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Influence of Occupational Role Stressors on Employees Stress in It Sector

Dr. K. Sunanda
Corresponding Author: Dr. K. Sunanda

Abstract: Stress is a normal part of life. In small quantities, stress is good. It can motivate you and need help you become more productive. However, too much stress or a strong response to stress can be harmful. Some people have high levels of stress tolerance to stress and thrive very well in the face of several stressors in the environment. In fact, some individuals will not perform well unless they experience a level of stress which activates and energizes them to put forth their best results. Hence, Stress is highly individualistic in nature. The paper examines the different types of role stressors among employees of IT sector. The occupational role stressors taken for study are Role overload, Role insufficiency, Role ambiguity, Role boundary, Responsibility and Physical environment .The paper reveals that there is a strong positive relationship between occupation role stressors and occupational stress among the employees of the IT sector. The organizations have to take measures to reduce the role stressors so that stress levels can be reduced to optimum level.

Key words: Occupational stress, Occupational role stressors, IT sector employees.

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I. INTRODUCTION

When something happens to us we automatically evaluate the situation mentally, we decide if it is threatening to us how we need to deal with the situation and what skills we can use. If we decide that the demands of the situations outweigh the skills, and then we say the situation as "Stressful" if we decide that our coping skills outweigh the demands of the situation, then we don't see it as stressful. Stress can come from any situation or thought that makes you feel frustrated, angry, or anxious. Everyone sees situations differently and has different coping skills. For this reason, no two people will respond exactly the same way to a given situation.

Omolare (2008) 1described occupational stress as the adverse Psychological and physical reactions that occur in an individual as a result of their being unable to cope with the demands being made of them. Occupational stress has become one of the serious health issues in the modern world (**Lu, etal, 2003, 479) 2**, as it occurs in any job and is even more present than decades ago. Stress in general can be defined as the reaction of individuals to demand (stressors) imposed upon them (**Erkutlu & Chafra, 2006, 287) 3.** It refers to situations where the well-being of individuals is detrimentally affected by their failure to cope with the demands of their environment**.**

II. OCCUPATIONAL STRESS AMONG IT EMPLOYEES

An increasing number of IT professionals have been finding difficult to handle occupational stress. According to experts 'An Occupational hazard "the stress related to work needs to be addressed without delay, as it leads to Burnout. Currently managing a team of software professional working on a crucial database project, the software professionals spend nearly 12 hours every day in front of the system to make sure the targets are met. As an employee gains experience in the IT industry they are endowed with more responsibilities that involve working under strict deadlines, managing more people from business units and reworking on millions of lines of code to suit the changing patterns of client requirements. In a study of 170 banks employees, consisting of 70 officers and 100 clerks conducted by **Devi S.R (1982) 88** entitled "A study of role conflict in relation to anxiety, alienation and probabilistic orientation" It revealed that probabilistic orientation does not have significant effect on role conflict. **Singh A. P and Singh H. C (1984) 89** in their study on "Occupational stress, security, insecurity and job involvement of first level industrial supervisor." They noted that there is a significant positive relationship between occupational stress and job involvement. A study of 134 elementary regular and special education teachers **by Holt (1985)90** titled "A study of interaction levels of occupational stress, degree of burnout and personality **Darshan etal (2009)104**, in an article, "A study on professional stress,

depression and alcohol use among Indian software professional" noted that software employees are professionally stressed and it is almost 10 times higher risk for developing depression and also significant increase in the incidence of psychiatric disorders. Preventive strategies like training on stress management, frequently screening to identify depression and professional stress at the initial stages, and techniques can help the software professionals to cope with their profession better without effecting their lifestyle and health.

Saurabh shrivastav and Prateek Bohate (2012) 105 in their study, "Computer related health problems among software professionals in Mumbai: A cross- sectional study, revealed that Ocular discomfort, psycho-social problems and musculo-skeletal disorders form key category of health problems found among constant computer users. **Jakkula Rao and Chandraiah (2011)106** in their article "Occupational stress, mental health, and coping among information technology professionals" revealed that job satisfaction and mental health are correlated, but not insignificant while job satisfaction was positively and significantly correlated with coping behavior. The mental health is negatively and significantly correlated to occupational stress. They noted that as job satisfaction and mental health increase coping behavior increases. Further as stress increases mental health decreases. **Dr. K.Jawahar Rani and R.Muzhumati (2012)107** noted that women professionals were greatly dependent on work family conflict and flexible work schedules produced positive benefits for employees in a study titled "Examining the relationship between work family conflict and organizational role stress on life satisfaction among women professionals in Chennai city". **Keshavchandran etal (2012)108** noticed that musculo-skeletal disorders, psycho social problems and ocular disorders are the health problems identified among software professionals in a study on "Working conditions and health among employees at information technology-enabled services: A review of current evidence". They suggested with the implementation programs such as Health education, Ergonomics and Training of personnel to prevent and overcome psycho-social problems and morbidity among employees in software industry. **Kiran Kumar Thoti and Dr. Rosaline Ahmad Saufi (2013)109**, in their article' A Study about the organizational stress in the software industry' noted that a variety of

Stress-management techniques are to be used in worksites such as muscle relaxation technique, mediation, biofeedback, etc.

III. RESEARCH OBJECTIVES

The objectives of this study are:

1. To identify the occupational role stressors that contribute for the occupational stress experienced by the IT professionals in select IT companies.
2. To analyze and ascertain the effects of various occupational role stressors on Occupational stress levels

Limitations of the study

1. The findings of the study are totally based on the responses of the sample to whom the questionnaire is administered.
2. The study does not asses all the factors responsible for occupational stress but only addresses specific factors that are causing occupational stress.
3. The Data were gathered from the select companies for the study.

IV. REVIEW OF LITERATURE

OCCUPATIONAL ROLE STRESSORS: -

In the occupational stress model, **Osipow and Spokane (1984)** define occupational stressors as any physical and psychological responses that occur when workers perceive an imbalance between their work demands and their capability and resources to meet the demands. They classified occupational stressors into roles and resources of stressors as role ambiguity, role insufficiency, role overload, physical environment and responsibility.

(A) Role ambiguity:- according to **Osipow and Spokane (1984)** role ambiguity occurs when the priorities, expectations and evaluations criteria are not clear to the employee. It includes situations where there are no clear guidelines, standard for performance and no clear consequences. According to them, Role ambiguity is stressful because people are uncertain about what actions and decisions to make. **Khan etal, (1964**) stated that role ambiguity is one's role, job objectives, expectations, the scope and responsibilities of one's job. Role ambiguity is described as the result of the individual having insufficient information about his/her work role. It has been found to relate to lower job satisfaction, high job-related tension and lower self-esteem **(Khan etal 1964; Osipow and Davis 1988) . Copper and Marshall (1978)** found that role ambiguity is associated with physiological stress such as increased blood pressure and pulse rate. Other indicators of Role ambiguity were depressed model, lowered self- esteem, and life dissatisfaction, low

motivation to work, job dissatisfaction, and intension to leave the job. Most of the researchers have also found that "Lack of clarity "is potential occupational stressor, although the relationship has not been strong but significant **(Burke 1988 : Copper etal 1991 : Copper and Marshall, 1978 , Osipow 1998 , Osipow and Davis, 1988) .**

(B) Role overload: - In the occupational stress model, Role overload is one of the sources of occupational stressors **Osipow and Spokane (1984)** defined it as the level to which work demands exceed personal and workplace resources and the extent to which an employee is unable to compute expected work assignments. **Osipow and Davis (1988)** defined " Role overload is the extent to which role demands are perceived by the respondents as exceeding personal and workplace resources and their perceived inability to accomplish the expected workload " Role overload therefore is related to the performance for a given amount of work in a given period of time and it is experienced when individual decides to confirm some tasks and to refuse some in a given period of time. **Khan etal (1964**) divided role overload in to two types. They are Quantitative role overload defined as the amount of work performed in a given period of time and Qualitative role overload as job demands that are more difficult and beyond individual's skills and abilities.

French and Caplan (1973) defined quantitative role overload as having too much to workwhereas qualitative role overload referred to work that is too difficult for the individual to perform. It has been theorized that "Overload " in any system will result in breakdown of some kind within the system.

In a study conducted by **French and Caplan (1973**) found that qualitative role overload was linked to cigarette smoking, which is a risk factor for coronary heart disease. They also found that people with more telephone calls, office visits and meetings per given unit of work time were found to smoke more cigarettes than people with fewer stressors of this nature.

Copper and Marshall,(1978) found that Quantitative work overload was significantly related to indicators of stress for example escapist low motivation to work, drinking, absenteeism from work, lowered self-esteem and an absence of suggestions to employees. The results revealed that work overload is a potential source of occupational stressor that affects on job satisfaction and health .Qualitative overload in professional employee was particularly associated with low self esteem where individual's perceived that they were overload with work and they could not do **(Osipow 1998 57: Osipow and Davis**, **1988) 58**. **French and Caplan (1973) 59,** noted that Quantitative and Qualitative work overload produced symptoms of both psychological and physical stress like low job satisfaction, Job tension, embarrassment, high cholesterol levels, Lower self –esteem, threat increased heart rate, high skin resistance and increased smoking. It is important to recognize these stressors resulting stress in relation to the individual's personality and ability to cope up with situations these seems to underlie the various health problems.

Role responsibility:-

Osipow and Spokane (1984) define Role responsibility as the responsibility the individual has or feels for the performance and welfare of other people at work. Occupational stress theorists suggested that older senior executives experienced stressors such as on top of the responsibility by the fact that further advancement is unlikely, increased isolation, narrowing of interests and an awareness of approaching retirement. **French and Caplan (1973)** cited in and **Osipow and Davis (1988)** found that responsibility for people play a part in the process of stress, particularly for clerical, professional and managerial workers. The findings revealed that responsibility for people was significantly related to high levels of risk factors such as heavy smoking, cholesterol and high blood pressure.

Physical environment:-

Working conditions of jobs are linked to physical and mental health. Physical environments are the sources of stressors which includes exposure to hot temperatures, frequent light outs and dangerous poisonous substances. It was found that poor mental health is directly related to unpleasant work conditions, physical effort and speed in job performance and excessive inconvenient hours (example shifts). In addition, researchers have found evidence that repetitive and dehumanizing environment adversely affect physical health (**Osipow 1998)** two types of role responsibilities, namely "Responsibility for things and Responsibility for people". "**Cooper and Marshall (1978)** found that 'responsibility for people was more significant to tend to coronary heart disease than responsibility for things. They explained that the stress from 'Responsibility for people 'results from the need to spend more time interacting with employees and other people, attending meetings and hence more time is spent trying to meet deadlines. The interactive nature of 'Responsibility for people 'as stress induces has revealed for example: - level of responsibility will interact with age in determining physical stress

the older and more responsible the executive has the greater the probability of coronary heart disease symptoms and risk factors (**Copper and Marshall, 1978).**

V. RESEARCH METHODOLOGY

The research design employed for this study is Descriptive – analytical in nature. The **descriptive study** identifies the factors that are influencing occupational stress in IT sector. This means the descriptive part involves identifying the characteristics and exploring possible correlations among variables. The **analytical study** focuses on establishing relationships between the independent variables and dependent variables. Therefore, for the purpose of this study, a single- cross sectional descriptive study was used to obtain a picture of level of occupational stress and its influence on employees in IT companies.

VI. Data Collection

Information elicitation instruments	**Descriptions**
Primary: Questionnaires	Structured questionnaires which distributed to respondents and collected.
Secondary: Literature study (internet and hard copy& an archival records	Company websites, Journals etc.,

VII. SOURCES OF PRIMARY AND SECONDARY DATA

SAMPLE

Employees of the select IT companies were the sample for study. For which. Six IT companies were selected to conduct the study. Stratified sampling has been done in two-way process in which the population is partitioned in to strata (company). Sample size is 1056 employees of select IT companies.

VIII. Questionnaire Design

Occupational role stressors includes Role overload, Role ambiguity, Role insufficiency, Role boundary, Responsibility, Physical environment

Sub-scales Dimensions Individual Items	**Dimensions**	**Individual items**
Occupational role stressors	**Role overload**	1. Different tasks in little time 2. Increasing Responsibilities 3. Tasks never been trained 4. Have to work at home 5. Tight time dead lines 6. Need help to deal demands
	Role insufficiency	7. Career progressing 8. Job fits my skills and interests 9. Bored with the job 10. Talents are used well 11. Job has good future 12. Learn new skills 13. Perform tasks below ability
	Role ambiguity	14. Supervisor provides useful feed back 15. I know tasks o be performed first 16. I know where to begin the project 17. Supervisor wants one thing and asks for another 18. Priorities are clear 19. Know the basis on which I am evaluated
	Role boundry	20. More than one person telling what to do 21. I know where I fit in organization 22. Supervisor has conflicting ideas about me 23. It is clear who really runs the things 24. Frequently disagree with individuals at other

		departments
	Responsibility	25. Deal with more people during the day 26. Job responsibility for activities of others 27. Consequences of my mistake can be pretty bad 28. I worry about people work with me 29. I am responsible for welfare of subordinates 30. Worry about meeting job responsibilities
	Physical environment	31. Have erratic work schedule 32. Work all by myself

Reliability statistics of Dimensions

Dimensions	**Number of Items**	**Cronbach alph**	**Mean**	**Std dev**	**N**
Role overload	6	.825	3.23	.867	1000
Role insufficiency	7		3.56	.802	1000
Role ambiguity	6		3.87	.678	1000
Role boundary	8		3.45	.755	1000
Responsibility	6		3.36	.678	1000
Physical environment	2		3.12	.623	1000

Reliability of Variable

Variable	**Cronbach's alpha**	**Number of Items**
Occupational role stressors	**.850**	**32**

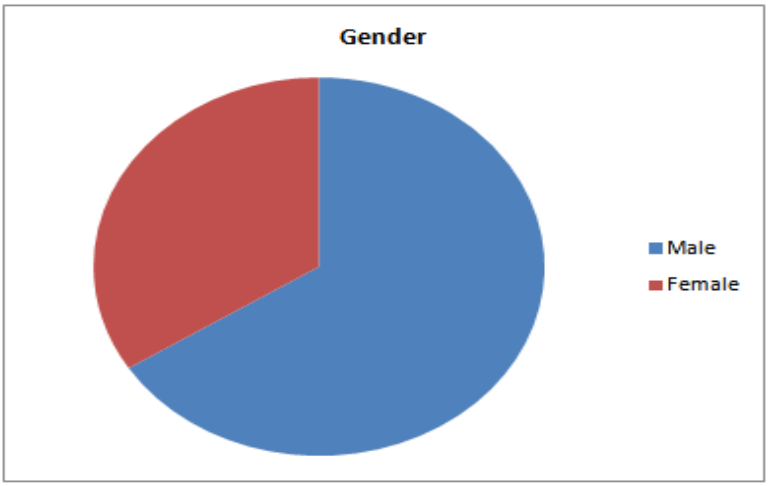
As presented in table , the reliability was reported as above the standard of .70 and Occupational role stressors has been measured by 32 items reported reliability of about .850.

IX. DATA ANALYSIS AND INTERPRETATION

A. Demographic profile of the respondents

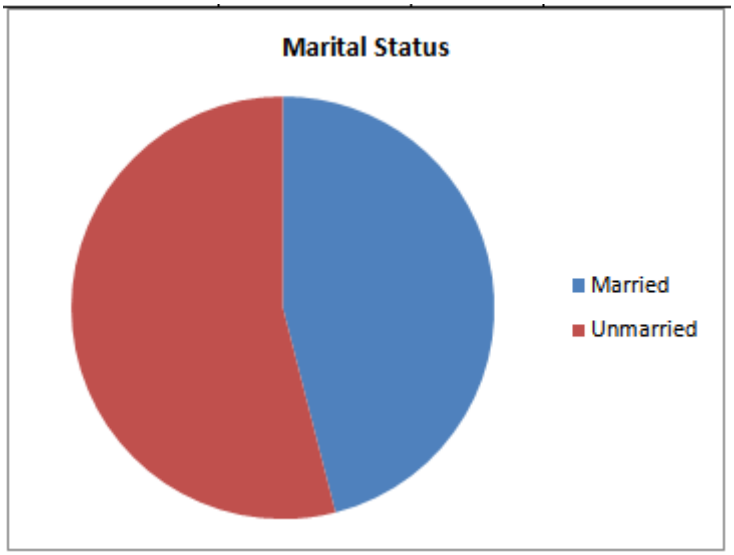
1. Respondents Gender-wise Distribution

Gender	**Frequency**	**Percent**	**Valid percent**	**Cumulative percent**
Male	**660**	**66.0**	**66.0**	**66.0**
Female	**340**	**34.0**	**34.0**	**100.0**
Total	**1000**	**100.0**	**100.0**	



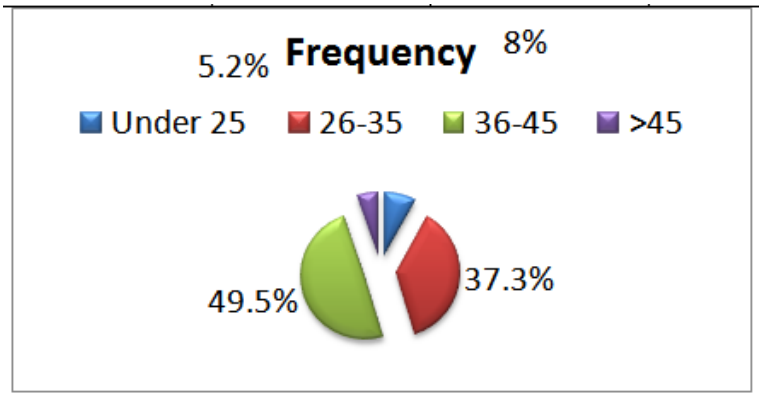
2. Respondents Marital status

Marital status	Frequency	Percent	Valid percent	Cumulative percent
Married	**460**	**46.0**	**46.0**	**46**
Unmarried	**540**	**54.0**	**54.0**	**100**
Total	**1000**	**100.0**	**100.0**	



3. Respondents Age- wise Distribution

	Frequency	Percent	Valid percent	Cumulative percent
Under 25	**80**	**8.0**	**8.0**	**8.0**
26-35	**373**	**37.3**	**37.3**	**45.3**
36-45	**495**	**49.5**	**51.2**	**96.5**
>45	**52**	**5.2**	**4.5**	**100**
Total	**1000**	**100.0**	**100.0**	

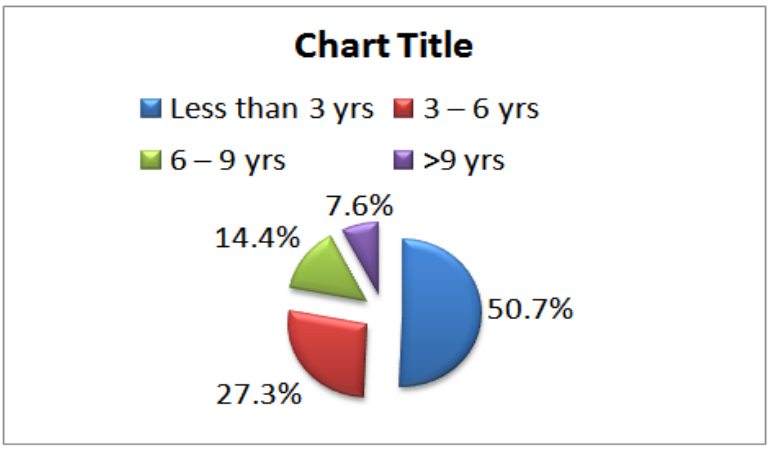


4. Respondents Designation- wise distribution

	Frequency	Percent	Valid percent	Cumulative percent
Senior manager	**72**	**7.2**	**8.6**	**8.6**
Project manager	**147**	**14.7**	**15.1**	**23.7**
Project lead	**283**	**28.3**	**31.4**	**54.1**
Team lead	**498**	**49.8**	**45.1**	**100.0**
Total	**1000**	**100.0**	**100.0**	

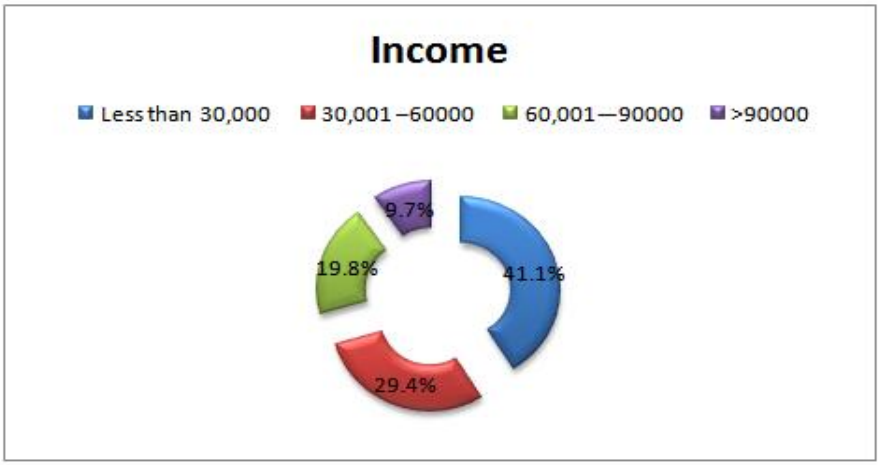
5. Respondents Experience- wise distribution

	Frequency	Percent	Valid percent	Cumulative percent
Less than 3 yrs	**507**	**50.7**	**52.3**	**52.3**
3 – 6 yrs	**273**	**27.3**	**28.4**	**80.7**
6 – 9 yrs	**144**	**14.4**	**15.3**	**96.0**
>9 yrs	**76**	**7.6**	**4.0**	**100.0**
Total	**1000**	**100.0**	**100.0**	



6. Respondents Income-wise Distribution

	Frequency	Percent	Valid percent	Cumulative percent
Less than 30,000	**411**	**41.1**	**41.1**	**41.1**
30,001 –60000	**294**	**29.4**	**29.4**	**70.5**
60,001—90000	**198**	**19.8**	**20.0**	**90.6**
>90000	**97**	**9.7**	**9.5**	**100.0**
Total	**1000**	**100.0**	**100.0**	



7. Percentages of Occupational role stressors dimensions responses

Dimensions		Strongly agree	Agree	Undecided	Disagree	Strongly Disagree
Q1	**Count**	**370**	**210**	**270**	**120**	**30**
	%	**37**	**21**	**27**	**12**	**3**
Q2	**Count**	**240**	**390**	**160**	**150**	**60**
	%	**24**	**39**	**16**	**15**	**6**
Q3	**Count**	**382**	**188**	**249**	**150**	**31**
	%	**38.2**	**18.8**	**24.9**	**15**	**3.1**
Q4	**Count**	**252**	**220**	**130**	**260**	**138**
	%	**25.2**	**22**	**13**	**26**	**13.8**
Q5	**Count**	**421**	**262**	**171**	**106**	**40**
	%	**42.1**	**26.2**	**17.1**	**10.6**	**4.0**
Q6	**Count**	**310**	**340**	**169**	**103**	**78**
	%	**31**	**34**	**16.9**	**10.3**	**7.8**
Q7	**Count**	**90**	**280**	**40**	**448**	**142**
	%	**9**	**28**	**4.0**	**44.8**	**14.2**
Q8	**Count**	**302**	**232**	**34**	**312**	**120**
	%	**30.2**	**23.2**	**3.4**	**31.2**	**12**
Q9	**Count**	**184**	**423**	**46**	**167**	**180**
	%	**18.4**	**42.3**	**4.6**	**16.7**	**18**
Q10	**Count**	**104**	**302**	**48**	**424**	**122**
	%	**10.4**	**30.2**	**4.8**	**42.4**	**12.2**
Q11	**Count**	**162**	**423**	**21**	**120**	**274**
	%	**16.2**	**42.3**	**2.1**	**12**	**27.4**
Q12	**Count**	**91**	**265**	**23**	**380**	**241**
	%	**9.1**	**26.5**	**2.3**	**38**	**24.1**
Q13	**Count**	**323**	**201**	**234**	**162**	**80**
	%	**32.3**	**20.1**	**23.4**	**16.2**	**8**
Q14	**Count**	**162**	**283**	**223**	**237**	**95**
	%	**16.2**	**28.3**	**22.3**	**23.7**	**9.5**
Q15	**Count**	**234**	**80**	**145**	**196**	**345**
	%	**23.4**	**8.0**	**14.5**	**19.6**	**34.5**
Q16	**Count**	**212**	**162**	**48**	**398**	**180**

	%	**21.2**	**16.2**	**4.8**	**39.8**	**18**
Q17	**Count**	**143**	**462**	**34**	**199**	**162**
	%	**14.3**	**46.2**	**3.4**	**19.9**	**16.2**
Q18	**Count**	**134**	**169**	**278**	**254**	**165**
	%	**13.4**	**16.9**	**27.8**	**25.4**	**16.5**
Q19	**Count**	**132**	**120**	**87**	**436**	**225**
	%	**13.2**	**12**	**8.7**	**43.6**	**22.5**
Q20	**Count**	**323**	**210**	**263**	**164**	**40**
	%	**32.3**	**21**	**26.3**	**16.4**	**4.0**
Q21	**Count**	**36**	**184**	**376**	**210**	**194**
	%	**3.6**	**18.4**	**37.6**	**21**	**19.4**
Q22	**Count**	**204**	**310**	**289**	**165**	**32**
	%	**20.4**	**31**	**28.9**	**16.5**	**3.2**
Q23	**Count**	**165**	**342**	**245**	**210**	**38**
	%	**16.5**	**34.2**	**24.5**	**21**	**3.8**
Q24	**Count**	**180**	**432**	**183**	**173**	**32**
	%	**18**	**43.2**	**18.3**	**17.3**	**3.2**
Q25	**Count**	**80**	**398**	**256**	**145**	**121**
	%	**8**	**39.8**	**25.6**	**14.5**	**12.1**
Q26	**Count**	**183**	**382**	**185**	**160**	**90**
	%	**18.3**	**38.2**	**18.5**	**16**	**9.0**
Q27	**Count**	**145**	**297**	**275**	**248**	**35**
	%	**14.5**	**29.7**	**27.5**	**24.8**	**3.5**
Q28	**Count**	**223**	**263**	**232**	**198**	**84**
	%	**22.3**	**26.3**	**23.2**	**19.8**	**8.4**
Q29	**Count**	**156**	**480**	**145**	**109**	**110**
	%	**15.6**	**48**	**14.5**	**10.9**	**11**
Q30	**Count**	**165**	**412**	**256**	**144**	**23**
	%	**16.5**	**41.2**	**25.6**	**14.4**	**2.3**
Q31	**Count**	**120**	**463**	**254**	**100**	**63**
	%	**12**	**46.3**	**25.4**	**10**	**6.3**
Q32	**Count**	**136**	**480**	**185**	**176**	**23**
	%	**13.6**	**48**	**18.5**	**17.6**	**2.3**

X. INTERPRETATION

Occupational role stressors analysis The respondent's response survey shows that under

Role overload dimension majority of the respondents agree that different tasks are given in little time (58%), have increasing responsibilities (63%) and have to work under tight time deadlines (59%).

Under **role insufficiency** most of the respondents agree that Career is not progressing as hoped (60%), bored with the job (62%) and has to perform tasks below ability (52.3%).

Employees have **role ambiguity** as the superior do not provide useful feedback about performance (66%), priorities are not clear (80%) and do not know on what basis they are being evaluated (66.1%).

In role boundary dimension most of the respondents agree that superior has conflicting ideas about them(51.4%) and more than one person telling what to do(53.3%).

Under **Responsibility dimension** most of the employees agree that they worry about meeting job response (57.7%), has job responsibilities for activities of others (56.5%).

In **Physical environment** dimension most of the employees feel that they have erratic work schedule (58.3%) and has to work all by themselves (61.6%).

Dimensional correlation matrix

	RO	**RI**	**RA**	**RB**	**R**	**PE**
RO						
RI	**.05**					
RA	**.28****	**.44****				
RB	**.42****	**.41****	**.56****			

R	**.49****	**.10****	**.07****	**.29****		
PE	**.13****	**.01****	**.09****	**.21****	**.25****	

Correlations of ORS variables
Role overload *ORS, r=.62, sig= .000 which is less than .05
Role insufficiency*ORS, r= .51, sig=.000 which is less than .05
Role ambiguity*ORS, r=.6 , sig=.005 which is less than .05
Role boundary*ORS, r=.77, sig=.000 which is less than .05
Responsibility*ORS r=.54, sig=.000 which is less than .05
Physical environment*ORS, r=.55, sig=.002 which is less than .05
From the above values we can interpret that all the dimensions are significantly and positively correlated.

The influence of Occupational role stressors on Occupational stress

To understand if there exists a relationship between Occupational role stressors and occupational stress among employees of IT sector, influence of occupational role stressors needs to be examined. In order to do this, influence of occupational role stressors should be accurately measured. Therefore, Occupational role stressors are measured based on six dimensions: Role overload, Role insufficiency, Role Ambiguity, Role boundary, Responsibility and Physical environment. Respondents gave their responses on each of the occupational role stressor dimensions and each of the six dimensions of occupational role stressors was assessed thoroughly if there is relationship with Occupational stress and occupational role stressors as it is depicted in the following paragraphs. Mean and Standard deviations of each dimension were calculated to know variations. The variation is further tested using the F-test analysis.

Respondents' response on Occupational role stressors dimensions and occupational stress

Dimension	Mean	Std Dev	Mild	Moderate	High	df	F	Sig
Role overload	**16.38**	**.756**	**123 12.3%**	**234 23.4%**	**643 64.3%**	**998**	**60.56**	**.005**
Role insufficiency	**19.02**	**.678**	**145 14.5%**	**309 30.9%**	**546 54.6%**	**998**	**73.54**	**.000**
Role ambiguity	**16.56**	**.725**	**146 14.6%**	**238 23.8%**	**616 61.6%**	**998**	**64.95**	**.000**
Role boundry	**13.88**	**.765**	**132 13.2%**	**246 24.6%**	**622 62.2%**	**998**	**70.94**	**.000**
Responsibility	**16.09**	**.887**	**124 12.4%**	**306 30.6%**	**570 57%**	**998**	**68.74**	**.000**
Physical environment	**12.06**	**.782**	**234 23.4%**	**312 31.2%**	**454 45.4%**	**998**	**52.69**	**.057**

XI. INTERPRETATIONS

Role overload: As it can be observed from the above table that 64.3% respondents agree that different tasks in little time, increasing job responsibilities, perform tasks on job for which they have never been trained, have to take work to home, Work under tight time deadlines, need more help to deal with demands placed at work. The Mean score for Role overload 16.36 with Standard deviation .756 which tells us that scores in a data set tend to spread out from the mean. The F-value =60.56, 998, p-Value <.05 suggests that such variation in their mean score is statistically significant.

Role insufficiency: - Of the total respondents 54.6% respondents show High stress, 30.9% moderate and 14.5% have shown mild stress due to Role insufficiency. Most of the respondents agree that they are bored with the job, have enough responsibility on job, have to perform tasks that are below their ability, supervisor asks for one thing but really wants another. The Mean score for Role insufficiency is 19.02 with Std dev .678 which shows that data dispersion is very high from the mean. The F value = 73.54,998, p<.05 which implies that Role insufficiency and occupational stress are not independent.

Role Ambiguity: - Most of the respondents 61.6% believe that they have high stress,
23.8% show moderate stress and 14.6% show mild stress due to Role ambiguity. The
Mean score for Role ambiguity is 16.56 with std dev .725 in which data is dispersed way from the mean. The F value 64.95,998, p<.05 suggests that the relationship between responsiveness and occupational stress is significant.

Role boundary: - From the above table we can interpret that majority of the respondents show high stress due to Role boundary (i.e.) 62.2%, while 24.6% show moderate stress, and 13.2% show mild stress. The mean score for this dimension is 13.88 and std dev is .765 .The F- value is 70.94, 998, p<.05 suggest that the relationship between Role boundary and occupational stress is significant.

Responsibility: - Most of the respondents (57.6%) agree that they have to deal with more people in a day, have on the job responsibilities for the activities of others, worry about meeting job responsibilities and have the job responsibility for the activities of others. The mean score is 16.09 and Std dev is .887.The F value 68.74,998, p <.05 suggests that Responsibility dimension and occupational stress are related.

Physical environment: - From the above table we can interpret that majority of respondents (45.4%) agree that they have erratic work schedule and they have to work all by themselves. The mean score value for this dimension is 12.60 with Std dev .782. The F value 52.69, 998, p < .005 suggests that Physical environment dimension and occupational stress are related.

Regression analysis for testing Hypothesis
H0: There is no significant relationship between occupational role stressors and occupational stress.
The hypothesis testing was carried at 95% confidence level:
Regression analysis helps to measure how strongly each independent variable predicts the dependent variables. The variables that are used to predict the values of dependent variable are Occupational role stressors, and the variable which is to be predicted is Occupational stress the dependent variable.

The coefficient Table (rate of range)

Model		**Unstandardized coefficients**		**Standarized Coefficients**	**t**	**Sig**
		β	**Std err**	**Beta**		
(Constant)		**-.633**	**.060**		**-22.19**	**.000**
Occupational stress	**Occupational role stressors**	**.391**	**.029**	**.191**	**8.569**	**.000**

The table above reports the coefficient of regression line, gives the value of each independent variable to predict Occupational stress. The β coefficient of the independent variable the slope represents the amount of change in the dependent variable for a one-unit change in the independent variable. The intercept (Constant) is the position on the vertical y- axis where the regression crosses the axis.
Based on table, under the unstandardized coefficients column we can develop the regression equation as

Y = a + b1x1
OS = -0.633 + .391X1
Where, Y = Occupational stress
X1= Occupational role stressors

XII. CONCLUSIONS

1. The problem of occupational stress among employees in IT sector is a severe problem that may lead to Burnout symptoms in Employees and overall it will affect the organization performance .Hence, the study was aiming to investigate the influencing factors of occupational stress in IT sector The **major occupational stressors** that are associated with organization life are Role overload, role ambiguity, boundary roles, responsibility, machine –paced and repetitive Work, decision-latitude, shift work ,new technology, hierarchical level ,work relationship, career development from the study.
2. **Facilitation of supportive supervisory behavior**, develop a good organization culture Provide training on Behavioral attitudes, interpersonal relations, Ethics and Moral values to the employees.
3. **Employee assistance programs** are to be conducted where counseling about work-life balance, career development etc., are given to employees.
4. Employees work for longer hours sitting in front of computer which is causing both physical and mental strain increasing the occupational stress levels among employees. So, **conducting some physical**

activity games a little break from routine work, providing gym, relaxation techniques like Yoga and meditation make the employee to overcome occupational stress.

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