

Sources of Role Stress among Employees in Indian Service Sector: A Review of Literature

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ABSTRACT

Every country, today, is in a hurry to improve its economic strength and to become more self-sufficient. The services sector has remained the most vibrant sector in many countries in terms of contribution to GDP, national and state incomes, trade flows, FDI inflows, and employment. Globalization provides opportunities as well as challenges for nations to use innovation in service sector as a strategic lever to generate knowledge flows. The new opportunities and challenges of business in services sector play a critical role in the lives of individuals which have contributed to the phenomenon of stress for both individual employees and the organizations. The stress induced due to roles performed by individuals as employees at workplace, has been one of the most persuasive organizational stressors, the outcomes of which have been found to be costly to the organization. The present paper is an attempt to gather the reviews of the various Indian researchers on role stress and coping in service sector.

Keywords: *Role Stress, Employees, Indian Service Sector.*

The services sector makes an important contribution to GDP in most countries, providing jobs, inputs and public services for the economy. The services sector is the key driver of India's economic growth. The sector contributed around 66.1 per cent of its Gross Value Added growth in 2015-16, thereby becoming an important net foreign exchange earner and the most attractive sector for FDI (Foreign Direct Investment) inflows. As per the first advance estimates of the Central Statistics Office (CSO), the services sector is expected to grow at 8.8 per cent in 2016-17. Trade in services can improve economic performance and a range of traditional and new export opportunities. Globalisation and information technology are currently transforming the services sector radically. No matter as to what extent of technological advancement that the organisations will attain the dependency of an organisation on employees will continue, as the technological advancement can't produce

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quality products and services without human capital. Globalization provides opportunities as well as challenges for nations to use Innovation as a strategic lever to generate knowledge flows. In recent years, innovation intensity has grown faster for services than manufacturing. Further, services firms are more likely to be Highly Innovative, i.e. they have a greater propensity to introduce 'new to world' Innovations. Innovation has brought out new challenges in services sector. Employees have to cope with new challenges which lead to more mental stress than physical stress. This mental stress leads to employee' burnout'. For the organisation employee burnout costs billions of Dollars because of physical and psychological illness, turnover, absenteeism, lower performance and premature death, much of it caused by the inability to cope with the stress and strain being experienced (Murphy1984).

Stress is a word used to describe feelings of tensions or exhaustion usually associated with work overload or overly demanding work. Stress is natural phenomenon in an individual's daily life. In the workplace, it can serve to enhance an individual's motivation, performance, satisfaction and personal achievement (Mathewman, Rose and Hetherington, 2009). In other words, stress is considered to be any pressure which exceeds the individual's capacity to maintain physiological, psychological and/or emotional stability (Furnham, 2005). Hans Selye (1979) defines stress as any external events or internal drive which threatens to upset the organismic equilibrium. That is, stress is anything that changes our physical, emotional, behavioral or mental state while we counter various stimuli in our environment. There has been continuous research in the area of employee stress, stress coping and its impact on work in Indian service sector. Hence the present paper is an attempt to gather the reviews of the various Indian researchers on role stress and coping in service sector. The study aims to give glimpse of the various factors responsible for the employee stress and the techniques used to minimise it. In this paper, the review covers six services sectors

- A. Review of studies relating to Banking
- B. Review of studies relating to Education
- C. Review of studies relating to Health Care
- D. Review of studies relating to Insurance
- E. Review of studies relating to Hospitality
- F. Review of studies relating to Information Technology

A. BANKING

Srivastava, A.K., & Singh, A.P. (1981) concluded in their study that managerial executives of Panjab National Bank experiencing high degree of stress with respect to the dimensions of Poor Peer Relations, Responsibility of persons, Strenuous Working Conditions, Powerlessness and Unprofitability.

Chaudhary (1990) studied the Relationship between Job Satisfaction and Role Stress of Bank Officers. They took 100 bank officers of two age groups (higher age group above 35 years of age and lower age group below 35 years of age) for their study. They used Uday

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Pareek's Organizational Role Stress scale and Pestonjee's Satisfaction-Dissatisfaction Employee's Inventory for their study. Two age groups did not differ much on role stress dimensions. The author revealed that role erosion and resource inadequacy act as main stressors while role ambiguity and role expectation conflict are remote contributors to role stress in the sample population.

Kumar, (2006) investigated and compared the level of stress experienced by employees of the nationalized and non-nationalized banks in the Kottayam and Ernakulam district of Kerala. The sample consisted 200 male employees from the banks. The findings of the study revealed that there was a significant difference in the level of occupational stress between nationalized and non-nationalized bank employees. The employees of non-nationalized banks were found to be higher in stress. Role overload, role ambiguity, role conflict and lack of senior level support contributed more to the occupational stress.

Sharma & Devi (2008) conducted an empirical study on role stress among employees of commercial banks. With an aim to assess the causes of role stress, a total of 530 frontline employees from various public and private sector banks were surveyed for their experience on role stress. They reported that inadequacy of organizational mechanisms for employee adjustment, personal inadequacy and work overload are the role stressors at banks.

Sankalp, S. Pushpa N. Jeetendra (2010), conducted study on Organizational Role Stress of Employees of Public Vs Private Banks. The study was conducted in Gwalior city and a sample of 100 bank employees is used for data collection. The instrument used for data collection was developed by Pareek. The data was analysed through z-test for comparing between the employees of public and private sector banks. The study found that the private bank employees experienced higher organisational role stress than their public bank counterparts.

Katyal, S, Jain M. & Dhanda B. (2011) carried out a Comparative Study of Job Stress and Type of Personality of Employees Working in Nationalized and Non-nationalized Banks. 100 employees having minimum one year of job experience in a bank were selected for the study. Occupational Stress Index by Srivastava and Singh (1976) and Eysenck's Maudsley Personality Inventory (M.P.I) by Jalota and Kapoor (1975) were used for measuring job stress and personality. For analyzing the data, percentage distribution and 't' test was applied. The findings revealed a highly significant difference in the job stress of employees working in nationalised and non-nationalised bank. Employees of non-nationalised banks having higher job stress as compared to their counterparts working in nationalised banks.

Dr. Sudha Katyal and Ronica Katya (2013) conducted study on Prevalence of Occupational Stress among Bankers. The sample comprised of 100 employees, 50 each from Nationalized and Non-Nationalized Banks in Chandigarh, having minimum one year of job experience in the same bank. The data was collected through standardized tool of "Occupational Stress Index" by Srivastava and Singh (1976). The findings revealed highly

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significant difference in occupational stress of employees working in Nationalized and Non-Nationalized Banks, with employees of Non-Nationalized Banks having higher occupational stress.

Sen (2013) conducted an exploratory study on Occupational role stress in the Indian public sector banks in Delhi. Researcher aims to evaluate level of occupational role stress and identify the major stressors Data was collected from respondents through a structured questionnaire developed by Pareek (1993). Research revealed moderately high level of ORS. Inter-role distance was found to be highest factor among all followed by role stagnation and role erosion.

Tilottama azad (2014) has conducted a study on managing stress among banking sector employees in Bhopal. Data was collected from 100 employees using a structured questionnaire. He has found out 90% of the respondents believed that they face high level of stress, which may be due to both professional and personal reasons. The researcher identified few initiatives for effectively handling stress. Meditation was found to be the integral part of life to reduce stress.

Mamman joseph c (2014) investigated occupational stress among nationalised and non-nationalised bank employees. Occupational Stress index by srivastava and singh was used in the study. The participants were the 200 bank employees from kerala, India. The data obtained was analysed using descriptive statistics t-test and ANNOVA. The study concluded that bank employees are experiencing high degree of stress and there is a significant difference in the stress level of non-nationalised and nationalised bank employees. Moreover non-nationalised bank employees have significantly higher stress level than nationalised bank employees. It is also found role overload, role conflict, role ambiguity, lack of supervisory support and lack of group cohesiveness are the main causes of stress.

Dr.Vishal Samartha et.al (2014) have undertaken a study to find out the causes of stress among the bank employees and its influence on public and private sector bank employees. Through stratified random sampling method a sample of 537 respondents was taken for the study .Statistical techniques such as factor analysis, regression analysis and chi square test were used to analyze the data. The study has found the factors such as performance pressure, inadequate planning at work, adaptability to change, demands of the family and lack of efficient manpower caused more stress among the bank employees in general. The psychosocial well being of an employee is crucial to have a productive work force. The growing importance of interventional strategies is felt more at the organizational level.

Shavita Deshwal (2015) carried out a study on role stress management among bank employees. A sample of 120 employees working in private sector banks in South-West Delhi was selected for study. Out of 120 respondents 60 were selected for experimental group and rest 60 were selected for control group. Scale developed by Shivastava and Singh (1981) was used to measure occupational stress. The data was interpreted with the help of mean, standard

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deviation and 't' test. The study revealed that training courses for stress coping can help to reduce stress levels. Various factors like role overload, role ambiguity, role pressure, role conflict etc. are causes of stress. It has extensive effect on employees' behaviour and adjustments on the job performance.

Shavita Dhankar (2015) investigates the occupational stress level among employees of banking sector. A sample of 200 employees were selected convenient random sampling. It was found from the results that, long working hours, role conflict and political pressure are responsible for high degree of occupational stress amongst the private and public sector bank employees.

B. EDUCATION

Ansari and Singh (1997) attempted to explore the role of demographic variables on faculty stress in an agriculture university. The data was collected from 235 faculty members including professors, associate professors and assistant professors. Statistical analysis of the data revealed that professors high level of stress .

Upadhyay and Singh (1999) compared the occupational stress level experienced by the 20 college teachers and 20 executives. The teachers showed significant higher levels of stress than executives on intrinsic impoverishment and status factors. They experienced stress because their personal wishes and strong desire for better and prosperous career were felt to be blocked by others.

Chand and Monga(2007) examined the correlates of job stress and burn out among 100 faculty members from two universities. Respondents with internal locus of control, high social support and high job involvement experience less stress. Results also revealed that, maximum stress is reported by professors and minimum by assistant professors.

Rajarajeswari (2010) studied Role Stress among the Aided and Self-financing College Teachers. The sample consisted of 100 faculties of each government colleges; government aided colleges and self-financed colleges of Erode district. The data was analysed with the help of exploratory factor analysis, regression analysis and two group discriminant analyse. Results revealed that role stress among self-financing teachers was higher as compared to aided college teachers. The important role stress factors among the two group of teachers were role conflict and role overload. This implied that self-financing institutions were imposing more work load on the teaching faculties at a minimum pay than government institutions.

Dr. Geeta nema et.al (2011) conducted a study on the causes of work related stress among the college teachers at Indore (MP). Data was collected from 50 employees. Factor analysis is used to analyze the causes of work related stress. The researcher identified various causes of stress among the teachers, occurring frequently and occasionally. The researcher suggested certain programmes or motivational packages which will reduce their stress level. Similarly

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there can be training and development programmes to increase the innovativeness of the college teachers.

Poonam Bakshi and Dr. Veeran Kochhar (2011) conducted a study to find the different stressors responsible for professional institution faculty in Haryana. The study was conducted on a random sample of 200 (100 each of male and female) faculty. Frequency, percentage, t-test, correlation and step wise regression were used for analysis of the data. The result shows that stress is already there in educational institutions but maximum number of faculty members belong to low stress category.

Dr. J. Vijayadurai And Mr.S.Venkatesh (2012) examined causes of stress among women college teachers. Data was collected from 50 employees using self administered questionnaire. Statistical techniques like Percentage analysis, Chi-square test and ANOVA were used to analyse data. Factors like heavy work load and lack of recognition are the major causes of stress among employees.

Dr. Maninderjit Singh Pabla (2012) conducted a study on occupational stress amongst teachers of professional colleges in Punjab affiliated to Punjab Technical University, Jalandhar. A sample of two hundred teachers has been selected randomly from professional colleges. "The Occupational Stress Index", developed by Dr. A.K.Srivastava and Dr. A.P.Singh is used for the study. The statistical analysis revealed that there is no significant difference between male and female teachers with respect to occupational stress level, however there is a significant difference between teachers teaching in the professional colleges located in rural and urban areas and the teachers employed on Ad-hoc and Permanent basis.

Manvel Raj et al. (2012) considered fifteen Chennai based self-financing Engineering Colleges with 1200-1800 students. They analyzed both the external and internal causes of teacher's stress (stressors). They recommended their results to the college psychologist in the prevention and coping with the professional stress.

Reddy and Poornima (2012) conducted a study to investigate the occupational stress and the professional burnout of South Indian University teachers. The sample of the study included 9 state universities from Tamil Nadu and Andhra Pradesh. The results of the study revealed that majority (74%) of the university teachers are experiencing moderate and high levels of occupational stress and 86% of teachers have professional burnout. The prevention and management of workplace stress requires organizational level interventions, because it is the organization that creates the stress. Further, several stress management techniques such as emotional intelligence training, cognitive behavioural management techniques, social supportive systems, counselling services, yoga and sports activities should be introduced.

Senthil Kumar A., Mohan S., and Velmurugan R (2013) attempted to find causes of work stress of teachers in engineering education. The primary data was collected from 478

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engineering faculty members of 58 self-financing engineering and technology colleges and four deemed universities in the Coimbatore district, Tamil Nadu. ANOVA, 't' test and Chi-square test were used to analyze the data. The results showed a significant association among gender, type of institution, location of the college, current working status and average number of working hours with causes of stress.

Bhumika achhnani and Neeta sinha (2014) Carried on a comparative analysis between gender, age groups and levels of perceived organizational role stress among faculties of management education in Saurashtra region, Gujarat. 310 responses were collected to identify the average level of organisational role stress faced by the faculties. The data was analysed using comparison of means and one way ANOVA. Results revealed that, there is no significant difference between the perceived organisational role stress of faculties of different age groups and genders. Further it was also revealed no significantly difference in organisational role stress of faculties teaching UG and PG students.

Singh (2014) carried out a study to assess the level of occupational stress and perception of various occupational stressors among the faculty members of private medical and engineering colleges in Uttar Pradesh. The data was collected from 310 faculty members. It was found that, majority of the respondents reported moderate of level Occupational Stress. The findings of the study also revealed that there is no significant gender difference in the overall perception of stress. This shows that with the changes in socio-cultural norms, females are becoming equally competent in handling occupational stress although there can be domain specific gender differences in the perception of stress.

Sneha S Kairanna and Rajani Suresh (2014) conducted a Study on Organisational Role Stress among Women Working in Private Colleges in Mangalore. The data was collected from 100 women through Organisational Role Stress Scale framed by Udai Pareek. Correlation analysis was used to identify the relationship between the various stressors with age, qualification, marital status and experience. The study revealed that, there is a strong positive correlation between age, years of experience qualification and role expectation .It also revealed that there is a strong positive correlation between marital status and inter role distance.

Dr. Santhosh Arekkuzhiyil (2014) carried out an empirical analysis on factors influencing the Organizational Stress among Teachers Working in Higher Education Sector in Kerala. The data required for the study has been conveniently collected from 200 teachers. Factor analysis revealed nine factors, which significantly influence the organizational stress. Interpersonal relationship in the organization, professional and competence development, recognition in the organization, work environment, autonomy in work, work family interaction, role conflict, job security and remuneration, and non-academic work.

Sindhu K. P (2014) examined job stressors among degree college teachers in Kerala State. The data was collected from 200 (100 each of male and female) faculty members. Frequency,

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percentages and chi-square were used for analysis. From the analysis it is clear that majority of the teachers experience stress in their work.

Dr. Partap Singh and Sangeeta Rani (2015) conducted an explorative study on work Stress among College Teachers in Self-financing College in Panipat district of Haryana. Data was collected from 120 teachers. Percentile method has been used to analyze & interpretation of data. The revealed key factors of stress are Job Insecurity, Poor students' behavior and their negative attitude, Ineffective leadership at Department Level/ Management Politics, Lack of Motivation and Work-home conflicts. The stress management techniques like 'Believe in actions rather than fruits' and yoga and exercise have been used to manage their stress.

G.Revathi and Dr. D. Venkatrama Raju (2015) carried out a study to identify the causes, effects and managing the stress among women teachers in chennai city. A structured questionnaire was used to collect data from 50 teachers. Statistical techniques like mean, standard deviation and Chi-square are used to analyse the data .The study revealed that excessive workload, lack of control over the job and management policies are the causes of stress. Stress leads to increased in blood pressure, depression and anxiety and increase in perspiration. It suggests that regular exercise positive attitude, yoga and meditation to manage the stress of the respondents.

Veena.G et.al (2016) examine professional stress and ways of stress coping among Faculty Members of Mangalore University. A well structured questionnaire was designed to collect the data from the 50 faculty members. The data were classified, analyzed and tabulated by using statistical methods. It was found that consequences of professional stress have been listed as physical illness, mental pressure and lack of interest in work. And also found that respondents manage professional stress by yoga, exercises, entertainment and counselling.

C. HEALTH CARE

Mittal, Uma (1992) examined how Coping Styles are related to Role Stress, Locus of Control and Personality Type among the doctors. They took 147 doctors from private and government hospitals for their research. Role erosion was the major causes of stress experienced by doctors followed by inter role distance. Male doctors experienced more stress due to role erosion and self role distance is main cause of stress among female doctors. Role stagnation was significantly negatively related to total approach style of coping. Role overload was found to be significantly positively related to avoidance style of coping and negatively related to total approach style of coping.

Prabhat Kumar Mishra and Pestonjee (1999) conducted a study with the intention of examining the nature of role stress and job satisfaction among doctors, and to explore the relationship between these variables. A group of 35 junior doctors working at primary health centres (PHC) and another group of 35 senior doctors attached to various district level hospitals served as sample for the study. The data were analyzed in terms of the t-test and coefficients of correlation. The results of the study revealed no significant differences

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between the two groups, except in the management area of job satisfaction and the inter-role distance dimension of role stress. Further, job satisfaction variables correlated negatively with all the dimensions of role stress in the case of both groups.

Ekta Sharma (2005) studied Role Stress among doctors working in private and government hospitals. The researcher took 50 doctors for the study. The study revealed that both male and female doctors experience unacceptable levels of stress and role overload is the main cause for their stress.

Geetika Tankha (2006) conducted a study on Role stress among government and private hospital ICU nurses. The data was collected from 120 nursing professionals through a structured questionnaire developed by Uady Pareek. The results revealed that male nurses experienced significantly higher stress level as compared to females and also revealed that male nurses from private hospitals showed significantly higher level of stress levels than the government nurses on eight out of the ten dimensions of Organizational Role Stress Scale.

Hirak Dasgupta and Suresh Kumar (2009) investigated role stress among doctors working in a government hospital in Shimla. Factor analysis and t-test were used to analyse data. The study showed that Role Overload is most significant factor causing role stress among the doctors. Male doctors are more stressed than the female doctors in cases of Inter-role Distance and Role Inadequacy.

Nirmanmoh Bhatia et.al (2010) conducted a cross sectional study on occupational stress amongst nurses two tertiary care hospitals in Delhi. The Occupational Stress Questionnaire was used to collect data from 87 female nursing personnel are randomly selected for the study. Statistical analysis of the data revealed that 87.4% of nurses from the sample reported occupational stress. Time Pressure, 'High level of skill requirement of the job and work family conflict are the major stressors of occupational stress among nurses.

Pia Muriel Cardoso and Christo F. V. Fernandes (2011) examined organizational role stress among medical practitioners in Goa. Data was collected from 454 doctors working in the Public Healthcare Sector. The study finds that unmarried and junior level doctors experience high level of stress as compared to married and middle level doctors. The study revealed that, social support helped in reducing organizational role stress among doctors.

Saha D (2011) carried out a study to understanding job stress and suggests measure to reduce the same among healthcare staff. Majority of the staff members i.e. 76% reported that they felt underpaid in the job leading to stress. Excessive workload accounted for 70.3% followed by other sources of stress like inadequate staff, being involved in the emotional distress of patients, inadequate facilities to do job, Disruption of home life, Increasing Bureaucratic procedures, dealing with patients and angry relatives, Pressure of deadlines and others.

D. INSURANCE

Srivastava (1991) conducted a research study on the employees of Life Insurance Corporation (LIC). This study covered a sample of 300 employees at supervisory cadre of LIC. The study reported significant positive correlation of various dimensions of role stress

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with the symptoms of mental ill health. Stress arising from role ambiguity and role stagnation most intensively correlated with anxiety. However, regression analysis showed that the relationship of perceived role stress and mental health is not simple. It is moderated by various personal characteristics of the focal persons and the situational variables.

Sakshi Sharma and Rajvir Kaur(2013) conducted a study to identify the effect of demographic factors on occupational stress among insurance sector employees. Structured schedules were used to gather data from 374 employees. The data was analysed through ANOVA. The study concluded that there is significant difference between perceptions of respondents regarding occupational stressors and health effects of stress with respect to their age, income and length of service. Respondents of age above 29 years, above Rs 50000 per month, more than 5 years working found to experience more stress as compared to others.

Iyer Seethalakshmi Balakrishnan (2013) investigated the role of job stress in labour turnover in the insurance sector in Mumbai. The researcher uses open and close ended questionnaires to collect relevant information from 50 respondents. It was found that labour turnover was significantly influenced by job stress variables with strong positive correlation in relationship.

Dr.Sneha Mankikar (2014) conducted a study on factors causing stress and its effect on the lives of employees from insurance sector. Study says that most of the female employees and employees with high remuneration are under stress and it is effecting their performance. It suggests that Stress busters, recreational activities, organizational culture, flexible timings, indoor games etc., helps the employees to reduce their stress and achieve their targets and improve their performance.

Anil Chandhok and Mansi Monga (2013) examined the impact of job stress on employee performance in LIC and Bajaj Allianz Life Insurance Company Ltd. A sample of 160 employees have been contacted (80 each from LIC and BALIC) for the study. Data was analysed using chi-square technique. This study revealed that the employees of the Bajaj. Allianz insurance company ltd has faced more job stress as compared to the Life Insurance Corporation of India due to more targets to be achieved at one or the other time, they have lack of time as compared to Life Insurance Corporation of India. Stress levels of LIC employees is less, they have enough time to complete the targets on time.

Dr. B. Nagaraju and Nandini H.P (2013) conducted a study on women employees in insurance sector. The main aim of this study to measure the influence of age factors on occupational stress and its impact on job satisfaction among insurance employees. For this purpose a structured questionnaire was designed to collect information from 100 female employees. The study concluded that employees working in the insurance industry were not satisfied from their job and it is very difficult task for them to survive in this field. Most of the employees are suffering from stresses in insurance industry due to long working hours and work pressure.

E. HOSPITALITY

Ajay Pratap Singh and R.C. Singh (2012) conducted study to find the potential sources of work place stress among employees in hospitality sector. The Data was collected from 105 respondents of three star hotels. The study revealed that, Role Ambiguity, Job Insecurity, Work Over Load, Work Home Interface and Role Conflict remains the most important source of workplace stress.

A.Anbazhagan et. Al (2013) carried out s study to examine work stress of hotel industry employees in puducherry. Data was collected from 120 employees. Analysis of the data revealed that employees are experiencing moderate level of occupational stress. And also revealed that Role conflict, personal inadequacy and political pressure are the important sources of stress.

B.Ravikumar and S.Soundara Rajan Lavanya (2013) conducted a study on occupational stress in hotel industry. Through stratified random sampling a sample of 110 employees have been selected. Collected data has been analyzed using Anova and Manova tests. Results indicated that working in the hospitality industry can be stressful and that many workers are exposed to stress due to long working hours, less manpower and low wages.

Vidya Patwardhan et. Al (2014) conducted study to the intensity of organizational role stress among women managers of Indian hospitality industry. 45 women managers and 32 male managers were selected for study. The suitable statistical techniques like mean, SD, t-test and ANOVA were used to find the differences between stress levels of men and women managers. The findings show that role stress was experienced at moderate to high levels among women managers and the major stressors were inter role distance, role Erosion, role stagnation and role overload.

F. INFORMATION TECHNOLOGY

Rajeswari and Anantharaman (2003) investigated the factors that cause negative pressure on the software professionals from the perspective of the software development process. A multiple response questionnaire (survey instrument) was developed to measure sources of pressure among software professionals. Ten key factors that cause stress in software professionals are identified using exploratory factor analysis from 156 usable responses. The results indicate that stress resulted from fear of obsolescence and individual team interactions accounted maximum variance.

Mohsin Aziz (2003) conducted a research study on information technology (IT) sector professionals. The Pareek's ORS Scale was administered to collect data from 257 respondents. The study established that the information technology professionals were experiencing a fair amount of role stress. It also revealed that Resource inadequacy has emerged as the most potent role stressor, followed by role overload and personal inadequacy.

Mohsin Aziz (2004) investigated the intensity of organizational role stress among women informational technology professionals in the Indian private sector. Organizational role stress scale is used on a sample of 264 to explore the level of role stress. Resource inadequacy has emerged as the most potent role stressor, followed by role overload and personal inadequacy.

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The research finds difference in the level of stress between married and unmarried employees on several role stressors. However, level of education does not emerge as a significant differentiator of stressors.

Sunetra Bhattacharya and Jayanthi Basu (2007) attempt to study the Distress, Wellness and Organizational Role Stress among IT Professionals. 101 professionals (60 men and 41 women) were selected for the study. Results of the study reveal that women experienced greater wellness and older personnel experienced more distress. Distress could not be predicted from the life events and coping resources taken together. Wellness and Organizational role stress could be predicted from these two variables.

Bhatt, Seema and Verma, Prashant (2008) conducted a study on general role stress among IT/ITeS professional in India. Instrument on General Role Stress developed and standardized by Udai Pareek, was administered to 120 IT/ITeS professionals. The instrument measured level of four stressors viz. SRD, IRD, RA & Pin. ANOVA & Tukey's HSD as post-hoc test, were used for analyzing the data. Analysis of data rejected the hypothesis that there is no significant difference between the four stressors and level of RA was significantly higher.

Uma Devi .T (2011) investigated the stress level among IT employees and to suggest the coping strategies. A survey of 200 IT employees in the IT companies situated in and around Hyderabad is done. Some of the stress coping strategies identified by this study include stress management programs, physical activities planned in job design, life style modification programs, finding triggers and stressors, supportive organization culture, stress counselling programs, and spiritual programs.

Dr. Vandana Singh Gahlan (2014) attempted to examine Occupational Stress and Job Satisfaction among IT Professionals in India. The data for the study was collected from 400 IT professionals. The data was analyzed coefficients of correlation and regression. The results of the study revealed IT professionals had high level of organizational role stress on account of all the measures except role erosion. Also all the measures of organizational role stress were negatively correlated with job satisfaction however none of the measures of role stress were found to be significant predictors of job satisfaction.

CONCLUSION

The review of literature related to role stress among bank employees revealed that, private and non nationalised bank employees experiencing very high level of stress in the present scenario. Studies related to faculty job stress, revealed that senior professors and self financing college teachers experiencing very high level of stress. In health sector male doctors are experiencing greater level of job stress than females. The review of literature revealed that, employees of hospitality, information technology and insurance sector are also experiencing role stress. Factors like role overload, role ambiguity, role conflict, personal inadequacy, lack of group cohesiveness, long working hours, political pressure, role erosion, inter role distance, work home interface are the major stressors of employee stress in Indian service sector. Research on role stress suggests that, regular exercise, positive attitude, yoga ,

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meditation , spiritual programs, entertainment and counselling are required to manage the stress of the employees.

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Conflict of Interest

The authors colorfully declare this paper to bear not conflict of interests

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