

**A STUDY ON OCCUPATIONAL STRESS, JOB SATISFACTION
AND ORGANIZATIONAL COMMITMENT AMONG THE
EMPLOYEES OF INFORMATION TECHNOLOGY INDUSTRY
IN COIMBATORE**

**THESIS SUBMITTED TO THE BHARATHIAR UNIVERSITY, COIMBATORE
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*Findings, Suggestions,
Research For Future and Conclusion*

CHAPTER V

FINDINGS OF THE STUDY, SUGGESTIONS, RESEARCH FOR FUTURE AND CONCLUSION

This study examined the relationship between Occupational stress, job satisfaction, and organizational commitment among the employees working in IT sector in Coimbatore. The findings of the study are reported below.

1. The 40 & above age group had a higher mean score (51.07) for occupational stress than the below 30 age group (37.01). And there is a statistically significant difference in occupational stress among different age groups. Hypothesis H1a was accepted.
2. The male respondents had a higher mean score (50.87) for occupational stress than the female respondents (39.93). And there is a statistically significant difference in occupational stress among gender groups. Hypothesis H1b was accepted.
3. The post graduate respondents had a higher mean score (47.64) for occupational stress than the other respondents. And there is a statistically significant difference in occupational stress among different education groups. Hypothesis H1c was accepted.
4. The above 10 year experience group had a higher mean score (50.92) for occupational stress than the other groups. And there is a statistically significant difference in occupational stress among different experience groups. Hypothesis H1d was accepted.
5. The above 30000 income group had a higher mean score (50.65) for occupational stress than the other groups. And there is a statistically significant difference in occupational stress among different income groups. Hypothesis H1e was accepted.
6. The below 30 age group had a higher mean score (21.03) for Affective Commitment than the other age groups. And there is a statistically significant difference in Affective Commitment among different age groups. Hypothesis H2a was accepted.
7. The Female respondents had a higher mean score 18.81 for Affective Commitment than the male respondents (17.44). And there is a statistically significant difference in Affective Commitment among different gender groups. Hypothesis H2 b was accepted.

8. The Graduate respondents had a higher mean score (18.27) for Affective Commitment than the other respondents. And there is a statistically significant difference in Affective Commitment among different gender groups. Hypothesis H2 c was accepted.
9. The below 5 year experience group had a higher mean score (21.45) for Affective Commitment than the other groups. And there is a statistically significant difference in Affective Commitment among different experience groups. Hypothesis H2d was accepted.
10. The below 20000 income group had a higher mean score (21.40) for Affective Commitment than the other groups. And there is a statistically significant difference in Affective Commitment among different income groups. Hypothesis H2 e was accepted.
11. The above 40 age group had a higher mean score (19.83) for Continuance Commitment than the other age groups. And there is a statistically significant difference in Continuance Commitment among different age groups. Hypothesis H3a was accepted.
12. The male respondents had a higher mean score (19.78) for Continuance Commitment than the female respondents (14.80). And there is a statistically significant difference in Continuance Commitment among different gender groups. Hypothesis H3b was accepted.
13. The Post Graduate respondents had a higher mean score (18.35) for Continuance Commitment than the other respondents. And there is a statistically significant difference in Continuance Commitment among different education groups. Hypothesis H3c was accepted.
14. The above 10 year experience group had a higher mean score (19.93) for Continuance Commitment than the other groups. And there is a statistically significant difference in Continuance Commitment among different experience groups. Hypothesis H3d was accepted.
15. The above 30000 income group had a higher mean score (19.90) for Continuance Commitment than the other groups. And there is a statistically significant difference in Continuance Commitment among different income groups. Hypothesis H3e was accepted.

16. The age group 30 - 40 had a higher mean score (14.24) for Normative Commitment than the other age groups. And there is a statistically significant difference in Normative Commitment among different age groups. Hypothesis H4a was accepted.
17. The male respondents had a higher mean score (13.52) for Normative Commitment than the female respondents. And there is no statistically significant difference in Normative Commitment among different gender groups. Hypothesis H4b was rejected.
18. The Diploma holder respondents had a higher mean score (13.65) for Normative Commitment than the other respondents. And there is no statistically significant difference in Normative Commitment among different education groups. Hypothesis H4c was rejected.
19. The 5-10 year experience group had a higher mean score (14.05) for Normative Commitment than the other groups. And there is a statistically significant difference in Normative Commitment among different experience groups. Hypothesis H4d was accepted.
20. The 20000 to 30000 income groups had a higher mean score (14.01) for Normative Commitment than the other groups. And there is a statistically significant difference in Normative Commitment among different income groups. Hypothesis H4e was accepted.
21. The age group below 30 years had a higher mean score (72.74) for Job Satisfaction than the other age groups. And there is a statistically significant difference in Job Satisfaction among different age groups. Hypothesis H5a was accepted.
22. The Female respondents had a higher mean score (68.37) for Job Satisfaction than the male respondents (60.78). And there is a statistically significant difference in Job Satisfaction among different gender groups. Hypothesis H5b was accepted.
23. The Diploma holder respondents had a higher mean score (65.46) for Job Satisfaction than the other respondents. And there is no statistically significant difference in Job Satisfaction among different education groups. Hypothesis H5c was rejected.
24. Below 5 years experience group had a higher mean score (74.32) than the other experience groups. And there is a statistically significant difference in Job Satisfaction among different experience groups. Hypothesis H5d was accepted.

25. The below 20000 income groups had a higher mean score (73.34) for Job Satisfaction than the other groups. And there is a statistically significant difference in Job Satisfaction among different income groups. Hypothesis H5e was accepted.
26. Correlation test revealed that there is no significant correlation ($r=0.060$ & $p>.05$) between job satisfaction and Normative commitment. Hence hypothesis H6a was rejected.
27. There is a significant correlation ($r=0.569$ & $p>.01$) between job satisfaction and Continuance commitment. Hence hypothesis H6b is accepted.
28. There is a significant correlation ($r=0.782$ & $p>.01$) between job satisfaction and Affective commitment. Hence hypothesis H6c is accepted.
29. There is no significant correlation ($r=0.014$ & $p>.05$) between occupational stress and Normative commitment. Hence hypothesis H7a is rejected.
30. There is a significant correlation ($r=0.826$ & $p>.01$) between occupational stress and Continuance commitment. Hence hypothesis H7b is accepted.
31. There is a significant correlation ($r=0.484$ & $p>.01$) between occupational stress and affective commitment. Hence hypothesis H7c is accepted.
32. There is a significant correlation ($r=.000$ & $p<.01$) between occupational stress and job satisfaction. Hence hypothesis H8 is accepted.
33. Regression analysis revealed that job satisfaction does not explain the variance in normative commitment. Hence hypothesis H9a was rejected.
34. Approximately 32% of the variance of continuance commitment was explained by the predictor variable, that is, job satisfaction. Hence hypothesis H9b was accepted.
35. Approximately 61% of the variance of affective commitment was explained by the predictor variable, that is, job satisfaction. Hence hypothesis H9c was accepted.
36. Regression analysis revealed that occupational stress does not explain the variance in normative commitment. Hence hypothesis H10a was rejected.
37. Approximately 68% of the variance of continuance commitment was explained by the predictor variable, that is, stress. Hence hypothesis H10b was accepted.
38. Approximately 23% of the variance of affective commitment was explained by the predictor variable, that is, stress. Hence hypothesis H10c was accepted.
39. Approximately 35% of the variance of job satisfaction was explained by the predictor variable, that is, occupational stress. Hence hypothesis H11 was accepted.

SUGGESTIONS

This study contributes to the theory and managerial practice of occupational stress, job satisfaction, and organizational commitment of employees in IT sector. In today's world, stress has become a worldwide phenomenon, which is virtually there, in some form, in every workplace. In today's work life, IT employees are generally working for longer hours, as the rising levels of responsibilities require them to exert themselves even more strenuously to meet rising expectations about work performance.

Previous studies have shown the importance of job satisfaction and organizational commitment in sectors like service industry, manufacturing firms and educational institutions.

Faulty organizational processes and practices are sources of stress among employees. Stress can be reduced by establishing a supportive organizational climate. In a supportive climate the focus is on participation and involvement of employees in decision making process. Employees develop belongingness in such a climate which reduces their stress.

Role ambiguity is a major source of stress among employees. Stress can be reduced by defining the roles more clearly. Role analysis technique helps managers in preparing role descriptions, and preventing role ambiguity, role conflict, role over load etc.

Monotony and lack of interest in the job create stress among employees. By improving core job characteristics such as skills in performing in tasks, task identity, task significance, employees can be motivated.

Career planning is the process of synthesizing the needs of the organization with the aspirations of the employees. Career counseling helps employees overcome problems relating to their career. Career planning and career counseling provide satisfaction to employees and reduce stress.

Organizations can hold periodical stress control workshops. These workshops may help employees to learn the dynamics of stress and methods of managing stress.

Employee Assistance programmes help employees in overcoming their personal and family problems. This may include managing personal finance, dealing with family problems, dealing with health problems etc.

Some jobs are more stressful than others. Individuals differ in their response to stress situations. Individuals with little experience or an external locus of control tend to be more stress prone. Selection and placement decisions should take these factors into consideration.

Individuals perform better when they have specific and challenging goals and receive feedback on how well they are progressing toward these goals. Specific goals that are perceived as attainable clarify performance expectations and reduce stress.

Increasing formal organizational communication reduces uncertainty. Management can also use effective communication to shape employee perceptions. Perceptions play a moderating role in stress-response relationship.

RESEARCH FOR FUTURE

The present study is aimed at studying the relationship between occupational stress, job satisfaction, and organizational commitment of employees in IT sector Coimbatore. This study is concerned with IT sector only. The study can be extended to all other industries throughout the country. It can be further recommended for all levels of employees with large sample.

Future studies should analyze the mediating relationships, if any, between occupational stress, job satisfaction, and organizational commitment of employees in IT sector. This study also suggests other variables like organizational citizenship behavior and its relationship to organizational justice for future research.

CONCLUSION

The present study was carried out with an objective of explaining the relationship between occupational stress, job satisfaction, and organizational commitment of employees in IT sector Coimbatore. The researcher has examined relevant models with respect to occupational stress and then formulated the problem. The researcher reviewed the available literature relating to occupational stress, job satisfaction and organizational

commitment to formulate the frame work of the study. The results of the study confirmed the role of occupational stress in job satisfaction and organizational commitment.

Information Technology Industry employees experience lot of stress which affect their satisfaction and organizational commitment which in turn affect their performance. On the basis of the results of the present study it was concluded that occupational stress has a significant impact on job satisfaction and organizational commitment among the employees of Information Technology industry.