

**AN INVESTIGATION OF THE RELATIONSHIP
BETWEEN SRI LANKAN IT PROFESSIONALS'
STRESS LEVELS WITH DEMOGRAPHIC
FACTORS AND WORKING ENVIRONMENT**

MASTER OF BUSINESS ADMINISTRATION



IN
INFORMATION TECHNOLOGY

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January 2007

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The Dissertation was submitted to the Department of Computer Science & Engineering of the University of Moratuwa in partial fulfillment of the requirement for the Degree of Master of Business Administration.

Department of Computer Science & Engineering

University of Moratuwa

January 2007

Declaration

“I certify that this dissertation does not incorporate without acknowledgement any material previously submitted for a degree or diploma in any university to the best of my knowledge and believe it does not contain any material previously published, written or orally communicated by another person or myself except where due reference is made in the text. I also give consent for my dissertation, if accepted, to be made available for photocopying and interlibrary loans and for the title and summary to be available to outside organizations.”

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The above particulars are correct to the best of my knowledge.

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Abstract

This paper reports on the findings of a research work aimed investigating and analyzing the impact of demographic and working environmental factors and to check whether there is a relationship between them. In general stress is a major factor in Information Technology professional's day to day life and work. The pressure that they work under is very high. Previous researches have already proved that programmer stress is both extremely common and extremely problematic. Then there arise questions in mind asking whether there is a relationship between levels of stress with the IT professionals' work environment and demographic factors and what contemporary factors make more stress in Sri Lanka.

The sample of the study included the IT Professionals with certain restrictions of the Software companies which were established five years and more. The Professionals were under the category that they possess more than 5 years of the field experience, at least five subordinates, does more than three projects per year and also possess a senior position in the company. A multiple response questionnaire was developed (Survey Instrument) online to measure the stress levels of the IT professionals, which was based on the Occupational stress indicator (OSI) and Pressure management indicator (PMI) by Williams and Cooper. The data was gathered from 50 respondents among 60 different Software development companies of Sri Lanka. The analysis was carried out using the regression methods and the final findings reveal that there is no relationship between demographic factors and stress levels but there is a relationship between the working environment factors and stress levels. The final result indicate that there is no impact of demographic factors on stress levels but there is a impact of working environmental factors on the stress levels among the IT Professionals of Sri Lankan Software development companies. From the final result of the research the data was also examined on finding a better solution for the problem and the implications of the study were discussed.

Keywords: IT Professionals, stress levels, demographic factors, working environment

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Table of Contents

Declaration	iii
Abstract	iv
Acknowledgement	v
Table of Contents	vi
List of Figures	ix
List of Tables	x
List of Abbreviations	xi
List of Abbreviations	xi
CHAPTER 01	1
1. Introduction	1
1.1 Background of the study	1
1.2 Problem Statement	2
1.3 Research Objectives	2
1.4 Significance of the study	3
1.5 Methodology	3
1.6 Scope of the study	6
CHAPTER 2	7
2. Literature Review	7
2.1 Introduction	7
2.2 Stress	8
2.3 Information Technology Professionals	8
2.4 Stresses among IT Personnel	9
2.5 Factors that influence Stress	10
2.6 Types of Stress Levels that may occur among IT Professionals	13
2.7 Measurement of Stress	14
2.8 The outcomes of Stress among IT Professionals	15
CHAPTER 3	17
3. Theoretical Framework and Hypothesis Development	17
3.1 Introduction	17
3.2 Conceptual Framework	17
3.3 Hypothesis	28

CHAPTER 4	30
4. Research Methodology	30
4.1 Introduction	30
4.2 Research Model	30
4.3 Sample Selection	31
4.4 Questionnaires reviewed	34
4.5 Development of Questionnaire	35
4.6 Pilot Study	37
4.7 Reliability and Validity	37
4.8 Data Collection	38
4.9 Data Analysis	39
4.10 Methodological Limitation	40
CHAPTER 5	42
5. Data Analysis and Results	42
5.1 Introduction	42
5.2 Descriptive Statistics	42
5.3 Inference Analysis	51
CHAPTER 6	70
6. Discussion of Results	70
6.1. Introduction	70
6.2 Discussion of the respondent profile	70
6.3 Discussion of different stress levels among the IT Professionals	72
6.4 Discussion of different levels of stress in variation with the Demographic factors	72
6.5 Discussion of the Relationship between Demographic factors and the Stress Levels	75
6.6 Discussion of the relationship between Working Environment factors and Different Stress Levels	79
6.7 Findings and Objective analysis	83
CHAPTER 7	86
7. Conclusion and Recommendation	86
7.1 Introduction	86
7.2 Conclusion	86
7.3 Recommendations of this study	87
7.4 Recommendations for further studies	88
7.5 Limitations of the study	89

Appendix A: References	90
Appendix B: Questionnaire	94
Appendix C: General Information survey	101
Appendix D: ANOVA one way out puts	105
Appendix E: Regression Out Puts	108



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List of Figures

Figure 3-1 Conceptual Framework	18
Figure 3-2 Conceptual frame works of relationships between Demographic Factors and Stress Levels	19
Figure 3-3 Conceptual frame work of relationships between working environmental factors and stress Levels	20
Figure 5-1 Gender observations of IT Professionals	43
Figure 5-2 Age Observation	44
Figure 5-3 Designation observations of IT Professionals	45
Figure 5-4 Qualifications Observation of IT Professionals	46
Figure 5-5 Income Range observation of IT Professionals	47
Figure 5-6 Marital Status Observation of IT Professionals	48
Figure 5-7 Observation of IT Professionals having children	49
Figure 5-8 Distribution of Working Environment factors and Stress Levels	64
Figure 5-9 P-P Plot of Regression between Working Environment factors and Stress Levels	64
Figure 5-10 Distribution of Working Environment factors and Psychological Stress	66
Figure 5-11 P-P Plot of Regression between Working Environment factors and Psychological Stress	67
Figure 5-12 Distribution of Working Environment factors and Organizational Stress Level	69
Figure 5.13 P-P Plot of Regression between Working Environment factors and Organizational Stress	69
Figure 6-1 Averages of different levels of stress	72



List of Tables

Table 3-1 Operationalization table of Demographic factors	26
Table 3-2 Operationalization table of Working Environment	27
Table 3-3 Operationalization table of different levels of stress	28
Table 4-1 Distribution of the types of business	32
Table 4-2 Responsibilities of the IT Professionals	33
Table 4-3 Cronbach's Alpha Coefficients	38
Table 4-4 Questionnaire distribution	39
Table 5-1 Gender statistics	43
Table 5-2 Age statistics	44
Table 5-3 Designation Statistics	45
Table 5-4 Qualification statistics	46
Table 5-5 Income Range Statistics	47
Table 5-6 Marital status statistics of IT Professionals	47
Table 5-7 Statistics of having Children	49
Table 5-8 Observation of working environment factors	50
Table 5-9 ANOVA one-way tests between Gender and the Different Stress Levels	52
Table 5-10 ANOVA one-way test between Age and the Different Stress Levels	53
Table 5-11 ANOVA one-way tests between Designation and the Different Stress Levels	55
Table 5-12 ANOVA one-way test between Qualification and the Different Stress Levels	56
Table 5-13 ANOVA one-way tests between Income range and the Different Stress Levels	58
Table 5-14 ANOVA one-way test Marital status and the Different Stress Levels	59
Table 5-15 ANOVA one-way test between Having Children and the Different Stress Levels	61
Table 5-16 Regression result of Working Environment Factors with Physical stress	63
Table 5-17 Regression result of Working Environment Factors with Psychological stress	65
Table 5-18 Regression result of Working Environment Factors with Organizational stress	68
Table 6-1 Measurement of stress in variation with gender	73
Table 6-2 Measurement of stress with variation with age	73
Table 6-3 Measurement of stress in variation with designation	74
Table 6-4 Measurement of stress in variation with marital status	74

List of Abbreviations

IT – Information Technology

MIS - Management Information Systems

HR – Human Resources

IS – Information Systems

OSI – Occupational Stress Indicator

JSITS - Job Stress for Information Technology Personnel Scale

PMI - Pressure Management Indicator

SMDI - Stress Measurement and Determination Inventory

MSQ - Minnesota Satisfaction Questionnaire

SPSS – Statistical Package of Social Science



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