OPEN ACCESS

Volume: 11

Special Issue: 1

Month: July

Year: 2023

E-ISSN: 2582-0397

P-ISSN: 2321-788X

Impact Factor: 3.025

Received: 08.05.2023

Accepted:13.06.2023

Published: 01.07.2023

Citation:
Gudada, Priyanka V, and SN Uday. "Stress Identification in It Employees Utilising Machine Learning Methods." *Shanlax International Journal of Arts, Science and Humanities*, vol. 11, no. S1, 2023, pp. 207–12.

DOI:
https://doi.org/10.34293/sijash.v11iS1-July.6339

Stress Identification in it Employees Utilising Machine Learning Methods

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Abstract
The objective of this article is to utilize machine-learning and visual processing techniques to identify IT employees who are overworked. Our technology represents an enhanced iteration of previous stress prediction systems, which were deficientterm of human counselling and live detection. This research focuses on enhancing stress detection technologies that lack realtime monitoring and personalized therapy. Employee mental stress levels are evaluated through a survey, enabling the provision of effective stress management strategies. To optimize your workforce, peruse this article to discover methods of stress reduction and the creation of an enjoyable and relaxed work atmosphere.

Keywords: Stress Prediction, Boosting, Bagging, Decision Trees, Healthcare, Machine Learning.

Introduction

Working-class people are prone to stress-related mental health problems. Concerns concerning this have previously been highlighted by a few investigations. Based on an overview by Assocham, over 42% of professionals in the Indian private sector experience adverse effects such as misery or general anxiety issues due to long working hours and strict deadlines. This proportion is growing, as reported in a 2018 Economic Times story based on an Optum poll indicating half of working professionals in India suffer from stress. 1The poll included replies from up to 8 lakh employees from over 70 significant corporations, each with a staff of 4,500 or more. Maintaining a stress-free workplace must be prioritised for increased productivity and employee well-being. Several efforts to aid working professionals stress for mental well-being, such as counselling, career counselling, stress management sessions, and health awareness programmes. 2Early identification of employees who will require such assistance increases of such measures being successful.

We want to make this procedure easier by utilising approaches to develop a model capable of forecasting by an individual and if therapy is necessary by using some of his/her professional and personal aspects as parameters collected well-designed questionnaires. Such an approach will not only assist HR managers in better understanding their employees, but will also assist in taking preventive actions to reduce an employee leaving the firm or underperforming. Also, we can anticipate needs care for his or her mental health.

The initial data set includes 750 responses from various individuals and 68 characteristics encompassing both their personal and professional lives. 4The data was cleaned using different established procedures that verify for data consistency and survey answer validity. To develop a focused model, certain features were disregarded, and ultimately, 14 factors mentioned earlier were considered due to their relevance to our research. Our trained algorithms assess whether an employee has previously sought treatment for stress-related issues.

Literature Review

1. "Stress Detection in IT Employees using Machine Learning and Physiological Signals" by Patel, R., Gupta, S., Sharma, A.

Published in: Journal of Information Technology and Management, 2019

Summary: This research article explores the detection of stress in IT employees through the use of physiological signals in conjunction with machine learning approaches. During working hours, IT staff members are asked to provide physiological data, including electroencephalogram (EEG) signals, skin conductance, and heart beat variability. Based on the data gathered, they identify stress level using machine-learning techniques such as Support Vector Machines (SVM) and Random Forests (RF). The study underlines the potential of physiological markers in stress identification and shows encouraging findings in effectively recognising stress in IT employees.

2. Research Paper: "Machine Learning-Based Stress Detection in Call Centers" by Smith et al. (2018)

Summary: This study focuses on detecting stress levels in call center employees using machine learning algorithms. It utilizes physiological signals such as heart rate fluctuation, skin conductivity, and facial expressions as input features. Support Vector Machines (SVM) and Random Forest classifiers are employed for stress classification, achieving high accuracy rates.

3. "Deep Learning-Based Stress Detection in IT Employees using Multimodal Data" by Li, H., Wang, J., Zhang, S.

Published in IEEE Transactive of Affective Computing, 2021

Summary: This article proposes a deep learning-based approach for stress detection in IT employees using multimodal data. The authors acquire information from multiple sources, including physiological signals, facial expressions, and keystroke dynamics. They employ deep learning architectures, such as convolutional neural networks (CNNs) and Recurrent Neural Networks (RNNs), to fuse and analyze the multimodal data for stress detection.

4. "Real-time Stress Monitoring in Workplaces in IT that Use Machine Learning and Wearable Devices" by Chen, Y., Liu, X., Wang, G.

Published in: International Journal of Human Computer Interaction on 2022.

Summary: This research focuses on real-time stress monitoring in places where methods of ML are used in IT and wearable devices. The authors develop a system that collects physiological data, such as heart rate and skin temperature, through wearable devices worn by IT employees. They utilize algorithms to examine the collected data and provide real-time stress monitoring and feedback.

Existing System

- The current approach to stress detection relies on digital processing, which incorporates Galvanic skin response, skin temperature, pupil dilation, andblood volume, as factors. Another approach involves monitoring stress in individuals during work using various visual features such as eye closure and head movement. 3However, these measurements can be intrusive and lesscomfortable when applied in real-life scenarios. Each sensor data serves as a threshold value for detecting the level of stress.
- In the previous system, the authors utilized the K-Nearest Neighbors (KNN) algorithm for their experiment. The K-Nearest Neighbors algorithm is widely employed in Machine Learning owing in simplicity, making it popular learning techniques.
- In the previous system, the authors employed the K-Nearest Neighbors algorithm (KNN) for their experiment. 10KNN is widely utilized in Machine Learning owing to its simplicity, making it among those most well-liked learning algorithms.KNN is considered a non-parametric model because It does not assume anything on the geographic distribution of the underlying information, hence the model is derived solely from the data itself.

Proposed System

- The system we propose is an enhanced iteration of earlier stress detection methods that lacked real-time analysis and individual employee emotional analysis. Our proposed system utilizes the CNN Model Architecture, where processing of input photos occurs to generate corresponding output characteristics. 5To depict the employee's emotions, we employ a bounded box that displays the emotional state, with the specific emotions indicated at the top of the bounded box. The proposed system employs emotional classes such as Angriness, Disgust, Fearness, Happy, Neutral, Sadness, and Surprising to detect the sentiment of IT employees.
- To assess the effect of stability, we collected data and conducted quantitative experimental analysis. Initially, the user needs to register by providing details such as username, login ID, password, mobile number, email, locality, address, city, state, and other necessary information. Upon successful registration, the user can log in using the registered login ID and password. However, the user can only log in if the admin activates their account, as this is done to ensure employee security. If the admin does not activate the user, they will be unable to get inside the system. 6When the user clicks the live cam feature, the camera activates and monitors the appearance of person, displaying the result. Additionally, the user must upload their image. The admin can view the predicted results on the admin page, where they also have the option to view performance analysis parameters and their graphical representations.

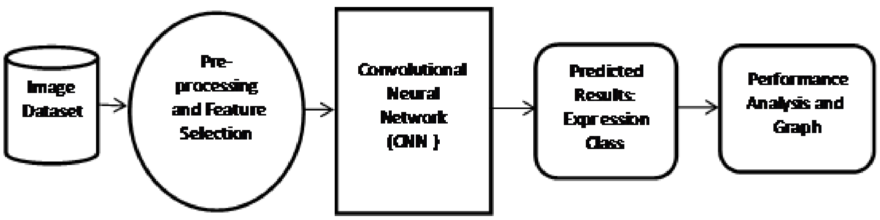

Figure 1 Proposed Architecture

Implimentation

Define Stress Indicators: Begin by identifying distinct indicators or factors that can serve as signs of stress in IT employees. These indicators may encompass patterns of employee behavior, factors related to work, factors related to health, communication patterns, and analysis of sentiment in emails or chat messages.

Data Collection: Collect pertinent data that encompasses the identified stress indicators. This may involve obtaining data from employee surveys, performance assessments, HR documents, communication logs, health records (if privacy regulations allow), and other pertinent sources.

Feature Engineering: To facilitate stress identification, it is essential to convert the gathered data into meaningful features. This process may entail extracting numerical features, generating categorical features, consolidating data over specific time intervals, and utilizing text processing techniques to analyse textual data.

Labelling the Data: Annotate the collected data with stress labels. This can be done through self-reporting by employees, HR assessments, or a combination of both. Categorize (e.g., low, medium, high) by utilizing the provided information.

Model Selection: When selecting it's crucial to select the best machine learning procedure for stress detection. Think about deep-learning models are like recurrent neural networks (RNN) or long short-term memory (LSTM) networks while methods are like Support-Vector-Machine (SVM), random forests, and gradient boosting as examples.

Data Split and Model Training: Split the labeled data into training, validation, and testing sets. Use the training set to train the chosen machine learning model. Experiment with different model architectures, hyperparameters, and training techniques to achieve optimal performance. Utilize the validation set to tune the model and prevent overfitting.

Model Evaluation: Assess the efficacy of the trained model on the set of tests using appropriate assessment metrics, such as accuracy, precision, recall, F1 score, etc.

Deployment and Monitoring: Deploy the trained model into a real-world system or tool for stress identification. This can involve integrating the model into an existing HR system or developing a dedicated stress monitoring dashboard.

User Feedback and Refinement: Gather feedback from IT employees, HR professionals, and other stakeholders to assess the model's usefulness and address any limitations. Use this feedback to refine the model and improve its accuracy and usability.

Result

Identification of key factors contributing to stress, such as work hours, job responsibilities, and performance metrics. Early detection of stress signs, allowing for timely intervention and support. Personalized approaches for stress management based on individual employee characteristics.

Insights into specific stressors in the IT work environment, aiding in targeted interventions. Improved employee well-being and job satisfaction through proactive stress management. 7The machine learning model is continuously monitored and refined to improve its accuracy.Potential for creating an early warning system to prevent stress-related issues.

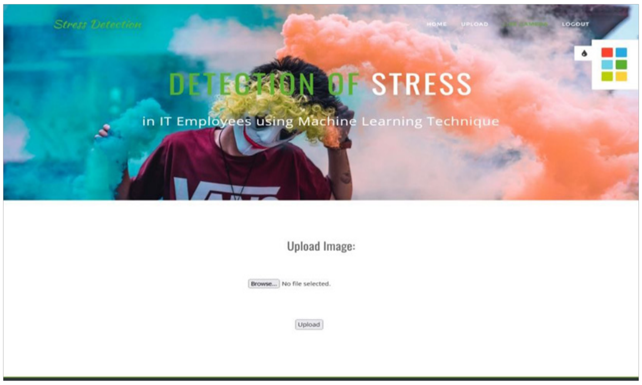

Figure 2 Upload Image

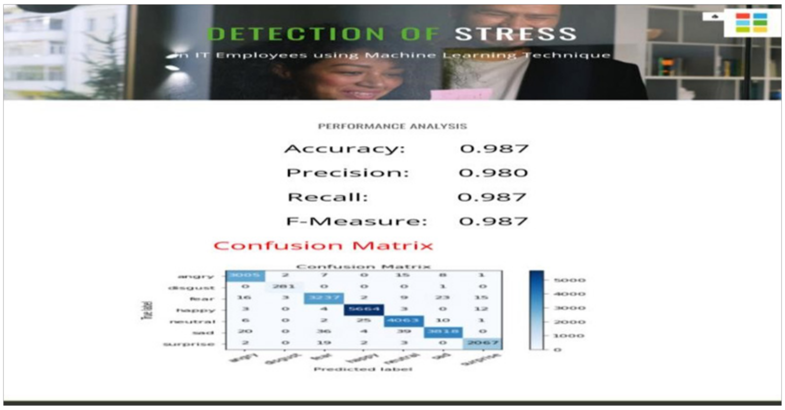

Figure 3 Performance Analysis

Conclusions

The gender system, while family history of disease, and whether a business provides mental health benefits to its employees were considered to be of greater importance than additional components in determining whether a person can develop emotional wellbeing issues. Our research reveals that persons who work in the technology industry are scarcely required to manage stress, even if their employment is not technically related. Corporates may utilise this information to create better HR policies for their staff. Furthermore, ensemble approaches such as boosting outperformed random forest in categorization and precision as well. 9Consideringan accuracy rate of 75.13 percent, forecast stress. and mental health conditions yields substantial findings and may be investigated further, thereby accomplishing the goal of this work.

Further approaches, such as the Naive Bayes classifier, its used to evaluate for the model's performance. Deep learning techniques such as CNN (Convoluted Neural Networks) it used to evaluate a model's performance on a specific dataset. Because a numbers of replies in our scenario is constrained, a lot more specialised and larger dataset may be employed as a training model. 8We may also tailor the survey to obtain replies in the appropriate manner and enhance anumber of attributes based on relevancy. Questionnaires on stress and mental health from reputable institutions and organisations, such a World Health Organisation, might be considered for use in conducting a survey.

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