

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

MASTER OF BUSINESS ADMINISTRATION



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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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13th February 2008



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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 posses more than 5 years of the field experience, at least five subordinates, does more than three projects per year and also posses 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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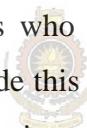


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List of Abbreviations

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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