IDENTIFYING THE FACTORS THAT CAUSE WORK-RELATED STRESS AMONG INDIVIDUALS IN SERVICE SECTOR

A Thesis submitted to Department of Management Sciences in part fulfillment of the requirement for the MBA degree

partial

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Abstract

This study aims to identify work related stress among individuals in service industry. Five independent variables are studied for it that are Role Ambiguity, Role Overload, Working Condition, collegiality and Bullying & Harassment with independent variable Workplace stress.

For this purpose convenient sampling method is used and data is analyzed in SPSS version 20. Three statistical method used for the analysis of data are Regression analysis, Correlation and Multiple regression.

Findings shows that in service industry; role overload, working condition and collegiality have significant relation with workplace stress while role ambiguity and bullying and harassment don't show any significant result with workplace stress. But after applying Multiple Regression Role ambiguity shows relation with workplace stress with the same data. There is view recommendation and conclusion was discussed at end of the report.

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Preliminary pages ?

Table of Contents

Chapter One: Introduction 1

1.1 Background of the Topic 1-2

1.2 Statement of the problem.....2

1.3 Question of the research study.....2

1.4 Significance of the study..... 2-3

1.5 Time scale.....3

1.6 Limitation.....3

1.7 Definitions of key terms.....3

1.7.1 Stress at workplace.....3

1.7.2 Role ambiguity.....4

1.7.3 Role overload.....4

1.7.4 Relationship with colleagues.....4

1.7.5 Working condition.....4

1.7.6 Bullying & harassment.....4

Chapter Two: Review of Literature 5

2.1 Critical review of some research studies.....5-7

2.2 Workplace Stress in Pakistan.....7-8

2.3 Relationships with Colleagues 8-9

2.4 Working Condition.....9

2.5 Role Overload 9-10

2.6 Role Ambiguity.....10

2.7 Bullying & Harassment.....10-11

2.8 Theoretical framework.....11-12

Chapter Three: Research Methodology and Procedure.....13

3.1 Research Method.....13

3.2 Population of the study 13

3.3 Data collection.....13

3.4 Treatment of Data Analysis.....13
3.5 Instruments.....14-15

Chapter Four: Data Analysis.....16

4.1 Frequency Distribution.....16

4.1.1 Age 16-17

4.1.2 Gender.....18

4.1.3 Job Position 19-20

4.2 Regression analysis.....21

4.2.1 Collegiality.....21

4.2.2 Working Condition.....22

4.2.3 Role Overload.....23

4.2.4 Role Ambiguity.....24

4.2.5 Bullying & Harassment.....25

4.3 Correlation.....26

4.3.1 Collegiality and Workplace Stress.....26

4.3.2 Working Condition and Workplace Stress.....27

4.3.3 Role Overload and Workplace Stress.....28

4.3.4 Role Ambiguity and Bullying & Harassment with Workplace Stress.....29

4.4 Multiple regression.....30-31

Chapter Five: Findings, Conclusion and Recommendation.....32

5.1 Findings.....32

5.2 Conclusion.....32

5.3 Recommendation.....33

Reference.....34-36

Appendix.....37