



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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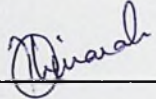
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Abstract

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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Preparatory pages ?

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