Organisational stress originates in organisational demands experienced by the individual. Mismanaged organisational stress is detrimental for the human resources in the organisation. This has negative economic implications such as poor quality of work, low productivity, absenteeism, high turnover, etc.

An aspect of organisational stress is role stress. Stress is built up in the concept of role which is conceived as the position a person occupies in a system. Role based stress affects the interpersonal relationships. It also has its negative fallout on psychological and physical well being of an individual as well as his role performance. It is through proper integration of the role with the person occupying that role that role stress can be reduced and a person's effectiveness in the organisation can be ensured.

This study is an attempt to explore the problem of organisational stress among information technology professionals in the Indian private sector. In the last decade, information technology has emerged as a leading sector of the Indian economy. Some earlier studies on information technology employees have highlighted the stressful nature of information technology jobs. This study is an attempt to find the intensity and type of role stress among information technology sector.
The main instrument used in this study is Organisational Role Stress Scale (ORS Scale) developed by Prof. Udai Pareek. It is used for measuring role stress and its constituent constructs in an organisation. It is one of the most comprehensive and reliable instruments that have been used to measure role stress in various occupational settings. The use of ORS Scale has helped in carrying out cross-occupational comparisons. The sample size is 257 covering eight different information technology organisations.

The findings of the study may be summarised as follows:

1. Information technology is a high stress job. The mean total score for the Organisational Role Stress is 70.16.

2. Among individual stressors, Resource Inadequacy has emerged as the most potent stressor with a mean score of 8.96. The second and third ranked stressors are Role Stagnation and Inter Role Distance with a mean score of 8.83 and 8.27 respectively.

3. Comparison of ORS scores of male and female employees reveals that there is no significant difference between the two groups.

4. Both the married men and women emerge more stressed than the overall sample. Out of the two groups, the married women emerge as slightly more stressed group. Total ORS score for married women is 76.85 as compared to 74.23 for married men.
5. The analysis on the basis of age shows significant difference between these two groups. The younger employees have been found experiencing lower stress (ORS Score of 65.21) as compared to older employees (ORS Score of 75.81). This indicates an increase in overall role stress for information technology professionals with the passage of time.

6. Analyses on the basis of hierarchy reveal significant difference on the overall ORS Score. The mean for ORS Score for lower hierarchy is substantially lower (65.16) as compared to the mean score for top hierarchy (75.05).

Content analysis of open-ended questionnaire was carried out to isolate the stressors among information technology professionals. Uncertainty about future and consequent job security were ranked as the major cause of stress. The rate of technology and the fear of obsolescence were ranked as the second most stressful. Workload emerged as the third most prominent cause of stress.

Among the unhappy events cited stressful were the inability to complete project on time, lack of recognition and career issue emerged as the major issues. The events that emerged as cause of happiness are chance to work on important project, increase in pay, promotion, successful handling of project, and recognition.

The study also discusses ways to manage stress: both individual coping as well as organisational interventions aimed at helping employees cope with stress. It is hoped that the study would help the information technology professionals better appreciate the problem of stress in their jobs.