

# A Study on Effect of Job Stress on Quality of Work life among Working Women in IT Profession -A Review of literature

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## Abstract:

The relationship between job stress and the standard of living at work for working women in the information technology (IT) industry is examined in this review of the literature. One of the commercial sectors with the fastest growth is the IT sector, which offers skilled and talented individuals countless chances.

The current study examines the effects of job stress on the standard of living for working women in the IT industry. It looks at the numerous sources of job stress and how it affects the standard of living at work. The job stress experienced by working women in the IT sector poses a grave threat to the quality of work life (QWL). One of the major dangers to the health system in many businesses, particularly among women, is job stress.

The purpose of the study is to comprehend and better understand how workplace stress affects working women in Pune's quality of work life. One of the prevalent and important health problems that both employees and employers of the organization must address is job stress. The purpose of the study is to comprehend and better understand how workplace stress affects working women in Pune's quality of work life. Data from working women employees in the IT sector were gathered using a cross-sectional research design and a questionnaire. Job stress is a widespread and serious health issue that has to be addressed.

**Keywords:** Quality of work life, job stress, remote working, working women, mental health

## 1. Introduction

Information technology (IT) in India's is one of the emerging industry which provides bright individuals with a wide range of job prospects. Although the majority of IT companies have consolidated their commitment to providing training and development to their employees, the majority of workers, particularly women, continue to face significant challenges due to working from home, juggling work and personal obligations, homeschooling their children, and performing household duties, all of which have an adverse effect on their mental health and well-being. High workloads, arbitrary deadlines, and the pressure to fulfil such deadlines cause job stress and burnout among working women in the IT field Mensah & Tawiah, (2014) revealed that workplace stress and burnout, particularly among working women, are

contributing factors to one's mental health and well-being. Employees may experience job stress when their workload is too demanding for them to handle, and this may lead to burnout, tension, and other negative effects on their ability to perform their jobs effectively. Employees encounter difficulties at work, and these difficulties influence how motivated they are to work being one of the staff. However, when a person experiences intense and continuous work pressure, it may be because of both the high work pressure at work and home that the employee does not feel competent or able to handle the demanding situations, which may finally result in stress. Job stress has an impact on people's cognitive and emotional functions, which in turn affects their mental health and wellness.

Kumar & Gupta, (2017) indicated that any behavioral

changes made by the employee may also contribute to stress. Employees may experience job stress as a result of changes to their working conditions or routine. Job stress can also be caused by a number of an employee's physiological and emotional factors.

Balamurugan & Sreeleka, (2020) said that the interests of the organization and its employees both have a significant impact on how well the organization serves its workers. Employees who feel satisfied in their jobs contribute to the organization's efficiency and effectiveness. Good quality of work-life benefits both the employees and the company. Since the advent of new information technologies, factors relating to employee mental health in virtual workspaces have received much more attention. Studies have revealed that job stress has an effect on employee productivity in the workplace. Another important aspect that must be improved for the improvement of workplace circumstances and organizational effectiveness & efficiency is quality of work life.

The study focuses on the numerous sources of work-related stress experienced by female professionals in the IT sector. Unknowingly or intentionally, corporations put a lot of pressure on employees to reach targets and achieve goals, which causes working women to experience a lot of stress and lead to a variety of physical and mental health problems. High workload, ICT use, and time constraints are only a few of the characteristics considered in the research. The well-being of employees, organizational support, and emotional pressure are all taken into account when hiring women in IT-related fields. We typically put in between 10 and 12 hours a day at the workplace. And to a greater extent, this affects how well women are treated at work. Employees will be more productive while preserving their mental health and wellness in the workplace if they are aware of the many sources of work demands they may encounter while working from home and the numerous resources available to reduce job stress.

## 2. Literature Review

### 2.1. Theoretical approach to Job stress

The stress among workers might deplete their resources and harm their welfare. It is a system that places a focus on valuing employees to evaluate the harm, difficulties, and threat. This assessment aids in explaining the procedure to address any stressful situations the employee may encounter. The transaction offers a way to comprehend the employees' psychological and physiological mechanisms. Challenge requirements could include things like for certain individuals, certain expectations, such as a heavy workload, tight deadlines, or greater levels of job responsibility, may be difficult. Few employees view obstacles as chances for their personal progress, and they don't believe that their greater

efforts will make a difference and will receive a reward e.g., a pay raise, compliments, or a promotion (Chatoor et al. 2022)

#### a) Job Demand –Resource Theory (JD-R):

Johanna Lilja et al., (2022) explain how an organization's environment affects the performance and well-being of its personnel.

According to the process of job demands, high levels of perceived work demands may cause energy to be depleted, which in turn causes exhaustion and other issues that are indicative of burnout. According to the job demand resource theory, an employee experiences stress at work because of the imbalance between the demands of their job and the requirements that must be met. The JD-R model includes two components: job demands and job resources.

#### b) Job Demands:

It includes the psychological, social, or emotional aspects of the work and the workplace. There are a number of elements at play, including time and job pressure, the use of ICT, a heavy workload, emotional demands, domestic responsibilities, and organizational support. These elements entail sustained physical and/or mental effort as well as abilities.

#### c) Job Resources:

The job resources elements assist the employee in achieving the set goals, lowering job stress, and enhancing the quality of work life. All resources used to lower job demands are subsumed under job resources. Organizational support, employee well-being, excellent organizational communication, and team support are some of the variables that go into that.

## 2.2. Beginning and Proliferation of QWL Concepts

Quality Work Life (QWL) that was originally developed in Europe is a concept. Because Sweden's government preferred social-democratic policies that were more oriented toward employee well-being, there was a shift toward working conditions (Oakman et al., 2020). The union and political parties in Sweden supported the idea strongly. The need and desire to restructure and reorganize the job was also becoming unmistakable and obvious in other Western European nations at the same time. However, these nations—including England, France, Denmark, and Norway—continued to support the disorganized and solitary efforts (Majumder & Biswas, 2021). There was ongoing pressure on other nations to adopt the Europe-initiated QWL concept. General Motors employed the idea of quality of work life for the first time in the 1960s (Martel & Dupuis, 2006). Workers were now able to participate in decisions affecting their working

circumstances for the first time in American history. The goal was to comprehend employee contentment in order to help workers operate in a positive environment, help them to boost productivity, and help them to increase worker satisfaction with their jobs. It was thought that this program was a turning point in the development of a new model of work-life quality that may aid employees, workers, and researchers in achieving their aims and objectives in the workplace. In addition to this, the concept of job dehumanization was widely accepted during the post-war period. The idea of QWL, where employees maintained raising their educational levels, gained quick popularity, forcing management to rethink the ways they produced goods in the US. As a result, academics began to understand the definition of QWL in the early 1970s. The international conference on the quality of work life, held from September 24-29, 1972 at Arden House in Harriman, New York, was the consequence of this growing QWL paradigm. Understanding the necessity and driving the academics to build a condensed theoretical framework in the area of QWL was the key takeaway from this conference. To speed up research in QWL and exchange information about mental health at work, the International Council for the Quality of Working Life was finally founded in August 1973. Swamy & Rashmi, (2015) discovered that there is no clear and widely accepted idea of QWL in place of a QWL summit. He attributed this fact to the numerous advantages that groups that coexisted within organizations provided. It is said that there were two primary concerns: one was a non-toxic work environment, and the other was a focus on employee motivation to increase productivity. Furthermore, there was no clear definition that would have been relevant to everyone's interests. Therefore, it was concluded that job satisfaction was a crucial and essential component of QWL.

According to Dr. Sauli Mitra, (2018), a person's quality of work life must include some level of unhappiness without self-actualization. A certain level of dissatisfaction is necessary to keep employees motivated to reach their goals and to enflame them to advance farther in their success, even though there are limitations to linking job satisfaction with QWL because the two variables are not the same. From an organizational standpoint, production will fall rather than rise if all employees in a company reach a degree of satisfaction. Finally, he makes the point that job satisfaction research typically ignores the degree of stress and pressure that is likely to be present in the workplace when defining QWL.

Vijaimadhavan, P. (2013) asserts that an individual's quality of work life is influenced by the stimuli present in their workplace and by the experiences they have in that context. According to an individual's perceptual process, there are positive, negative, or mixed perspectives in the external environment that aid in building a perceptual

thinking process that an individual processes to evaluate their quality of work life.

Some of the signs of a good quality of work life include flexible work schedules, holding certain designated positions, providing opportunities for training and growth, promoting work ethics, recognizing efforts, team spirit, and learning environments. Unrealistic goals and job requirements, a lack of a supportive atmosphere for learning, development, and training, rigidity in work schedules and patterns, and a lack of career progression are some signs of poor quality of work life.

Yadav et al., (2019) highlighted the favourable and unfavourable indications of perspective of the quality of work-life balance, which generates a learning alignment to feel secure and to satisfy various materialist wants. Four different stimuli help people understand their quality of work life and, at the same time, help them create the strategies that will help them improve it, which are found in their external environment. These stimuli help people understand their quality of work life. They are stimuli that are generative, sustaining, facilitative, and performative.

- **Generative stimuli:** The experiences that are familiar and unknown are discussed by generative stimuli. These are the learned stimuli that enable a person to relate to various frames of reference depending on both familiar and new stimuli. The early understanding of familiar cognitive experiences that is sped up by generative stimuli enables people to react and respond to those cognitive experiences by preventing comparable or substitute pragmatic endings. Because the individuals are proactive in creating new orientations for immediate exploration, generative stimuli serve to upskill the positive learning alignment.

- **Supportive stimuli:** The social network indications that assist a worker in connecting to the outside world are referred to as supportive stimuli. These social networks have a significant impact on an individual's perception, which may increase or reduce that person's experience of reality. There is a context-enabled interaction between social context and the social context refers to the external environment. There is a context-enabled interaction between social context, claims (Chitra and Mahalakshmi, 2012). Social context is the environment that a person interacts with in a way that tempts and encourages it, whereas supportive stimuli are linked to distinct and identifiable interferences that cause events to occur. Social settings and supportive interventions have a close relationship because they produce supportive stimuli that affect employees' emotional attachment to their jobs and, consequently, the quality of work life.

- **Facilitative stimuli** concentrate on various tasks that are less predictable than anticipated. The unprompted but predictable perceptual process is relied upon by an individual or by personnel through the knowledge and

expertise to take control of certain engaging projects and see them through to completion (Netto, 2018). There is a potential that when going through this perceptual process, a person may neglect their perceptual or cognitive abilities if they don't use tried-and-true methods to create fresh mental views that could improve task performance. Facilitative stimuli also keep an eye on workers or persons to take advantage of knowledge, data, and the social environment of the interface to satisfy new and less-defined duties.

• **Performative stimuli** assist in managing a person's daily activities. These activities are based on certain customs and routines that people develop over time. This kind of stimulation aids in improving understanding and performance of any daily work as well as helping individuals identify themselves more accurately by their standards and habits. Since this stimulus offers guidance, job cues, and examples of how to carry out the task regularly, performing the activity becomes simpler to comprehend. Periodically, quick feedback on the task being completed is also given, which makes it much simpler to do it accurately and correct any faults.

Job Stress is a significant health issue for female workers. In female workers, stress has been linked to psychological distress, anxiety, high blood pressure, and headaches. In paid employment, there are various psychological health concerns for men and women. Studies have also linked psychological stress, anxiety, and depression with the conditions faced by women at work. Stress-producing work environments are linked to both mental and physical illnesses in women. One of the most important components of the mental health care system for working women is the quality of the workplace. The quality of the working environment promotes well-being and has a stronger impact on the lives of the employees.

### 2.3. Quality of work life

According to Martel and Dupuis (2006), the idea of quality of work life is based on the idea that an employee's valuable contribution to the organization is what ultimately determines whether or not the organization succeeds. Respect and dignity should be shown toward all employees in the organization. The ideas of work and life are intertwined in such a way that the many aspects of work, such as how you schedule your daily tasks, the physical activities you engage in at work, and the management system, will affect both your life inside and outside of the work system. Employees who are under stress at work cannot perform to the best of their abilities, which will ultimately affect their job and life and interfere with work-life balance. (Judge et al., 2006)

According to Nanjundeswaraswamy & Sandhya, (2016), there are many ways to improve the quality of work life for employees, including putting a priority on

their well-being at work, implementing a fair reward system, and, of course, managing their performance.

Riyono et al., (2022) emphasized the quality circles and claimed that the influences of work-life quality include improvements in quality, a decrease in production costs, job satisfaction, and employee motivation. Furthermore, it was emphasized that the influence of optimism and conviction included a drop in absenteeism, a decrease in sluggishness, a decrease in arguing, and a decrease in accident rates. In a word, it improvises the organization's working style. The aforementioned elements were, according to the author, impressions of events that affected the quality of work life.

### 2.4. Quality of work life components while working from home.

**1. Workplace stress and burnout:** Controlling stress is one of the most important factors for employees who work from home to be productive since a constant high level of stress at work causes employee burnout, which leads to absenteeism and employee attrition. Employees have a low quality of work life (QWL) due to the prevalence of job stress and burnout (Tjahyanti, 2013).

**2. Work and overall life interface:** Remote working gave the idea of a work-life interface a boost. Employees are assimilating their work and personal lives, according to (Cheung and Tang 2009). The employees' work-life balance increasingly improves their quality of work-life (QWL) because engrossing themselves in several roles shields and assists workers from the impacts of unfavorable proficiencies in any one role.

**3. Organizational culture while working from home:** In the workplace, organizational culture is defined as the alignment of social interfaces that represent any organization. According to Corpen, five factors that are important for those social interfaces to be beneficial for employees are supportiveness, tolerance, equality, mobility, and identification. Organizational productivity is always higher for those companies that treat their staff with respect and trust. Allowing employees to share their work schedules as needed is preferable to overly monitoring them when they are working remotely. Otherwise, keeping an eye on them can reduce their motivation and productivity, which might affect the workers' quality of work life.

**4. Job security** has become one of the major worries for working women in organizations since the advent of remote work. The tasks that must be completed by the personnel are still unclear. To save employee expenditures, many firms choose to hire people on short-term or fixed-term contracts rather than long-term ones. However, this practice lowers the quality of work life because of the uncertainty surrounding task performance (Sverke et al., 2006).

**5. Leadership in remote work:** Quality of work life is reflected by giving employees the chance to grow and learn from their mistakes and new endeavors. This can be understood from the kind, manner, and degree of supervision and leadership that is provided to workers. For instance, manager mentoring of staff members would improve staff members' ability to handle and manage challenging situations and complex duties as well as enable staff members to meet and cope with their daily & routine obstacles. Additionally, managers with strong decision-making and problem-solving skills can turn approaching obstacles into opportunities for their staff to grow. Employee expectations and results are balanced when authority is used, especially to ensure that work and resources are allocated equally (Yeo & Li, 2011).

**6. Job stress** is one of the main obstacles for working mothers. Working mothers in particular face and cope with the issue of workplace stress and may experience depressive states as a result of their constant attempts to strike a balance between their professional and personal obligations. They must urgently find a way to deal with the work-related stress that otherwise would affect the quality of their working lives. Long working hours, a lack of job autonomy, and heavy workloads are some of the major or primary causes of stress among working women. Senior female employees' work-related stress can be reduced by lending a helping hand with their personal tasks with family members and professional tasks with coworkers (Kumar & Gupta, 2017).

**7. Work-family interference** is defined as the situation "when work pressures emerging from workplace and family roles are conjointly irreconcilable in where involvement in one role makes it challenging and demanding to chip in the other role and lands in work situations interfering with the family realm work-to-family interference and family to-work interference impacting the quality of work life" (Greenhaus & Beutell, 1985). According to Eby et al. (2005), work and family conflict, work pressure, workplace stress, ambiguity in responsibilities and management, and uncertainty in work schedules and routines are all associated with work-family interference. High workplace stress, a lack of organizational support, long working hours, an inflexible work schedule, and a lack of family support are all work-related variables that have an adverse effect on the quality of work life. According to research by Bruck et al., (2002), work-family interface has a detrimental impact on employee job satisfaction, psychosomatic distress, and other outcomes related to the workplace and health care system.

**8. Work-family conflict:** Work-family conflicts develop when there is an imbalance between work and personal life. Work-family conflict was defined by Siegall & Cummings (1995) as a type of dual role in which demands and expectations from the work-family interface and

family interface cannot be harmonized.

According to J. Greenhaus & Kopelman, (1981), the interaction between the work and family domains is what leads to work-family conflict. It's an inter-role conflict where the demands of a job and family are at odds with one another.

Three aspects of work-family conflicts—time-based conflict, behaviour-based conflict, and strain-based conflict—were identified based on this narrative.

- **Conflict that is time-based:** This type of conflict occurs when the time spent in one role interferes with the completion of obligations in another role.
- **Conflict based on behaviour:** It arises when the behaviour of one person in one capacity cannot be modified to be compatible with the behaviour of another person in a different role.
- **Conflict based on strain:** This type of conflict arises when the demands of one role interfere with fulfilling the obligations of another.

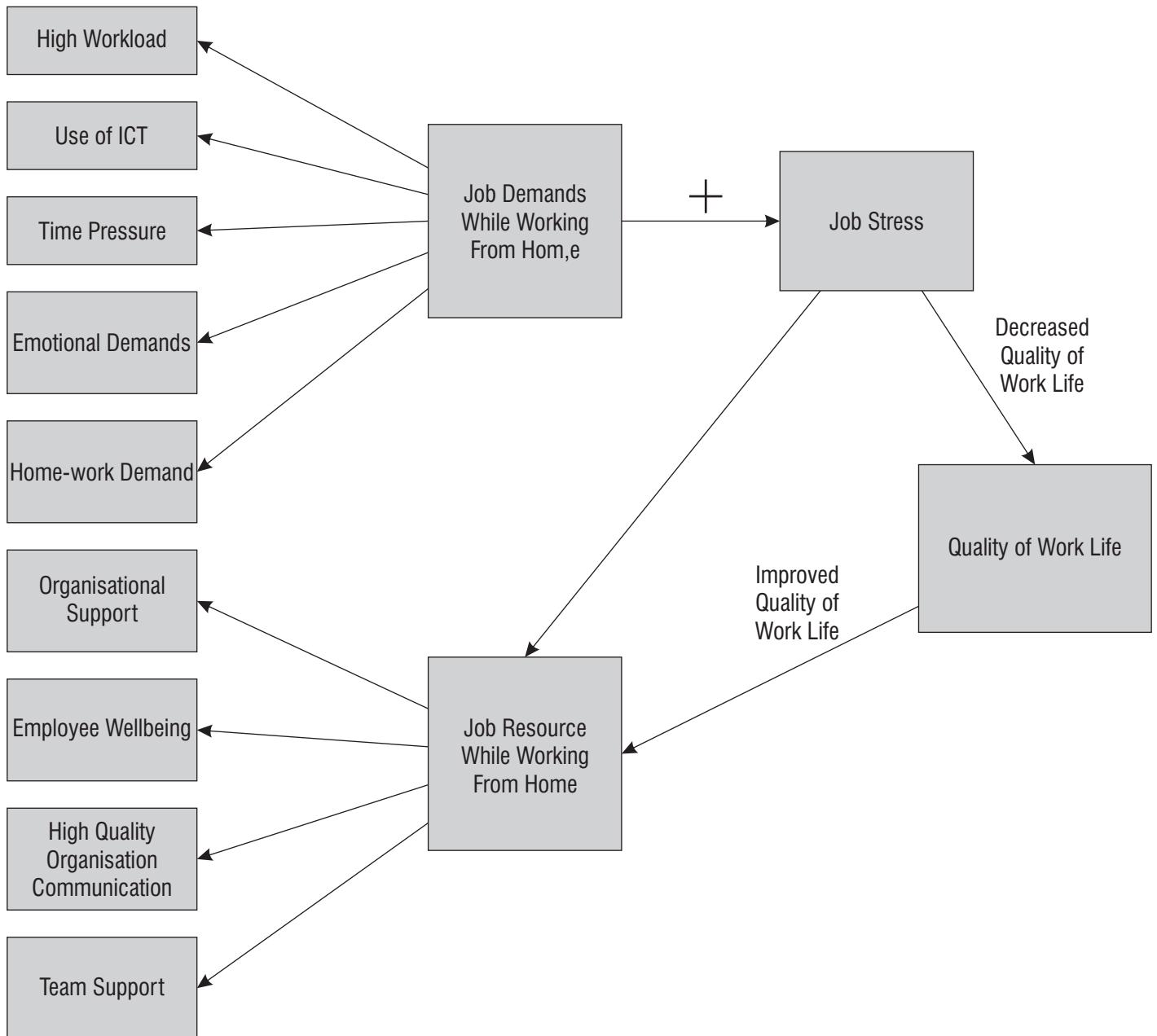
### 3. The Research Gap and Rationale

High demands, quick changes, and fierce rivalry define the contemporary workplace, particularly in the Information Technology (IT) industry. These variables frequently result in high levels of occupational stress for working women in the IT sector. Employees' quality of work life (QWL), among other elements of their lives, can be significantly impacted by job stress. QWL includes an employee's general well-being, job satisfaction, work-life balance, and attitude toward their work. There is still a need for a thorough knowledge of how workplace stress especially impacts the QWL of working women in the IT sector, despite the increased awareness of the influence of job stress on QWL. The paper also attempts to address the research gaps:

Despite the extensive literature on workplace stress and QWL, there is a clear need for more studies that concentrate specifically on working women in the IT sector. The existing research frequently generalizes findings across many industries or fails to thoroughly address the particular difficulties and experiences faced by working women in the IT industry. For the following reasons, it is particularly crucial to fill this research gap:

**1. Gender Dynamics:** The IT sector is notorious for having issues with gender dynamics, including discrimination, stereotypes, and unequal opportunity. These elements may combine with workplace pressures and have a different impact on working women's QWL than they do on their male counterparts.

**2. Work-Life Balance:** Working women frequently juggle a number of obligations, including household and family responsibilities. The demands of a demanding profession combined with juggling these obligations



**Fig.1. Conceptual Model: Job Demand Resource Model While Working From Home**

might create unique difficulties that deserve careful consideration.

**3. Mental Health Inferences:** Workplace stress has been connected to mental health conditions like burnout, anxiety, and depression. To offer focused interventions and support, it is essential to investigate the relationship between workplace stress and support.

**4. Career Development:** In order to achieve gender equality and foster a more welcoming workplace, it is critical to comprehend how job stress affects career advancement and possibilities for working women.

Therefore, the paper aims to bridge the research gap by conducting a comprehensive investigation into the relationship between job stress and QWL among working

women in the IT sector by comprehending the Job resource model while working from home

#### 4. Research Methodology

The present study is an attempt to understand the impact of job stress on quality of work life in working women with context to various parameters like various sources of job demands and job resources while working from home. An extensive review of literature is undertaken to identify a conceptual model which can be used to construct a theoretical model and to understand the impact of job stress on quality of work life of working women in IT sector.

All the sources of available secondary data were extensively used for the study. Exploratory research

design is undertaken based on the secondary data sourced from journals, magazines, articles, research papers and Harvard Business Reviews.

## 5. The Conceptual Framework High workload

### 5.1. Connection between job demands and working women

The conceptual model of the Job demand resource while working from home explains the various job demands factors that can cause job stress to impact the quality of work life. The various job demand factors are high workload, Use of Information Communication Technology (ICT), Time pressure, emotional demands and homework demands.

- **High workload:** A high workload is when many jobs, projects, or responsibilities need to be finished quickly. This demand may result in feelings of overload and difficulty successfully managing duties.

- **Use of Information Communication Technology (ICT):** When using ICT, employees must become accustomed to a variety of digital devices, programs, and communication channels. This need entails activities like email management, taking part in online meetings, and teamwork via social media. For individuals who are less accustomed to technology or who must continually pick up new skills and know how to use new tools, it might be difficult.

- **Time pressure:** It is the experience of being pressed for time as a result of looming deadlines. In a remote work environment, the lines between work and personal time may blur, creating a greater sense of urgency to address business-related issues.

- **Emotional demands:** Managing emotions while engaging with coworkers, clients, or superiors is part of managing emotional demands. Women who work remotely may need to negotiate online interactions and keep a positive attitude even while faced with difficult situations.

- **Homework demands:** The demands of working from home while handling household duties, caregiving, and family obligations are referred to as "homework demands." For women, who historically bear a greater share of these responsibilities, juggling professional activities with household duties can be particularly taxing.

Working women may have to balance many demands, particularly if they work from home. The heavy workload, use of ICT, and time crunch might lead to greater stress and a blending of work and personal life. Maintaining business relationships while juggling personal obligations can be stressful. Emotional strains can add to this. These difficulties may be exacerbated by the demands of homework, leading to a confusing mix of

obligations for women to manage.

To lessen the effects of these expectations, organizational and individual initiatives are crucial. Working women can successfully manage these demands while keeping their well-being by getting training and support for using ICT, setting reasonable deadlines, allowing flexibility in work hours, and fostering a friendly work environment.

### 5.2. Connection between job resources and working women

The various job resources factor that organisation can support their working women are organization support, employee well-being, high-quality organization commitment and team support that can reduce job stress and improve the quality of work life.

- **Organizational support:** It refers to the help, inspiration, and tools offered by the business to employees so they may complete their jobs successfully. This pertains to remote work and includes having access to the equipment, know-how, and resources needed to complete jobs at home.

- **Employee well-being:** Initiatives to promote the physical, mental, and emotional health of employees are included in the field of employee well-being. Access to wellness programs, resources for mental health, and tools for preserving a healthy work-life balance can all be part of this.

- **High-quality organizational communication:** The high-quality organizational communication for remote work to be successful, the organization must communicate clearly and effectively. Working women can stay informed and engaged despite physical distance by having clear communication about their goals, expectations, updates, and adjustments.

- **Team support:** Mutual aid, teamwork, and friendship among coworkers are all aspects of team support. Remote team members might feel a sense of support and unity through virtual team meetings, the exchange of best practices, and assistance from one another.

For working women, these resources play a significant role in mitigating the challenges of remote work and contributing to their overall well-being and improving quality of work life. When companies give these employment resources a top priority, they help to create a productive remote work environment that promotes working women's well-being, productivity, and engagement. The entire quality of their work life while working from home is improved as a result.

## 6. Result and Discussion

The paper attempts to explain and understand how job stress can impact the quality of work life while working

remotely for a working woman. The various factors from individual and organisations points of view that contribute to the job stress and can impact the quality of work life of working women are as follows:

- **Personal characteristics:** Personality factors and coping mechanisms that affect how working women perceive and react to job stress in a remote work environment are referred to as personal characteristics. Family responsibilities are the obligations and demands that come with caring for a family and other people.
- **Remote work job stress:** Technical challenges include troubleshooting concerns, connectivity issues, and trouble adjusting to technologies for remote work.
- **Isolation:** Moods of loneliness and disconnection brought on by a lack of face-to-face encounters with coworkers and a lack of social support.
- **Workload management:** Difficulties in controlling duties and commitments without distinct lines separating work and personal life.
- **Autonomy and control:** Juggling the need for structure and direction with the freedom of remote work.
- **Coping mechanisms for remote work:** Utilizing internet tools to stay in touch with people, ask friends and coworkers for advice, and get emotional support. Setting priorities, managing time effectively, and maintaining a work schedule at home are all examples of time management.
- **Job satisfaction:** The level of happiness and fulfillment attained while working remotely.
- **Work-life balance:** Keeping work and personal obligations in balance, even when working from home.
- **Psychological well-being:** The emotional and mental health of working women, including lower levels of stress.
- **Engagement in remote work:** Active participation, dedication, and excitement for duties related to remote work.
- **Positive results:** Effective coping mechanisms and a healthy work-life balance can lead to increased work-life quality.
- **Negative results:** Working remotely can have a negative impact on work-life quality due to high workplace stress levels and poor work-life integration.
- **Personal and organizational strategies:** Offering technology support, education, and resources for remote workers' difficulties.
- **Flexible remote work policies:** Encouraging work-life balance by providing options like flexible work schedules and remote work modifications.

- **Health concerns:** Encourage working women to adopt self-care routines, establish healthy boundaries, and partake in stress-relieving activities.

The paper focuses on the particular difficulties and opportunities that working women face when working remotely. It emphasizes how coping mechanisms and the work-life interface interact with workplace stresses unique to remote work, such as technological difficulties and isolation, to affect the quality of work life. Organizational and individual tactics play a critical role in ensuring that women who work remotely have the necessary support, flexibility, and well-being practices to improve both their work experience and quality of life.

## 7. Key Findings of the Study

The study shows that growing work expectations, particularly for women working from home in the IT industry, such as heavy workloads, short deadlines, and work-home interference, raise workplace stress. These pressures could result in unfavourable consequences like burnout, a decline in job satisfaction, and a decline in QWL. The study draws attention to the value of workplace resources like autonomy, social support, and task variety in reducing the effects of work stress. Even in a remote work situation, having enough workplace resources can act as a stress reliever and improve working women's QWL.

The results show that despite its flexibility, remote work can make it difficult to manage work-life balance since it can blur the lines between work and personal life. How well women can strike this balance may depend on the availability of employment resources like autonomy and supervisor assistance. The role of technological support and resource accessibility in the IT industry may be revealed via insights. Appropriate technology and tools for remote work may be crucial resources that improve QWL by facilitating job performance and lowering stress. The study reveals social isolation and decreased interpersonal contact among women who work remotely. Opportunities for virtual networking as well as social support from coworkers and supervisors may have an impact on how isolated they feel and how that affects QWL.

Increased job autonomy and task control may be possible with remote work. This independence may serve as a tool that enables women to take control of their workloads and regulate their stress levels, improving QWL results. The study may show relationships between workplace stress, remote work, and indices of psychological well-being like anxiety, depression, and general life satisfaction. These correlations may be moderated by job resources. The results of the study shed light on how women's capacity to balance work and caregiving obligations when working remotely is influenced by the presence of family-friendly policies

and workplace resources. These elements might have a favourable impact on their QWL.

It is discovered that job stress has a detrimental effect on job performance when job demands are high and resources are scarce. The association between job stress and performance, on the other hand, might be mediated by higher job resources. The results highlight the need for organizational support in terms of guidelines, communications, and resources to improve QWL and lessen the consequences of work-related stress when working from home.

## 8. Implications

### 8.1. Research Implications

The present paper has several important implications that might guide the design of the study and aid in understanding this dynamic. Research implications from this study include:

- Gender viewpoint:** Because the study focuses on women, it is critical to provide a gender viewpoint. Examine how cultural norms, duties, and expectations may interact with workplace stress and work-life quality. Need to inspect whether some workplace pressures have a different impact on working women than they do on males. For instance, the study may explore if gender bias, uneven workload distribution, or fewer prospects for professional progression in the IT industry are to blame for the higher levels of stress experienced by women.

- Employment-Life Integration:** Investigate how distant employment blurs the distinction between work and personal life for women, perhaps affecting their well-being and work-life quality differently than men. Understanding how working women integrate their work and personal lives in the context of job stress and Quality of Work Life (QWL) offers important insights into how this interaction affects their well-being. This research implication examines how working women balance their obligations and goals both inside and outside of the workplace, and how this impacts their stress levels at work and overall QWL.

- Consideration of the intersections of gender** with other factors such as race, age, and socioeconomic background to understand how different identities may influence workplace stress and work-life quality. It is essential to take gender into account when examining how workplace stress affects working women's Quality of Work Life (QWL) and other dimensions of identity and experience. This study's conclusion highlights the significance of understanding how gender interacts with a variety of other variables, including race, ethnicity, age, socioeconomic position, and others, to form the varied experiences and results of working women. By purposefully choosing a large number of participants who represent various intersections of gender and other

identity markers, it is possible to actively include varied voices and experiences. This can assist in identifying distinctive narratives, difficulties, and coping strategies associated with occupational stress and QWL.

- Longitudinal Study:** Conduct a longitudinal study to track changes in stress levels and work-life quality over time, gaining insight into the long-term consequences of remote work on women. Examine the temporal dynamics of occupational stress and QWL for working women in the IT industry. To get insight into the long-term impacts of job stress on their well-being, keep an eye on variations, patterns, and trends.

- Link between job stress and QWL:** Investigate the links between job stress and QWL in terms of causality and directionality. Determine whether changes in QWL are caused by job stress or if a decline in QWL over time causes an increase in job stress.

### 8.2. Managerial Implications

Organizations can offer flexible scheduling and remote work choices, allowing women to better combine work and family duties. Organizations can incorporate flexible scheduling and remote work choices by recognising the value of work-life balance and the unique difficulties faced by working women. These actions enable women to successfully balance work and family obligations, which eventually leads to greater stress management at work and increased Quality of Work Life (QWL).

To reduce ambiguity and related pressures, managers should provide clear communication regarding expectations and task requirements. Managers should put a priority on communicating expectations and task requirements clearly and transparently to reduce ambiguity and the pressures that ensue in the workplace. This proactive approach improves employees' comprehension of their tasks, expectations, and performance benchmarks, which ultimately helps to reduce workplace stress and promote Quality of Work Life (QWL).

**Technology Support:** Providing technical support and training can reduce the stress associated with the technology constraints of remote work. To reduce the stress caused by technological difficulties and limitations, it is crucial to offer strong technology assistance and training in the context of remote work. This proactive strategy makes sure that staff members have the skills, resources, and direction they need to successfully manage remote work, which reduces workload stress and improves Quality of Work Life (QWL). Provide employees with in-depth training on technology, techniques, and platforms for remote work. Make sure they are aware of successful ways to use project management, collaboration, and communication tools.

Establishing clear boundaries between work and personal life can help prevent burnout and maintain work-life balance. Managers should place a high priority on setting up distinct boundaries between work and home life for their staff to minimize burnout and encourage a good work-life balance. This proactive approach contributes to the development of a positive work environment that supports wellness, lowers stress levels, and improves Quality of Work Life (QWL).

Organizations can offer services or initiatives that support working women, such as childcare aid or family-friendly policies, through flexible work arrangements. Organizations can incorporate services and programs that address the particular difficulties working women encounter, such as childcare assistance and family-friendly policies, to establish a helpful and inclusive work environment for them. These initiatives, along with flexible work schedules, can aid in lowering stress levels, improving work-life balance, and enhancing the quality of work life (QWL).

Making mental health resources and therapy available to women can help them manage stress and well-being. Organizations can make mental health tools and therapy available to women in the workplace to assist them manage stress and improve their general well-being to prioritize their mental health. This program recognizes the significance of mental health and offers crucial assistance that can reduce stress, promote work-life balance, and improve the quality of work-life (QWL).

Offering virtual networking and sociability events might help alleviate feelings of isolation. Organizations can provide virtual networking and social events to help employees feel less alone and more connected. These programs give workers, particularly women, the chance to interact with coworkers, form relationships, and combat the consequences of isolation, all of which increase well-being and Quality of Work Life (QWL).

## 9. Scope for further research and Limitations

Furthermore, the factors outlined in this study could assist researchers and academicians in developing research instruments. The conceptual model can be tested empirically in different settings. Further, from the conceptual model various identify mediators/ moderators can be identified and incorporated into the study to elaborate the model. A comparative study of various factors leading to job stress involving job demand and job resource factors concerning working women in the IT sector is also proposed.

The present study limits to the sources of secondary data of the last 4 years in order to understand the various factors triggering job stress thus impacting the quality of work life. Based on an extensive literature review, a conceptual model has been designed concerning working women in IT Sector. But the conceptual model may not

apply across all industries, so application of the conceptual model in different industrial settings can be irrelevant and inappropriate. Additionally, the features described in this study could help academics and researchers create research tools. In several contexts, the conceptual model can be empirically tested. In addition, from the conceptual model, different mediators and moderators can be found and included in the study to further develop the model. It is also suggested to compare the many aspects of the job stress experienced by working women in the IT industry. The secondary data collected for this research may not entirely match the research goals or provide all the necessary information to answer the specific research questions about job stress and QWL in the IT industry and may affect the generalization of the findings. The secondary data collected lack specific context regarding the distinctive traits, organizational cultures, and demographic variables that may have an impact on working women's experiences with workplace stress and QWL. The reliability and accuracy of the secondary data are contingent on primary data collection methods and the thoroughness of data cleaning and validation. Imprecisions or inconsistencies in the original data can affect the generalization of the findings.

## 10. Conclusion

This study reveals the potential sources of work-related stress for women who work from home. Work from home (WFH) has increased job stress, burnout, and anxiety among working women as a result of stay-at-home or shelter-in-place requirements. This is due to the numerous challenges associated with teleworking and adjusting to the new normal, which justifiably affects their work-life balance, contentment, or satisfaction with life and results in mental health issues (Nanthini & Nair, 2020). Women experience significant job stress in their professional careers due to the need to explain both their professional and personal roles. There are several causes of the work-related stress experienced by working women. Organizational support, employee well-being, excellent organization communication, and team support are some of the several sources of work resources that can be used while working from home to reduce job stress and so improve the quality of work life. Additionally, if the business and the employee are both aware of the many aspects of quality of work life, it will be easier to reduce work-related stress and improve work-life balance for remote workers. In light of the dual roles that women currently play, it is imperative to discover better ways for working women to balance their time between their home and workplace. Furthermore, it is necessary to address the effects of work-life balance more logically. This study was able to comprehend the work-life balance of working women and discovered that work-related stress was a significant factor in determining the quality of working women's lives. by assuming two roles. In light of the dual roles that women currently play, it is imperative to

discover better ways for working women to balance their time between their home and workplace. A person's external environment contains a variety of cues that help them comprehend their quality of work life and, at the same time, develop the methods that will help them improve it. The literature examined for this study emphasizes the importance of comprehending the connection between workplace stress and the standard of living at work for working women in the IT industry. It

underlines the necessity for businesses to address workplace pressures and supports work-life balance to improve female employees' well-being and job satisfaction. The review's conclusions can guide the creation of actions and regulations meant to foster a welcoming workplace for women in the IT sector. To further understand the unique pressures experienced by women in this industry and how they affect other aspects of work life, more research is required.

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