	4.1%	100.0%					
Total		Count	237	147	16	400				
		%	59.3%	36.8%	4.0%	100.0%				
Behavioral Approach										
							2.728	2	5.991	Not Significant
		Low	Moderate	High	Total					
Gender	Male	Count	122	196	9	327				
		%	37.3%	59.9%	2.8%	100.0%				
Female	Count	20	50	3	73					
	%	27.4%	68.5%	4.1%	100.0%					
Total		Count	142	246	12	400				
		%	35.5%	61.5%	3.0%	100.0%				
Cognitive Approach										
							2.767	2	5.991	Not Significant
		Low	Moderate	High	Total					
Gender	Male	Count	95	208	24	327				
		%	29.1%	63.6%	7.3%	100.0%				
Female	Count	15	50	8	73					
	%	20.5%	68.5%	11.0%	100.0%					
Total		Count	110	258	32	400				
		%	27.5%	64.5%	8.0%	100.0%				
Cognitive Avoidance										
							3.090	2	5.991	Not Significant
		Low	Moderate	High	Total					
Gender	Male	Count	245	64	18	327				
		%	74.9%	19.6%	5.5%	100.0%				
Female	Count	49	21	3	73					
	%	67.1%	28.8%	4.1%	100.0%					
Total		Count	294	85	21	400				
		%	73.5%	21.3%	5.3%	100.0%				
Cognitive Behavioral Approach										
							2.411	2	5.991	Not Significant
		Low	Moderate	High	Total					
Gender	Male	Count	76	218	33	327				
		%	23.2%	66.7%	10.1%	100.0%				
Female	Count	16	45	12	73					
	%	21.9%	61.6%	16.4%	100.0%					
Total		Count	92	263	45	400				
		%	23.0%	65.8%	11.3%	100.0%				
Coping Strategies										
							13.734	1	3.841	Significant
		Low	Moderate	High	Total					
Gender	Male	Count	149	159	19	327				
		%	45.57%	48.62%	5.81%	100.0%				
Female	Count	26	41	6	73					
	%	35.62%	56.16%	8.22%	100.0%					

	Total	Count	175	200	25	400				
		%	43.75%	50.00%	6.25%	100.0%				

3.2.1(b). Interpretation of Coping Strategies Level Vs Gender:

Table-3.2 reveals that the Chi-square value was found to be significant in Behavioral Avoidance dimension of Coping Strategies. Hence, the Null Hypothesis which states that “There will be no significant association between Level of Coping Strategies and Gender” is rejected with respect to Behavioral Avoidance dimension of Coping Strategies. Chi-square value was found to be significant in Overall Coping Strategies also. Hence, it can be inferred that there is an association between Level of Coping Strategies adopted by software employees and their Gender.

It is evident from table- 3.2 that only about 2.5% of difference exists between Male and Female employees using Coping Strategies at high level, but the difference is greater at moderate and low levels. These differences were statistically supported by the results of chi-square which means that employees of I.T sector were adopting deferent levels of Coping Strategies with respect to gender, and the differences between Male and Female employees were found to be statistically valid with respect to Behavioral Avoidance Coping Strategy.

Table-3.2 reveals that there exists a difference in the percentage of Male and Female employees with respect to different levels of Behavioral Avoidance Coping Strategy, these differences were supported by the results of chi-square which means that Male and Female employees were adopting different levels of Behavioral Avoidance Coping Strategy in terms of accepting the situation as it is, leave it for others to decide or resolve the problem, devoting more time to prayer and religious thoughts, with draw from the situation temporarily, try to ignore or avoid the situation to maximum possible extent, increasing the frequency of smoking and/ or consumption of liquor. These strategies were preferred by more number of Female employees at low levels however more number of Male employees is adopting this kind of Behavioral Avoidance Coping Strategy at moderate level.

3.2.2(a). Types of Coping strategies Vs Age:

Table- 3.3 : Association between Level of Coping Strategies and Age

Behavioral Avoidance							Calculated χ^2 Value	df	Table value at $\alpha=0.05$	S/NS
		Low	Moderate	High	Total					
Age	Below30 years	Count	188	121	11	320	1.825	2	5.991	Not Significant
		%	58.8%	37.8%	3.4%	100.0%				
	Above30 years	Count	49	26	5	80				
		%	61.3%	32.5%	6.3%	100.0%				
Total		Count	237	147	16	400				
		%	59.3%	36.8%	4.0%	100.0%				
Behavioral Approach							Calculated χ^2 Value	df	Table value at $\alpha=0.05$	S/NS
		Low	Moderate	High	Total					
Age	Below30 years	Count	117	194	9	320	0.895	2	5.991	Not Significant
		%	36.6%	60.6%	2.8%	100.0%				
	Above30 years	Count	25	52	3	80				
		%	31.3%	65.0%	3.8%	100.0%				
Total		Count	142	246	12	400				
		%	35.5%	61.5%	3.0%	100.0%				
Cognitive Approach										

			Low	Moderate	High	Total				
Age	Below30 years	Count	92	199	29	320	4.493	2	5.991	Not Significant
		%	28.8%	62.2%	9.1%	100.0%				
	Above30 years	Count	18	59	3	80				
		%	22.5%	73.8%	3.8%	100.0%				
Total		Count	110	258	32	400				
		%	27.5%	64.5%	8.0%	100.0%				
Cognitive Avoidance										
			Low	Moderate	High	Total				
Age	Below30 years	Count	235	71	14	320	2.996	2	5.991	Not Significant
		%	73.4%	22.2%	4.4%	100.0%				
	Above30 years	Count	59	14	7	80				
		%	73.8%	17.5%	8.8%	100.0%				
Total		Count	294	85	21	400				
		%	73.5%	21.3%	5.3%	100.0%				
Cognitive Behavioral Approach										
			Low	Moderate	High	Total				
Age	Below30 years	Count	76	208	36	320	0.528	2	5.991	Not Significant
		%	23.8%	65.0%	11.3%	100.0%				
	Above30 years	Count	16	55	9	80				
		%	20.0%	68.8%	11.3%	100.0%				
Total		Count	92	263	45	400				
		%	23.0%	65.8%	11.3%	100.0%				
Coping Strategies										
			Low	Moderate	High	Total				
Age	Below30 years	Count	141	159	20	320	0.099	1	3.841	Not Significant
		%	44.06%	49.69%	6.25%	100.0%				
	Above30 years	Count	34	41	5	80				
		%	20.0%	68.8%	11.3%	100.0%				
Total		Count	175	200	25	400				
		%	43.75%	50.0%	6.25%	100.0%				

3.2.2(b). Interpretation of Coping Strategies Level Vs Age:

Table-3.3 reveals that the Chi-square value was found to be Not Significant in all dimensions of Coping Strategies. Hence, the Null Hypothesis which states that “There will be no significant association between Level of Coping Strategies and Age” is accepted. Hence, it can be inferred that there is No association between Level of Coping Strategies adopted by software employees and their Age.

It is evident from table- 3.3 that there is no difference in the percentage of employees belong to below 30 years and above 30 years of Age who were adopting high level of Coping Strategies. A slight difference exists in the percentage of employees of different Age groups who were adopting Coping Strategies at low and moderate levels. However, these differences were statistically not supported by the results of chi-square which means that software employees were adopting similar levels of Coping Strategies irrespective of Age.

3.2.3(a). Types of Coping Strategies Vs Marital Status:

Table - 3.4: Association between Level of Coping Strategies and Marital Status

Behavioral Avoidance	Calculated	Tabl	
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							x^2 Value	df	pe value at $\alpha=0.05$	S/NS
			Low	Moderate	High	Total	0.071	2	5.991	Not Significant
Marital Status	Married	Count	83	53	6	142				
		%	58.5%	37.3%	4.2%	100.0%				
	Unmarried	Count	154	94	10	258				
%		59.7%	36.4%	3.9%	100.0%					
Total	Count	237	147	16	400					
	%	59.3%	36.8%	4.0%	100.0%					
Behavioral Approach										
			Low	Moderate	High	Total	1.165	2	5.991	Not Significant
Marital Status	Married	Count	49	87	6	142				
		%	34.5%	61.3%	4.2%	100.0%				
	Unmarried	Count	93	159	6	258				
%		36.0%	61.6%	2.3%	100.0%					
Total	Count	142	246	12	400					
	%	35.5%	61.5%	3.0%	100.0%					
Cognitive Approach										
			Low	Moderate	High	Total	12.275	2	5.991	Significant
Marital Status	Married	Count	25	101	16	142				
		%	17.6%	71.1%	11.3%	100.0%				
	Unmarried	Count	85	157	16	258				
%		32.9%	60.9%	6.2%	100.0%					
Total	Count	110	258	32	400					
	%	27.5%	64.5%	8.0%	100.0%					
Cognitive Avoidance										
			Low	Moderate	High	Total	2.492	2	5.991	Not Significant
Marital Status	Married	Count	110	24	8	142				
		%	77.5%	16.9%	5.6%	100.0%				
	Unmarried	Count	184	61	13	258				
%		71.3%	23.6%	5.0%	100.0%					
Total	Count	294	85	21	400					
	%	73.5%	21.3%	5.3%	100.0%					
Cognitive Behavioral Approach										
			Low	Moderate	High	Total	0.353	2	5.991	Not Significant
Marital Status	Married	Count	35	91	16	142				
		%	24.6%	64.1%	11.3%	100.0%				
Unmarried	Count	57	172	29	258					
	%	22.1%	66.7%	11.2%	100.0%					

		Count	92	263	45	400				
Total		%	23.0%	65.8%	11.3%	100.0%				
Coping Strategies										
			Low	Moderate	High	Total				
Marital Status	Married	Count	61	71	10	142	1.540	1	3.841	Not Significant
		%	42.96%	50.0%	7.04%	100.0%				
	Unmarried	Count	114	129	15	258				
		%	44.19%	50.0%	5.81%	100.0%				
Total	Count	175	200	25	400					
	%	43.75%	50.00%	6.25%	100.0%					

3.2.3(b). Interpretation of Coping Strategies Levels Vs Marital Status:

Table-3.4 reveals that the Chi-square value was found to be significant in Cognitive Approach dimension of Coping Strategies. Hence, the Null Hypothesis which states that “There will be no significant association between Level of Coping Strategies and Marital Status” is rejected with respect to Cognitive Approach dimension of Coping Strategies. Hence, it can be inferred that there is an association between Level of Coping Strategies adopted by software employees and their Marital Status with respect Cognitive Approach dimension.

It is evident from table- 3.4 that only about 1% of difference exists between Married and Unmarried employees who were adopting high and low of levels of Coping Strategies, equal percentage of employees adopting Coping Strategies at moderate level. These differences were statistically not supported by the results of chi-square which means that employees of I.T sector were adopting equal levels of Coping Strategies irrespective of Marital Status; however the differences between Married and Unmarried employees were found to be statistically valid with respect to Cognitive Approach Coping Strategy.

Table-3.4 reveals that there exists a difference in the percentage of Married and Unmarried software employees with respect to different levels of Cognitive Approach Coping Strategy, these differences were supported by the results of chi-square which means that Married and Unmarried software employees were adopting different levels of Cognitive Approach Coping Strategies such as discussing with others who could do something concrete about the solution of the problem, coming up with a couple of alternative solutions to the problem, trying to get emotional support from relations and friends in adjusting with the situation, trying to rationalize the situation, and logically think why it should be upsetting and frustrating. This strategy is preferred by more number of Married employees at low and moderate levels. However more number of Unmarried employees is adopting this kind of Cognitive Approach Coping Strategy at low level.

3.2.4(a). Types of Coping Strategies Vs Experience:

Table- 3.5 : Association between Level of Coping Strategies and Experience

Behavioral Avoidance							Calculated χ^2 Value	df	Table value at $\alpha=0.05$	S/NS
		Low	Moderate	High	Total					
Experience	0-3 years	Count	135	98	8	241	5.161	4	9.488	Not Significant
		%	56.0%	40.7%	3.3%	100.0%				
	3-6 years	Count	50	20	4	74				
		%	67.6%	27.0%	5.4%	100.0%				
	6years Above	Count	52	29	4	85				
		%	61.2%	34.1%	4.7%	100.0%				
Total	Count	237	147	16	400					
	%	59.3%	36.8%	4.0%	100.0%					
Behavioral Approach										
		Low	Moderate	High	Total					
Experience	0-3 years	Count	82	152	7	241	1.707	4	9.488	Not Significant
		%	34.0%	63.1%	2.9%	100.0%				
	3-6 years	Count	31	41	2	74				
		%	41.9%	55.4%	2.7%	100.0%				
	6years Above	Count	29	53	3	85				
		%	34.1%	62.4%	3.5%	100.0%				
Total	Count	142	246	12	400					
	%	35.5%	61.5%	3.0%	100.0%					
Cognitive Approach										
		Low	Moderate	High	Total					
Experience	0-3 years	Count	65	158	18	241	6.910	4	9.488	Not Significant
		%	27.0%	65.6%	7.5%	100.0%				
	3-6 years	Count	26	39	9	74				
		%	35.1%	52.7%	12.2%	100.0%				
	6years Above	Count	19	61	5	85				
		%	22.4%	71.8%	5.9%	100.0%				
Total	Count	110	258	32	400					
	%	27.5%	64.5%	8.0%	100.0%					
Cognitive Avoidance										
		Low	Moderate	High	Total					
Experience	0-3 years	Count	176	55	10	241	2.286	4	9.488	Not Significant
		%	73.0%	22.8%	4.1%	100.0%				
	3-6 years	Count	54	15	5	74				
		%	73.0%	20.3%	6.8%	100.0%				
	6years Above	Count	64	15	6	85				
		%	75.3%	17.6%	7.1%	100.0%				
Total	Count	294	85	21	400					
	%	73.5%	21.3%	5.3%	100.0%					
Cognitive Behavioral Approach										
		Low	Moderate	High	Total					
Experience	0-3 years	Count	58	156	27	241	1.074	4	9.488	Not Significant
		%	24.1%	64.7%	11.2%	100.0%				
	3-6 years	Count	18	48	8	74				
		%	24.3%	64.9%	10.8%	100.0%				
	6years Above	Count	16	59	10	85				
		%	18.8%	69.4%	11.8%	100.0%				
Total	Count	92	263	45	400					
	%	23.0%	65.8%	11.3%	100.0%					
Coping Strategies										
		Low	Moderate	High	Total					
	0-3 years	Count	103	124	14	241				
		%	42.74%	51.45%	5.81%	100.0%				

Behavioral Avoidance							Calculated χ^2 Value	df	Table value at $\alpha=0.05$	S/NS
Experience	3-6years	Count	36	33	5	74	1.845	2	5.991	Not Significant
		%	48.65%	44.59%	6.76%	100.0%				
	6years Above	Count	36	43	6	85				
		%	42.35%	50.59%	7.06%	100.0%				
	Total	Count	175	200	25	400				
		%	43.75%	50.00%	6.25%	100.0%				

3.2.4(b). Interpretation of Coping Strategies Level Vs Experience:

Table-3.5 reveals that the Chi-square value was found to be Not Significant in all dimensions of Coping Strategies. Hence, the Null Hypothesis which states that “There will be no significant association between Level of Coping Strategies and Experience” is accepted. Hence, it can be inferred that there is No association between Level of Coping Strategies adopted by software employees and their Experience.

It is evident from table- 3.5 that only about 1% of difference exists among software employees who have below 3 years, 3-6 years and above 6 years of experience, with respect to their adoption of Coping Strategies at high levels, the highest percentage of employees belong to below 3 years and above 6 years of experience were adopting Coping Strategies at moderate level and employees having 3-6 years of experience were using low level of Coping Strategies. These differences were statistically not supported by the results of chi-square which means that employees of I.T sector were adopting similar levels of Coping Strategies irrespective of experience.

4. Findings, Conclusion and Implications:

4.1 Findings:

It was found that,

- The majority of employees i.e. 200 (50.0%) employees were using moderate level of Coping Strategies.
- The majority of employees i.e. 246 (61.5%) employees were using Behavioral Approach Coping Strategy at moderate level.
- The majority of employees i.e. 258 (64.5%) employees were using Cognitive Approach and Cognitive Behavioral Approach Coping Strategies at moderate level.
- There is an association between Level of Coping Strategies adopted by software employees and their Gender.
- Male and Female employees in I.T sector were adopting different levels of Coping Strategies.
- There is No association between Level of Coping Strategies adopted by software employees and their Age.
- There is an association between Level of Coping Strategies adopted by software employees and their Marital Status with respect Cognitive Approach dimension.
- Married and Unmarried employees in I.T sector were adopting different levels of Cognitive Approach Coping Strategy.
- There is No association between Level of Coping Strategies adopted by software employees and their Experience.

4.2 Conclusion:

The analysis of Coping Strategies reveals that most of the employees i.e. 50.00% were using moderate level of Coping Strategies, 43.75% of employees were following low level of Coping Strategies and 6.25% of employees were using Coping Strategies at high level.

The analysis of Coping Strategies adopted by employees revealed the following findings. Amongst 5 types of Coping Strategies, Most of the employees are adopting moderate levels of Behavioral Approach, Cognitive Approach and Cognitive Behavioral Approach Coping Strategies. The other Coping Strategies such as Behavioral Avoidance and Cognitive Avoidance Coping Strategies are adopted at low level.

Significant findings were also found out by the analysis of Coping Strategies with respect to demographic variables of the study. Gender disparities were found in Behavioral Avoidance Coping Strategy. This strategy is preferred by more number of female employees at low level, however more number of male employees is adopting Behavioral Avoidance Coping Strategy at moderate level. This dimension was not associated with the other demographic variables i.e., Age, Marital Status and Experience.

Marital Status of the employees is found to be associated with the Cognitive Approach Coping Strategy. This strategy is preferred by more number of Married employees at low and moderate level. However more number of Unmarried employees is adopting this kind of Cognitive Approach Coping Strategy at low level. Though slight differences exist between the percentage of employees of different age groups and experience, these differences were statistically not supported.

As most of the times Behavioral - Avoidance Coping Strategy is negative in its nature which may not be able to deal with the situations properly and associated with gender, it is necessary to train the employees especially Female employees who are adopting Behavioral Avoidance Coping Strategy more than their counter parts, to solve the problems directly by tackling the situations.

The present study on coping strategies among software employees in Hyderabad highlights the prevalence of moderate coping strategies in the workplace. Despite gender differences in coping approaches, the findings underscore the importance of training employees, particularly females, in effective stress management and problem-solving techniques. This suggests that targeted interventions and support programs can enhance overall well-being and job satisfaction among software professionals in the IT sector.

4.3. Implications:

The study on coping strategies among software employees suggests that experience level does not significantly impact the adoption of coping strategies. This implies that organizations should provide coping mechanism training to employees at all experience levels to ensure effective stress management and well-being in the workplace.

As per the findings of the study, Cognitive–Approach Coping Strategy is more preferred by Married employees compared to Unmarried employees. It is necessary to instill in the minds of the employees an ever learning approach so as to face, solve the problems by means of discussing with others who could do something concrete about the solution of the problem, Coming up with a couple of alternative solutions to the problem.

Furthermore, the finding that male and female employees adopt different levels of coping strategies highlights the importance of gender-specific support programs in the IT sector to address diverse coping needs. This can lead to more tailored and effective interventions to promote mental health and productivity among employees. As most of the times Behavioral-Avoidance Coping Strategy is negative in its nature which may not be able to deal with the situations properly and associated with gender, it is necessary to train the employees especially Female employees who are adopting Behavioral Avoidance Coping Strategy more than their counter parts, to solve the problems directly by tackling the situations.

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