Chapter 8

Highlights and Future Directions
8.1 Highlights

➢ This study corroborates the existing literature and deepens our understanding of stressful nature of information technology industry. It establishes that some of the stressors afflicting information technology professionals are similar to those faced by other professions. At the same time some stressors are unique to this sector.

➢ Resource inadequacy emerges as the most potent stressor. It is followed by role stagnation and inter role distance.

➢ The overall organisational stress is almost similar for both men and women, however, the constituent stressors differ among the genders.

➢ Married employees have reported significantly higher organisational role stress than unmarried employees.

➢ Married men with working spouses have reported significantly higher organisational role stress than married men with housewives.
Ø Older employees have reported significantly higher organisational role stress as compared to younger employees.

Ø Employees in the higher hierarchy have reported significantly higher organisational role stress than employees in the lower hierarchy.

Ø Education does not emerge as a major differentiator for the difference in the intensity of stress among different groups.

Ø The important issue that has emerged as a cause of concern for information technology professionals is future uncertainty and the resultant job insecurity. It is followed by concern for technological obsolescence and workload.

Ø Pay cuts and lack of recognition have emerged as the most important causes of unhappiness.

Ø Chance to work on important project and increase in pay has emerged as the most important causes of happiness.

8.2 Future Directions

The study can be further extended to gain insight into the issue of organisational role stress among information technology professionals. Today information technology has become a very specialised job. There are a number of specialist positions in the field of information technology. There is a need to extend scope of such studies specialist groups. This
study covered sample from pure information technology organisations only. Today information technology has become a part and parcel of almost every type of organisation: manufacturing or service. Further studies may be carried out to find the issues related to stress among information technology professionals from information technology departments of various non-information technology organisations.

Finding the intensity, nature and type of stress in an organisation is important area of concern. But more important aspect is the management of stress in organisations. This is still an area where there is a lot of scope for further studies. Also, most of the studies done in the field of stress are conducted at a point of time. It is imperative to research this important area of human behaviour over different time periods i.e. there is need for longitudinal studies.

It is important to note that most of the studies conducted have been quantitative. Quantitative studies have the advantage of generating data that helps us in finding the level of stress in an occupation. However, there is a need for more qualitative research in this area. It is only through qualitative research that we can gain insight into this important area of concern in organisations. Actually there is a need to concentrate on employees who are in high stress category. Such researches using case study method can help us gain deeper insight into this insidious problem.
More and more women are joining the workforce in India. There is a dearth of gender specific studies. Specific studies would further our understanding of the phenomenon of stress. This would help organisations in devising strategies to manage the level of stress in their organisations.


Marks, D. (1972, November 5). Is the "weaker" sex better able to cope with stress? *Los Angeles Times, Section K* (pp. 6-7).


