A Study on the Factor Affecting to the Job Stress of Employees in Association with the ICT Industry in Sri Lanka

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Abstract

Information Technology has become the backbone of almost every industry in today's technological landscape, driving innovation, efficiency, and connectivity. The stress that comes with job is one of the issues that has drawn a lot of attention. The effects of occupational stress on ICT workers are a crucial topic of research that necessitates investigation, comprehension, and mitigation. The purpose of this paper is to study on the factors affecting on job stress of employees in ICT industry in Sri Lanka. Convenience sampling technique was utilized to collect the data from 150 employees of ICT Industry in Sri Lanka. Data collection method was primary data collection by issuing self-structured questionnaire with five-point Likert scale. To produce numeric data as well as to test the hypothesis, the researcher employed analysis via the Statistical Package for the Social Sciences (SPSS). The finding reveals that understanding the factors contributing to job stress, such as role conflict, role ambiguity, and work-life conflict, are crucial for developing effective stress management strategies in the ICT industry. By addressing these issues, organizations can improve employee well-being, enhance job satisfaction, and boost overall productivity. Overall, the findings underscore the importance of determinants of job stress affecting on employees. This study will help organization to understand the importance of managing stress level of employees towards employee performance and satisfaction and it will assist organization to understand which factors are important to keep in mind building the work setting and how a good work tasks, responsibilities can be delivered to their employees

Keywords: Job stress, Role conflict, Role ambiguity, Work-life conflict

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