

# STRUCTURAL EQUATION MODEL (SEM) FOR PREDICTING CAUSING FACTORS ON JOB STRESS IN INFORMATION TECHNOLOGY (IT) INDUSTRY OF CHENNAI CITY

**Dr.T.Narayana Reddy<sup>1</sup>**

Associate Professor,  
Department of Management Studies,  
JNTUA Ananthapuramu,  
e-mail: [tnreddyjntua@gmail.com](mailto:tnreddyjntua@gmail.com)

**Dr. S. Mohana<sup>2</sup>**

Associate Professor,  
Department of Management Studies,  
Sri Sai Institute of Technology and Science, Rayachoty,  
e-mail: [smohanyadav2012@gmail.com](mailto:smohanyadav2012@gmail.com).

## Abstract

This research was conducted to investigate causing factors (work to family conflict, family to work conflict, work support, family support stress and factors) affect job stress of IT professionals. The data of this study was quantitative collected through questionnaire from 256 respondents from different IT companies of Chennai city. The results of the current study reveal that there is a significant positive relationship between causing factors with job stress. The study also discusses the recommendation for future research.

**Key words:** Work to Family Conflict, Family to Work Conflict, Work Support,

Family Support Stress Factors, Job Stress and Chennai city.

## 1. Introduction

Life is like riding a bicycle; to keep our balance we must keep moving. I said the great scientist Albert Einstein. While riding a bicycle if there is an imbalance and if the rider is unable to control he may fall down. This is true in the case of all the employees who are struggling with work-life balance issues in their livelihood. Over the past few decades, a dramatic change had occurred in the labor market and demographic profiles of employees. Families shifted from the traditional male breadwinner 'role to dual-earner couples and single parent families.

Relative to the working environment, organizations are demanding an increase in employee flexibility and productivity. The traditional-job for life has changed into an economic environment of instability and job uncertainty. Workers' perspectives and expectations have also changed towards work. New orientations towards life-long learning, personal and career development, and an increased awareness and need for a balance between work and life have affected organizations through incentivizing the introduction of policies such as flexible working, leave amenities and wellness programs etc. As a result of these demographic, employment and organizational trends, both men and women have experienced an increase in demands from the family and work domains.

## 2. Literature Review

**Fisher-McAuley et al. (2003)** examined the relation between employees' beliefs about having a balance between work and personal life, and the feeling of job stress, job satisfaction, and reasons why one might quit his/her job. The data was collected from two independent, heterogeneous samples of employees. The first sample comprised of 603 fitness professionals while the second consisted of 545 managers employed in a variety of

organizations spanning many industries and functional departments. The findings indicated that having a lack of work/life balance was an occupational stressor that leads to strains, including feeling of overall work strain, job dissatisfaction, non-work related reasons for leaving and turnover intentions. [1]

**Komal saeed et al. (2014)** conducted a study to investigate the relationship between work life balances, job stress and job satisfaction among university teachers. A sample of 171 has been taken as random sampling. The results show that a significant and positive correlation exists between work life balance and job satisfaction. And also relationship between work life balance and job satisfaction is found significant and of moderate positive nature which means an increase in work life balance will result in an increase in job satisfaction. [2]

**Onur Balkan (2014)** conducted a study to know the effects of work life balance on job stress and individual performance. A sample of 232 postgraduate and doctoral students was selected for the study. The survey consisted of three measures. In the first part questions about the work-life conflict; in the other two parts questions designed to measure job stress and performance were asked. The results of the

study revealed that there is strong relation between job stress and work life balance that is because of work family conflicts. [3]

**Sheena Johnson et al (2005)** in their study the experience of work-related stress across occupations made an attempt to compare occupational stress among diverse set of occupations. 26 occupations were selected for the study and the three variables namely psychological well-being, physical health and job satisfaction are measured and compared. Out of 26 occupations, call centers, prison officers, police, teachers, customer services, social services employees are having worse than average scores on each of the three factors and reported as the most stressful occupations regarding physical and psychological well-being and as having the lowest levels of job satisfaction. [4]

**Coetzer and Rothmann (2006)** conducted a study to identify occupational stressors for employees in an insurance company and to assess the relationships between occupational stress, ill health and organizational commitment. A cross-sectional survey design was used with a sample of 613 employees in an insurance company. An Organizational Stress Screening Tool (ASSET) was used as measuring instrument. The results showed that job insecurity as well as pay and benefits were the highest stressors in the

insurance industry. Two stressors, namely job characteristics and control were statistically significant predictors of low organizational commitment. Physical ill health was best predicted by overload and job characteristics. Three stressors, namely work-life balance, overload and job characteristics best predicted psychological ill health. [5]

**Aniza et al. (2010)** conducted a cross-sectional study on organizational factors that influence job stress among Medical Laboratory Technologists (MLT) in Klang Valley's Hospitals. Three organizational factors that were measured in the study are interpersonal factor, job condition and career development. A total of 249 respondents participated in this study, 126 were from the private hospitals and 123 from the government hospitals. The study found prevalence of stress was higher in the private hospitals compared to the government hospitals. Further found all the three organizational factors were significantly associated with job stress. [6]

**Aamir sarwar (2013)** in their study found that level of stress is same for both men and women. When compared to manufacturing and services sectors services sector have more stress. The dimensions of work holism, work values and job demands that emerged as predictors of stress and

anxiety Work stress has significant impact on an individual employee and family. [7]

**Ejaz Ahmed Khan et al (2014)** in their study Impact of Job Stress on Job Attitudes and Life Satisfaction in College Lecturers, aimed to find out the relationship of job stress with job attitudes in college lecturers. Total of 140 respondents were selected for the study. And they found that there is a negative relationship of job stress with job performance, job satisfaction and that the level of stress and turnover intentions in unmarried lecturers is high as compare to married lecturers. [8]

**Rajeswari and Anatharaman (2003)** examined causes of negative pressure among software professionals, from the perspective of the software development process. A multiple response questionnaire was developed to measure sources of pressure among software professionals, based on a series of interactions with academicians, software professionals and senior software professionals employed in software industry. Ten key factors that cause stress in software professionals are identified using exploratory factor analysis from 156 usable responses. These ten factors are found to explain nearly two-thirds of the variance. The results indicate that stress resulting from fear of obsolescence and individual team interactions account for

maximum variance. The results reveal that the stress levels are not high, among the respondents of the current study. [9]

A study conducted by **Chaturvedi, Kalyanasundaram, Jagadish, Prabhu and Narasimha (2007)** on IT/ITeS professionals in Bangalore to detect stress, anxiety and depression showed that 36% of the sample could be considered as probable psychiatric cases. Common problems noted were the feeling of being constantly under strain; the inability to enjoy daily activities; being edgy, bad-tempered and dissatisfied with work tasks assigned; and not feeling in good health. The authors found that the rate of psychiatric morbidity in the sample was higher than that reported for the general population in India. [10]

In Japan, **Tominaga, Asakura and Akiyama (2007)** conducted a survey on 1,000 IT employees distributed across 53 companies and showed that the chief stressors were work overload, career and future ambiguity, inadequate performance appraisal systems and poor supervisor support. [11]

**Vimala and Madhavi (2009)** explored the influence of age and experience on stress and depression and the relationship between stress and depression among women information technology (IT) professionals in Chennai, India. The study was conducted in

Chennai, India with a sample of 500 women IT professionals. The sample selection was done by a convenience sampling method. The data collected were analyzed using descriptive one-way analysis of variance and Pearson correlation test. Results showed that the women IT professionals experience moderate level of overall stress and stress dimensions. This study also reveals that 84% of the respondents' experience medium level of depression and also suggest that age and experience significantly influence the overall stress and depression experienced by the employees. The study found a strong relationship between overall stress and depression. [12]

**Dr. A. Chandra Mohan et al (2010)** in their study -An Empirical Study on Stress Levels among Software Professionals found that employees with high and medium self-esteem experience high level of stress. A total of 300 software employees were taken for the study with the objective to know the level of stress experienced by the software employees. Long working hours, work pressure, erratic food intervals, anxiety were found to be the reasons affecting personal health. Married employees comparatively experience high stress than unmarried. [13]

**Dr.C. Madhavi (2011)** studied the relationship between work family issue and

the role stress dimensions among 485 women software professionals and found that there is association between work family issues and demographic factors. Ten organizational role stress dimensions like inter-role distance, role stagnation, role expectation conflict, role erosion, role overload, role isolation, personal inadequacy, self-role distance, role ambiguity, resource inadequacy were taken to find out the relationship between work life issues and stress dimensions. Finally, she concluded that stress and work life issues prevail among dual career women. The role dimensions experienced by the women software professionals make a significant impact upon their work family issues. [14]

**L. Ranjit (2012)**, in his study job stress and quality of life of women software employees found that all demographic factors like age, marital status, educational qualification, designation, monthly income and hours of work do influence the quality of life of the respondents and the level of job stress influence the level of quality of life. Stress has touched almost all professions and is high in software profession because of their nature of work, target, achievements, and night shift and over work load. From the 201 women respondents he concluded that the higher the level of stress

lower is the quality of life and vice versa. [15]

**T. Thirumaleswari (2013)** conducted a study on job stress among software employees and relaxation techniques. 100 respondents were randomly chosen for the study. And they found that the level of stress and its amount of consequences vary within and between organizations based on the nature and type of work practices. [16]

**Prasad, K. D. V et. al.(2015)** concluded that the occupational stress is having moderate impact on the employees' performance of the institute, the job related stress in general and the stress factor job security in particular. The employees' reaction to the stress – physiological factors also has moderate effect the performance of an employee. Health-wise, some employees had developed chronic neck and back pain, an effect of long sitting hours at work. [17]

### 3. Gap of the Research

Researchers have predominantly focused on either work-life balance issues or occupational stress faced by IT professionals in India and very scant work has been done in the area of work-life balance along with job stress of software professionals. The divide of demographic variables with

respect to work life balance and job stress is not much studied and there are many unanswered questions.

### 4. Research Problem

Responding to questions on work life balance and stress is difficult as the respondents have to think and deliberate to know and assess for themselves the extent and underlying aspects of work life balance and stress. Further, provision of sufficient time for the respondents for their honest answers is always a challenge as each time; some of their responses may vary to certain aspects. It required a thorough revision of the wording, sequence and classification of the questions in the questionnaire. Efforts were put in to sincerely gather the truthful and uncontrived data from the respondents that ensure the results to be reliable and pragmatic.

### 5. Research Objectives

1. To identify the factors causing on job stress of IT professionals.
2. To measure the impact of causing factors on job stress of IT professionals.
- 3.

### 6. Research Hypothesis

***H0: There is no significant relationship between causing factors and job stress of IT professionals.***

- H<sub>01</sub>: There is no significant relationship between work to family conflict and job stress.
- H<sub>02</sub>: There is no significant relationship between family to work conflict and job stress.
- H<sub>03</sub>: There is no significant relationship between work to work support and job stress.
- H<sub>04</sub>: There is no significant relationship between work to family support and job stress.
- H<sub>05</sub>: There is no significant relationship between work to stress factors and job stress.

## **7. Methodology adopted for Research**

### **Data Sources**

The study is based on primary data and secondary data. Primary data is collected through a well-framed and structured questionnaire to elicit the well-considered opinions of the respondents. Based on the in-depth study of literature the questionnaire for the study is prepared. From the extensive literature survey the information is divided into two parts. Work-family conflicts and supports, Job stress

variables. Most of the responses are measured with the help of 5 point Likert scale from strongly disagree to strongly agree. Direct interviews and discussions are also conducted with respondents to get basic inputs. The secondary data is collected from business periodicals, business journals, magazines, publications, reports, research articles, websites, manuals and booklets.

### **Sampling Procedure for Research**

The study is proposed to be conducted among software professionals in IT industry of Chennai City. The study adopts stratified convenience sampling to collect the responses of the software professionals in Chennai City. The questionnaire is distributed personally to the software professionals and the soft copy also is floated to all the contacts of software professionals in turn. Software Professionals who have been full time employees with at least 6 months of work experience in the selected IT companies were taken as sample. 700 questionnaires were mailed to software professionals and received 360 filled questionnaires. Out of 360 questionnaires 256 were useful with full information in all aspects. Hence the sample size of this study is 256 employees.

### **Statistical Tools for Analysis**

All the survey responses were coded into Microsoft Excel 2010 spreadsheet,

verifying for missing data and inconsistently filled-in questionnaires. The data coded were transferred to SPSS and analyzed employing reliability analysis, defined variables and, all sorts of descriptive statistics of the responses were calculated. Testing the hypotheses was done, using

SPSS and Structural Equation Model (SEM).

The following statistical tools were used for data analysis:

- Reliability & Validity Test
- Confirmatory Factor Analysis
- Multiple Linear Regression

**8. Data Analysis & Results**

**Reliability and Validity Test**

**Table.1: Case Processing Summary**

		N	%
Cases	Valid	256	100.0
	Excluded <sup>a</sup>	0	.0
	Total	256	100.0

a. Listwise deletion based on all variables in the procedure.

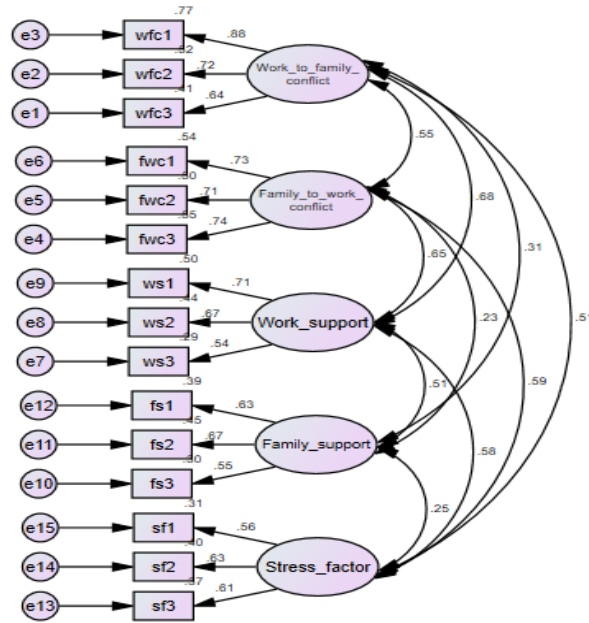
**Table.2: Reliability Statistics**

Cronbach's Alpha	N of Items
.891	19

The internal consistency of the questionnaire of 19 questions with a value of the Cronbach's Alpha is 0.891, which shows that data is 89.1 per cent reliable and valid.

**AMOS output of the measurement model or CFA -Standardized**





**Figure: 1.** AMOS output of the measurement model or CFA -Standardized

**Table.3: Regression Weights: (Group number 1 - Default model)**

			Estimate	S.E.	C.R.	P	Label
wfc3	<---	Work to family conflict	1.000				
wfc2	<---	Work to family conflict	1.062	.080	13.219	***	
wfc1	<---	Work to family conflict	1.396	.099	14.117	***	
fwc3	<---	Family to work conflict	1.000				
fwc2	<---	Family to work conflict	.926	.068	13.582	***	
fwc1	<---	Family to work conflict	1.013	.073	13.919	***	
ws3	<---	Work support	1.000				
ws2	<---	Work support	1.261	.126	10.039	***	
ws1	<---	Work support	1.387	.134	10.325	***	
fs3	<---	Family support	1.000				
fs2	<---	Family support	1.229	.149	8.273	***	
fs1	<---	Family support	1.103	.134	8.254	***	
sf3	<---	Stress factor	1.000				
sf2	<---	Stress factor	.995	.110	9.088	***	
sf1	<---	Stress factor	.935	.109	8.592	***	

**Table.4: Standardized Regression Weights: (Group number 1 - Default model)**

			<b>Estimate</b>
wfc3	<---	Work to family conflict	.639
wfc2	<---	Work to family conflict	.722
wfc1	<---	Work to family conflict	.877
fwc3	<---	Family to work conflict	.739
fwc2	<---	Family to work conflict	.707
fwc1	<---	Family to work conflict	.735
ws3	<---	Work support	.542
ws2	<---	Work support	.666
ws1	<---	Work support	.709
fs3	<---	Family support	.547
fs2	<---	Family support	.668
fs1	<---	Family support	.627
sf3	<---	Stress factor	.612
sf2	<---	Stress factor	.630
sf1	<---	Stress factor	.557

**Table.5: Intercepts: (Group number 1 - Default model)**

	<b>Estimate</b>	<b>S.E.</b>	<b>C.R.</b>	<b>P</b>	<b>Label</b>
wfc3	3.118	.061	51.439	***	
wfc2	3.039	.057	53.336	***	
wfc1	2.577	.062	41.793	***	
fwc3	3.326	.061	54.711	***	
fwc2	3.384	.059	57.534	***	
fwc1	3.178	.062	51.296	***	
ws3	3.135	.059	52.735	***	
ws2	3.172	.061	51.914	***	

	<b>Estimate</b>	<b>S.E.</b>	<b>C.R.</b>	<b>P</b>	<b>Label</b>
ws1	3.220	.063	51.017	***	
fs3	3.183	.060	53.182	***	
fs2	3.228	.060	53.547	***	
fs1	3.164	.058	54.916	***	
sf3	3.131	.060	51.840	***	
sf2	3.234	.058	55.389	***	
sf1	3.054	.062	49.139	***	

**Table.6: Covariance’s: (Group number 1 - Default model)**

			<b>Estimate</b>	<b>S.E.</b>	<b>C.R.</b>	<b>P</b>	<b>Label</b>
Work to family conflict	<-->	Family to work conflict	.497	.064	7.739	***	
Family to work conflict	<-->	Work support	.488	.064	7.587	***	
Work support	<-->	Family support	.278	.049	5.728	***	
Stress factor	<-->	Family support	.155	.046	3.346	***	
Work to family conflict	<-->	Work support	.441	.059	7.519	***	
Work to family conflict	<-->	Family support	.203	.045	4.514	***	
Stress factor	<-->	Work to family conflict	.375	.058	6.512	***	
Family to work conflict	<-->	Family support	.171	.050	3.411	***	
Stress factor	<-->	Family to work conflict	.506	.070	7.252	***	
Stress factor	<-->	Work support	.359	.056	6.412	***	

**Table.7: Correlations: (Group number 1 - Default model)**

			<b>Estimate</b>
Work_to_family__conflict	<-->	Family_to_work__conflict	.553
Family_to_work__conflict	<-->	Work_support	.652

			<b>Estimate</b>
Work_support	<-->	Family_support	.509
Stress_factor	<-->	Family_support	.248
Work_to_family_conflict	<-->	Work_support	.684
Work_to_family_conflict	<-->	Family_support	.309
Stress_factor	<-->	Work_to_family_conflict	.506
Family_to_work_conflict	<-->	Family_support	.225
Stress_factor	<-->	Family_to_work_conflict	.589
Stress_factor	<-->	Work_support	.582

**Table.8: Variances: (Group number 1 - Default model)**

	<b>Estimate</b>	<b>S.E.</b>	<b>C.R.</b>	<b>P</b>	<b>Label</b>
Work to family conflict	.775	.103	7.490	***	
Family to work conflict	1.043	.120	8.684	***	
Work support	.537	.091	5.889	***	
Family support	.555	.104	5.337	***	
Stress factor	.707	.115	6.148	***	
e1	1.124	.081	13.910	***	
e2	.804	.065	12.386	***	
e3	.455	.073	6.278	***	
e4	.868	.078	11.087	***	
e5	.895	.075	11.949	***	
e6	.913	.081	11.206	***	
e7	1.290	.091	14.173	***	
e8	1.075	.087	12.322	***	
e9	1.026	.091	11.228	***	
e10	1.297	.103	12.624	***	
e11	1.041	.110	9.460	***	

	<b>Estimate</b>	<b>S.E.</b>	<b>C.R.</b>	<b>P</b>	<b>Label</b>
e12	1.041	.098	10.670	***	
e13	1.179	.101	11.664	***	
e14	1.062	.095	11.215	***	
e15	1.378	.108	12.808	***	

**Table.9: Squared Multiple Correlations: (Group number 1 - Default model)**

	<b>Estimate</b>
sf1	.310
sf2	.397
sf3	.375
fs1	.394
fs2	.446
fs3	.300
ws1	.502
ws2	.443
ws3	.294
fwc1	.540
fwc2	.500
fwc3	.546
wfc1	.768
wfc2	.521
wfc3	.408

**SEM Path**

After complying with Reliability and Validity checks using Confirmatory Factor Analysis (CFA), estimation of overall Model fit was done using structural equation modelling. First, we need to construct the SEM path diagram based on the theoretical frame work. The structural model path diagram is shown in figure 1 is a graphical representation of the mathematical equation

(Byrne, 2010) [17]. It shows how the independent and dependent constructs are interrelated with each other in a structured mathematical manner. The one-way arrow which starts from the exogenous variable and ends to the endogenous denotes the regression weight. We can understand the level of impact of the exogenous variable on an endogenous variable by its unstandardized and standardized regression

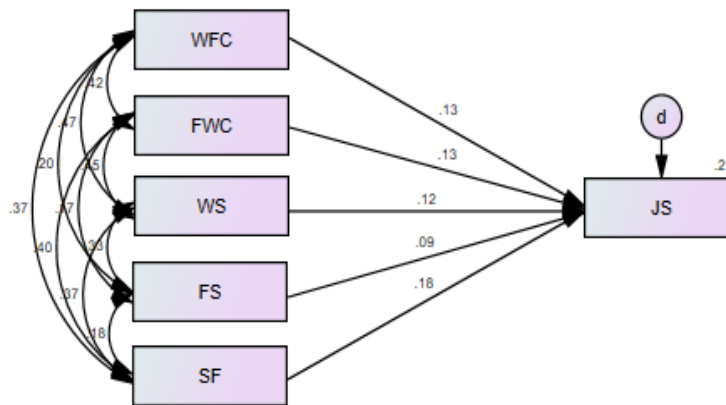
coefficients. The two-way arrow denotes the covariance or correlation.

Totally there are 15 observed variables which are referred as predictors as it predicts the constructs or latent variables and there are totally 1 unobserved variable which can also be referred as latent variables or constructs as it is conceptually related with the observed variables. The exogenous Variables- Work to Family Conflict, Family to Work Conflict, Work Support, Family Support and Stress Factors affects the endogenous variable –Job Stress, in turn, affect the endogenous Variable-Employee

Retention. Each and every observed variable have an error term and it is denoted with e1 to e15. Few latent variables like Work to Family Conflict, Family to Work Conflict, Work Support, Family Support and Stress Factors are inter correlated by drawing the covariance curves in the model.

Once the structural equation model is drawn using AMOS, the sample data is imported from SPSS and we need to run the model. If the data meets all the assumptions of SEM as discussed in the previous topics, then we shall get the output without any error in both graphical and tabulated form.

**Structural Model Path Analysis**



**Figure: 2.** Structural Model Path Analysis

**Structural Model Fit Estimation**

Figure 2 indicates the standardized path regression coefficients and the relationship between unobserved and observed variables with respect to the path diagram.

**Table.10:Structural Model Fit Estimation**

Indices	Recommended Value	Model Fit Indices
CMIN/df	< 3	2.163

p-value	$\geq 0.05$	.000
GFI	$\geq 0.90$	0.900
AGFI	$\geq 0.80$	0.968
NFI	$\geq 0.90$	1.000
CFI	$\geq 0.90$	1.000
RMSEA	$\leq 0.08$	.016
P Close	$\geq 0.05$	.000

The structural model fit is checked based on CMIN/df, p-value, Goodness of Fit (GFI), Adjusted Goodness of Fit (AGFI), NFI, Comparative Fit Index (CFI), Root Mean square of approximation (RMSEA) and P Close. The Model fit indices for the constructs have been found and the summary of the result is shown in the above table where the obtained Model fit indices are compared with the recommended value. The detailed AMOS output is given above tables. We have not considered the actual chi square value as the chances of model rejection will be high when the sample size increases. Hence we have divided the chi square value with the degrees of freedom so that we can overcome the sample size issue. The result of chi square value divided by the degrees of freedom is shown in the table as 2.163 which is below than the acceptable limit 3. The obtained p-value is 0.05 which is equal to the recommended value. The obtained GFI value is 1.000 which is equal to the recommended value of 0.9. The

obtained AGFI value is 0.968 which is above the recommended value of 0.8. The obtained NFI value is 1.000 which is greater than the recommended value of 0.90. The obtained CFI value is 1.000 which is greater than the recommended value of 0.90. The obtained RMSEA value is 0.016 which is lesser than the recommended value of 0.08. The obtained P-close value is 0.00 which is less to the recommended value of 0.05. Hence we can find the overall model fit indices are within the acceptable recommended values as proposed by the researchers, so we can conclude that the hypothesized model fits with the sample data. All the five parameters have met all the other recommended value to verify fitness of the Model. Hence we can conclude that the Model is perfectly fit.

### Testing Structural Relationships

To know whether the hypothesized paths are significant or not, the standardized regression weights of the output of the hypothesis path are compared against the p-

value. The table below shows the relationship between Independent and dependent variables with respect to Hypothesis. By referring to the P value, each and every hypothesis has been specified whether it is significant or not significant. The result shows that the hypothesized model fits with the obtained sample data. The summary and interpretation of the result are given below:

#### **Work to family conflict**

The probability of getting a critical ratio as large as 2.844 in absolute value is .004. In other words, the regression weight for Work to family conflict(WFC) in the prediction of job stress (JS) is significantly different from zero at the 0.01 level (two-tailed).

#### **Family to work conflict**

The probability of getting a critical ratio as large as 2.719 in absolute value is .007. In other words, the regression weight for Family to work conflict(FWC) in the

prediction of job stress (JS) is significantly different from zero at the 0.01 level (two-tailed).

#### **Work Support**

The probability of getting a critical ratio as large as 2.529 in absolute value is .011. In other words, the regression weight for Work Support (WS) in the prediction of Job Stress (JS) is significantly different from zero at the 0.05 level (two-tailed).

#### **Family Support**

The probability of getting a critical ratio as large as 2.131 in absolute value is .033. In other words, the regression weight for Family Support (FS) in the prediction of Job Stress (JS) is significantly different from zero at the 0.05 level (two-tailed).

#### **Stress Factors**

The probability of getting a critical ratio as large as 4.125 in absolute value is less than 0.001. In other words, the regression weight for Stress Factors (SF) in the prediction of Job Stress (JS) is significantly different from zero at the 0.001 level (two-tailed).

**Table.11:Estimated Standardized regression of the hypothesis**

<b>S. No.</b>	<b>Hypothesis</b>	<b>Standardized Regression Weights</b>	<b>P</b>	<b>Significant/Not Significant</b>
H <sub>01</sub>	There is no significant relationship between work to family conflict and job stress.	0.133	0.004	Significant
H <sub>02</sub>	There is no significant relationship	0.127	0.007	Significant



	between family to work conflict and job stress.			
H <sub>03</sub>	There is no significant relationship between work support and job stress.	0.123	0.011	Significant
H <sub>04</sub>	There is no significant relationship between family support and job stress.	0.089	0.033	Significant
H <sub>05</sub>	There is no significant relationship between stress factors and job stress.	0.184	0.000	Significant

breadth. Hence such areas are presented below:

## 9. Suggestions

The present study proposes a model of the impact of causing factors on the job stress. The study found that work to family conflict, family to work conflict, work support, family support and stress factors are impacting significantly the job stress. Therefore, IT Companies HR managers should focus on the above factors to reduce job stress of IT professionals.

## 10. Conclusion

The study investigated the impact of causing factors on job stress of IT professionals, concluded that work to family conflict had the highest impact on the job stress of the IT professionals followed by family to work conflict, work support, family support and stress factors.

## 11. Recommendation for further research

This research study has substantial scope for extension in terms of depth as well as

## 12. References

1. Fisher-McAuley et.al., Modeling the relationship between work life balance and organizational

- The present study confines itself to IT companies only and does not cover other industries. Thus the further study may be undertaken on other industries to identify relevant determinants.
- The study focused on the causing factors and job stress of the IT professionals. Further research may be conducted on the job stress and job performance other industry.
- Further research is recommended by carrying out a comparative study among the south Indian cities because the residents in other parts of the country may have different causing factors and job stress in respect of IT industry.

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