A STUDY CONDUCTED IN IT SECTOR ON OCCUPATIONAL STRESS AND ITS EFFECTS ON EMPLOYEE PERFORMANCE IN KATHMANDU VALLEY

A Dissertation Submitted to the Office of the Dean, Faculty of Management in Partial Fulfillment of the Requirements for the Master's Degree

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CERTIFICATE OF AUTHORSHIP

I hereby corroborate that I have researched and submitted the final draft of dissertation entitled **"A Study Conducted in IT Sector on Occupational Stress and its Effects on Employee Performance in Kathmandu Valley"**. The work of this dissertation has not been submitted previously for the purpose of conferral of any degrees nor has it been proposed and presented as part of requirements for any other academic purposes.

The assistance and cooperation that I have received during this research work has been acknowledged. In addition, I declare that all information sources and literature used are cited in the reference section of the dissertation.

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REPORT OF RESEARCH COMMITTEE

Ms. Deepmala Kunwar has defended Research proposal entitled **"A Study Conducted in IT Sector on Occupational Stress and its Effects on Employee Performance in Kathmandu Valley"** successfully. The research committee has registered the dissertation for further progress. It is recommended to carry out the work as per suggestion and guidelines of supervisor sir Kamal Prakash Adhikari and submit the thesis for evaluation and vice-voce examination.

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APPROVAL SHEET

We, the undersigned, have examined the thesis entitled **"A Study Conducted in IT Sector on Occupational Stress and its Effects on Employee Performance in Kathmandu Valley"** presented by Deepmala Kunwar candidate for the degree of Master of Business Studies (MBS Semester) and conducted the Viva- Voce examination of the candidate. We hereby certify that the thesis is worthy of acceptance.

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Given that everyone makes mistakes, perfection is practically unthinkable. I have done everything in my power to avoid making mistakes, but I am aware that they are unavoidable, so I will be grateful for any forgiveness I receive.

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ABBREVIATIONS

ANOVA	Analysis of Variance
EP	Employee Performance
ERI	Effort-Reward Imbalance
FO	Fear of Obsolescence
JD-R	Job Demands-Resources
MS Excel	Microsoft Excel
PE	Physiological Environment
RA	Role Ambiguity
RI	Role Insufficiency
RO	Role Overload
SPSS	Special Packages for the Social Sciences
SR	Salary and Rewards

ABSTRACT

Stress has become prevalent in modern workplaces, affecting employees at all levels. Stress, defined as the sensation of strain and pressure, can help you perform at your best. However, excessive stress, especially in the rapidly changing IT sector, can be harmful. Employees in this sector face increased stress due to the demand for continuous skill development and timely deliverables. This learning used a quantitative, descriptive and explanatory research design, with convenience sampling and data collected from 391 employees via a self-administered, closed-end questionnaire. Data analysis was carried out using SPSS version 26, with both descriptive and inferential methodologies, highlighting the critical impact of stress on organizational outcomes in the IT sector. The purpose of this study is to look into the relationship between occupational stress factors and employee performance in Kathmandu Valley's IT sector. It was discovered that moderate stress levels have a adverse impact on employee performance, with factors such as role overload, ambiguity, insufficiency, physiological environment and fear of obsolescence all contributing significantly to this decline. In contrast, a positive salary and rewards was shown to improve performance.

Keywords: *Job Stress, Employee Performance, Role Ambiguity, Role Overload, Role Insufficiency, Salary and Rewards, Physiological Environment and Fear of Obsolescence*

CHAPTER I
INTRODUCTION

1.1 Background of Study

In the fast-paced world on this 21st Century of today and competitive environment, the Information Technology (IT) sector is essential for promoting innovation and economic growth. Kathmandu Valley, known for its burgeoning IT industry, stands as a testament to this global phenomenon. However, amidst the technological advancements and dynamic work environments, the problem of job-related stress has become a main issue that affects people's performance and general well-being of employees within this sector. A more varied and inclusive workplace has resulted from the ease with which capital, people, technology, expertise, and opportunities can now be accessed thanks to globalization. "Working around the clock" as a concept has changed significantly as different firms adapt and putting these modifications in place for work schedules and hours. The modern workplace is less "people oriented" and more "outcome oriented." A high-performing workforce has emerged as an organization's central focus. Workers experience a growing amount of pressure at work, which can central to a variety of wellbeing problems in an attempt to appear competent (Joy & Kumar, 2018). Additionally, businesses have implemented appropriate work practices and are always enhancing them to create a more positive workplace culture and atmosphere. This is crucial for attracting and retaining highly skilled employees.

Regardless of industry, the majority of workers devote a significant amount of their workday to job-related purposeful tasks in the association because of this viable nature of the challenging environment. The humanoid reaction towards a change that needs a intellectual, physical, or emotive change or comeback to work everyday jobs is known as job stress, on the other hand. Therefore, anything that causes someone to feel unhappy, furious, afraid, or anxious can potentially be the source of pressure. Job stress, then, is a adverse physiological also psychological comeback that results from an employee's needs, resources, or skill levels not meeting job requirements. As a result, one of the greatest threats to workers' occupational health at the moment is Career stress, mainly owed to pandemics. (Spielberger & Navinder, 2020).

Workplace stressors include struggles disagreements through organization, coworkers or challenges and subordinates with immediate management standards. HRM approaches suggest that adjusting employee performance can help organizations perform better. To reduce job stress, it is important to understand employee motivation practices that address factors like Training and competencies, Organizational culture, Career ambiguity, Leadership, long hours, (Sucharitha, 2020). A worker's negative emotional and physical reaction that arises when their skills, resources, or needs don't match the demands of their job is known as job stress. One of the biggest threats to employees' occupational wellbeing nowadays is job stress.

In today's dynamic and also competitive work surroundings, occupation stress has converted a common concern disturbing both workers and system of organization alike. A comprehensive review delves into the complex link between occupation stress and employee performance, shedding light on many consequences it has for individuals and businesses. With extensive research and empirical evidence, the various dimensions of job stress, including both its causes and manifestations in the workplace in Call Center Employees. Drawing on theories from psychology, sociology, and organizational behavior, it explains how factors such as workload, role ambiguity, interpersonal conflicts, and organizational culture influence employee stress. Furthermore, it investigates the complex consequence of job stress arranged employee performance crossways multiple domains. From decreased productivity and job satisfaction to higher absenteeism, turnover intentions (Chaudhary et al. 2023).

Though it's not a brand-new issue, stress is a major topic in the news right now. Every job involves some pressure, which keeps us inspired. However, too much pressure can cause stress, which impairs productivity, is expensive for employers, and can even result in illness. Stress is now a necessary component of work in all industries. Employee stress levels are rising daily as a result of growing competition. Workers can experience extremely stressful circumstances at work, where they spend nearly a third of their lives. The nature of work has changed significantly over the last ten years, and these changes are happening quickly (Goswami, 2015). HRM approaches suggest that adjusting employee performance can improve organizational performance. To

reduce job stress, it's important to understand employee motivation practices that address factors like isolation, long hours, role ambiguity, deadly working environment, harassment, role overload, reimbursement and rewards, work culture, leadership, difficult coworker relations and a absence of chances for skill advancement.

To address this issue, a company should have a transformational and innovative strategy in place. This strategy may assist the company and other businesses in avoiding the consequence of the era and inhibiting their growth. However, the field of research has discovered that transformational leadership practices have no appreciable impact on workers' performance. The consequence of change readiness and transformational leadership on workers' performance in the chemical industry. One mediating variable in this research is preparedness for change. The outcomes of this study displayed that while fundamental leadership and willingness for change have a major effect on employee performance, transformational leadership had a significant impact on willingness for change. According to (Asbari et al. 2021) this new study put forth a model for managing worker performance amongst Indonesian chemical industry employees through the preparation and application of transformational leadership practices.

A wide range of factors, such as motivation, role awareness, ability and expertise, and employment motivation, impact workers' performance. Additional factors that affect performance are situational considerations, or things in a person's environment that either support and encourage performance or obstruct it. Workplace attributes like autonomy, diversity of skill sets, sense of self in the work, task importance, and constructive criticism influence critical psychological states that influence personal and professional outcomes, including job performance. Stressors that impair performance and have an adverse impact on performance include role conflicts and role ambiguity. Situational limitations include pressures from the job environment and from missing essential data and supplies. It is believed that these directly affect job performance. Although stress is unavoidable, it poses a serious risk to workers' quality of life in addition to being associated with a higher risk of illness and death (Addison & Yankyera, 2015).

Therefore, this learning examine stress at work is an unavoidable part of contemporary workplaces and poses serious risks to workers' general health and quality of life. There is a complex relationship between job stress and performance, with stressors like role conflicts, ambiguity, and a lack of resources having a direct effect on wellbeing and productivity. To reduce these stressors, organizations must implement effective strategies, such as transformational leadership and strong HRM procedures. Organizations can improve worker satisfaction and performance by focusing on skill development, employee motivation, and fostering a positive work environment.

1.2 Problem Statement

Consequently, the implementation of appropriate policies and mechanisms for effective stress management has become crucial for any organization. Employees who experience extreme stress are unable to function well at work or meet organizational objectives. One of the numerous studies on the linking amongst stress and worker performance in the IT industry found that role ambiguity, workload, compensation, and benefits, as well as concerns about becoming obsolete, role destruction, career expansion, role inactivity, effort relationships and duty all had a negative effect on worker performance Sunanda (2018).

The adverse consequences of job-related stress are manifold, encompassing decreased productivity, diminished job fulfillment, heightened absenteeism, and a higher revenue rate, entirely of which can culminate in a substantial cost to both the individual and the organization. Moreover, extended introduction to high stages of anxiety can precipitate serious long-term health complications, further exacerbating the problem. Despite the growing recognition of these issues, there leftovers a notable gap in empirical research specifically addressing the manifestations, determinants, and impacts of job-related stress within Kathmandu Valley’s IT sector. In context of Nepal in the IT industry some article has been published regarding worker performance and work stress. (Pandey, 2020) measured job-related stress and its effect on bank employees' job performance through a similar study on stress in the workplace.

The community members who work in stress work environment (Khagi et al. 2021) evaluates job-related stress in adults and its consequence on worker performance, thereby bridging some of the research gaps left by earlier studies. Thus, in order to shed light on the relationship between job-related stress and worker performance, this study attempts to methodically examine the different aspects of job-related stress within the Kathmandu Valley's IT industry. The overarching goal is to identify actionable strategies that organizations can implement to alleviate stress amongst employees, thereby enhancing productivity, job fulfillment on overall well-being. By filling critical knowledge gap, the learning aspires to contribute to the creation of healthier, more resilient work environments that can sustain the growth and dynamism of Kathmandu Valley's IT sector. This study is predicated on the premise that understanding the dynamics of workplace stress and how it affects workers' productivity is pivotal for devising effective interventions and strategies to mitigate these issues. However, the lack of comprehensive data and insights into the specific stressors affecting IT professionals in Kathmandu Valley, coupled with the absence of targeted strategies to combat stress in this context, poses a significant barrier to addressing the problem effectively.

The Information Technology (IT) sector in Kathmandu Valley, despite being a cornerstone of innovation and economic growth, is confronting an escalating challenge that could undermine its success and sustainability: job-related stress and its detrimental consequence on worker performance. As the sector thrives on the cutting-edge of technological advancements, employees are increasingly subjected to a myriad of stressors including, but not limited to, relentless workloads, stringent deadlines, rapid technological changes, and the constant pressure to innovate. These factors collectively contribute to a high-stress work environment, which can significantly impair an individual's physical, emotional, and psychological well-being (Bhatt & Pathak, 2010).

By answering to the following research questions, this learning purposes to quantify the influence of job-related stress on worker performance in the Kathmandu Valley's IT sector:

i. What are the primary job-related stress factors identified by employees in the IT sector?

ii. What is the actual connection between changes in employees' productivity and their level of job-related stress?

iii. What are the key indicators to analyze the connections between various factors and how they collectively affect overall employee productivity?

1.3 Objectives of the Study

The primary objective of this study was to quantify the consequence of job-related stress on worker performance in the IT industry in the Kathmandu Valley. The following is an outline of the specific goals:

i. To identify the primary job-related stress factors experienced by employees in the IT sector.

ii. To examine variables that might influence the relationship between performance of employee and job-related stress.

iii. To analyze the connections between various key indicators and how they collectively affect overall employee productivity.

1.4 Research Hypotheses

According to the learning, the following theories regarding the associations between various job-related stress factors and worker performance are presented:

H1: There is a significant variance in the levels of stress at work in different IT companies amongst employees in the Kathmandu Valley.

H2: There is a significant correlation between role overload and employee performance within the IT sector in the Kathmandu Valley.

H3: There is a significant association in different IT companies between role insufficiency and employee performance in the Kathmandu Valley.

H4: In role ambiguity, it has a significant relationship with employee performance within the IT sector in the Kathmandu Valley.

H5: Salary and rewards have a significant correlation with employee performance within the IT sector in the Kathmandu Valley.

H6: The physiological environment has a significant impact on employee performance, within the IT sector in the Kathmandu Valley.

H7: The fear of obsolescence has significant impacts on employee performance,

within the IT sector in the Kathmandu Valley.

1.5 Rationale of the Study

This study's main focus of investigation is the Kathmandu Valley's IT industry. In the recent past, the IT sector has grown at the fastest step of any industry. The rapid advancement of technology and easy access to information have encouraged many young people to invest in developing the skills necessary for employment. As a result, there are currently a lot of people employed in Nepal's IT sector. Globally speaking, with millions of workers, the IT industry is one of the largest service sectors. Following the pandemic, the IT sector has seen a flow in employment opportunities and a large inflow of people from a variety of industries, including small businesses, banks, and restaurants.

This learning's main area is to report the difficulties declared in the problem account in order to fill in around of the gaps left by earlier research. After the learning's conclusion, any new visions and conclusions will surely be helpful in addressing the relationship between workplace stress and productivity. Finding out how job-related stress affects worker performance in the IT sector of the Kathmandu valley is the primary goal of the study. The study will specifically examine role insufficiency, role ambiguity, salary and rewards, Physiological Environment, obsolescence fear, work overload and responsibilities. From an academic perspective, this study will add to the corpus of knowledge currently available in the managing and information areas by providing after assessing the impact of job-related stress on worker performance.

Additionally, this study will assist managers from various IT companies in comprehending the various aspects and consequences of stress and how it affects worker performance. It will assist psychologists in comprehending job-related stress and their consequence on a person. Additionally, it will be beneficial to identify an appropriate stress management system that IT companies can implement for the health and welfare of their staff. Other academicians and researchers can use the study as a supplement to their own research.

1.6 Limitations of the Study

The limitation of the study is listed below;

- The investigation selectively explores specific aspects contributing to job-related stress, and not all potential factors influencing stress in the workplace are evaluated.
- The study exclusively focuses on worker performance as the primary factor influenced by job-related stress, potentially overlooking other critical aspects impacted by stress in the workplace only in IT sector.
- The study's conclusions are solely derived from the answers provided by the population sampled to whom the survey was delivered.
- Data collection was confined to a single city of IT Company and was exclusively centered on Kathmandu valley.
- The convenience sample limits the scope of the learning's ability to offer a fully representative explanation of the entire population under consideration.

CHAPTER II
LITERATURE REVIEW

A study of the available literature on worker performance, stress at work and its contributing reasons, and the link between worker performance and stress in the workplace is included within this chapter. The impact in occupational stress as an independent variable and also employee performance as a dependent variable the is analyzed in this literature using both theoretical and empirical review covering the research gap.

2.1 Theoretical Review

Theoretical review focuses on job-related stress and its effect on worker performance in the IT sector. This involves an extensive examination of existing literature, scholarly articles, and theoretical perspectives related to job stress, worker performance, and the unique dynamics of the IT industry. Key theories as the Karsek's Demand-Control Model, which emphasizes the role of job demands and control in predicting stress levels Karasek, (1979), and the Effort-Reward Imbalance Model Siegrist, (2017), which highlights the impact of perceived imbalance between rewards received and effort expended on employee well-being, may be discussed. Additionally, theoretical frameworks from work health psychology, such as the Job Demands-Resources Model (Bakker & Demerouti, 2007), which speculates that job demands and resources influence employee well-being and performance, may be examined in the context of the IT sector. Furthermore, the Transactional Model of Stress and Coping (Lazarus & Folkman, 1984) may be discovered to explain how individuals evaluate and cope with stressors in the IT workplace. By synthesizing these theories and models, the theoretical review aims to provide a wide-ranging thoughtful of the instruments over where job-related stress impacts worker performance in the IT sector.

Occupational stress is a mutual tricky in all business organizations, occupations, and professions, with significant negative consequence on employees' physical and mental health. High levels of stress are not only common in many businesses, but they are frequently viewed as an unavoidable part of the job. Employees in

information technology (IT) organizations are frequently subjected to high levels of stress. Occupational stress is an unavoidable part of many jobs, especially in information technology organizations. Addressing this issue through comprehensive stress management strategies is critical for maintaining employees' physical and emotive well-being while also increasing overall productivity (Mohammad, 2024).

2.1.1 Job Stress by Karasek's Demand-Control Model

The Demand-Control Model, projected by Robert Karasek in 1979, is a seminal review that seeks to clarify the link amongst job characteristics and stress levels experienced by employees. According to this model, job-related stress arises through the interaction amongstst two key issues: job demands and job control. This discuss to the number of work-related tasks, role overload, responsibilities, and pressures that employees face in their roles. Workload, time constraints, and competing priorities are examples of such difficulties. Job control, also identified as decision dependence, discusses to employees' degree of autonomy and control over their work processes, including the capability to make conclusions and usage their backings (Karasek, 1979).

Over the years, the Job-Demand-Control-Support has been widely applied in various occupational settings and has garnered empirical support for its predictive validity in explaining employee well-being and performance outcomes (Annette, 2020). It discussed comprehensive framework has informed organizational policies and practices aimed at optimizing job design and promoting employee health and productivity. Despite some criticisms and refinements over time, the Job-Demand-Control-Support Model: What stress management at work is and why it matters, remains a treasured tool for considerate the complex interplay amongst work characteristics and employee stress levels in today's rapidly changing work environments.

Giving to the Demand-Control Model, employees face a stressful work environment due to high stages of job demands and low stages of job control. This combination, also known as high job strain, is thought to increase the risk of spiritual and physical health issues like anxiety, depression (Karasek, 1979). Employees with high levels of job control, on the other hand, are better able to manage job demands and exert

control over their work environment, lowering their chances of experiencing stress-related outcomes. As a result, the model suggests that interventions aimed at reducing job strain should emphasize increasing job control by giving employees more autonomy and decision-making authority.

2.1.2 Effort Reward Imbalance (ERI) Model

Johannes Siegrist developed the Model; Effort Reward Imbalance (ERI) Model in 2017, provides a comprehensive work effort, rewards received, and employee stress levels for understanding these relationships. According to this ERI model, job-related stress occurs when there is a supposed disparity amongst the rewards they receive in exchange and the effort employees put into their roles. Effort states to the physical and spiritual effort required to encounter job demands, whereas rewards embrace both extrinsic and intrinsic factors, like as salary, promotion opportunities, and job safety (Siegrist, 2017).

Effort-reward imbalance (ERI) model is a broadly used theoretical tool for measuring stress in the job suggests that high levels of effort expended by employees without commensurate rewards lead to feelings of injustice and inequity, resulting in increased levels of stress and adverse health outcomes. This imbalance is hypothesized to trigger physiological stress responses, such as elevated levels of cortisol and sympathetic nervous system activation, which can have detrimental consequence on mutually physical and spiritual well-being. Moreover, this model advocates that the perception of effort-reward imbalance may be exacerbated in environments categorized by high demands, limited social support and low control, further contributing to heightened stress levels amongst employees (Nasirpour et al. 2024)

2.1.3 Job Demands-Resources (JD-R) Model

An established theoretical framework that clarifies the causal connection between job characteristics, employee well-being, and performance outcomes is the Job Demands-Resources (JD-R) Model. The job demands and job resources are the two main categories into which this model divides job characteristics. Work demands are

those elements of a job that have an impact on one's body and mind and require constant physical or spiritual effort. Workload, time limits, and emotional demands are examples of job demands. Conversely, job resources refer to those elements of the job that help workers accomplish their goals, lessen job demands, and promote personal development. These characteristics might include independence, social support, and chances and feedback for improving one's skills (Bakker & Demerouti, 2007).

Over the years, the Job Demands-Resources Model has received empirical support across various occupational settings and industries, highlighting its toughness, fear of obsolescence and applicability in understanding occupational stress and personal well-being. By identifying & managing job demands and resources, organizations can optimize job design, increase worker satisfaction and boost organizational performance. The JD-R Model offers a thorough framework for organizations to develop targeted interventions aimed at reducing job strain and promoting a optimistic work location favorable to worker engagement to get the best performance. To look into how social support and organizational support affect the relationship between burnout and well-being and job stressors (Zhou et al. 2022).

2.1.4 Transactional Model of Stress and Coping

Richard Lazarus and Susan Folkman developed the Transactional Model of Stress and Coping in 1984, that explains the cognitive and emotional processes involved in stress and coping. According to this model, stress is caused by an individual's assessment of the relationship between eco-friendly demands stressors and their professed ability to arrangement with those demands. This cognitive appraisal process has two stages: main evaluation and subordinate evaluation. During main evaluation, people assess whether a situation is a threat, harm, or challenge to their well-being. If the situation is deemed stressful, individuals move on to subordinate appraisal, where they evaluate their coping resources and stress-management options (Lazarus & Folkman, 1984).

This research has demonstrated the utility of the Transactional Model in thoughtful how people evaluate and handle with stress across various contexts, including the

workplace. By identifying the cognitive processes underlying stress appraisal and coping responses, the model provides valuable insights into individual differences in stress experiences and resilience. Moreover, the Transactional Model highlights the dynamic nature of stress and coping, role insufficiency, emphasizing the importance of ongoing appraisal and adaptation in response to changing environmental demands. Ultimately, by understanding the transactional nature of stress and coping, individuals and organizations can develop more effective interventions to alleviate the harmful impact of strain and encourage adaptive coping strategies. These findings shed light on the underlying mechanisms and offer insights into the magnitude of the bond amongst work pressure and occupational burnout. In light of these results, it is advised that programs aimed at lowering stress levels and encouraging constructive coping mechanisms be put into place for occupational burnout (Zhou et al. 2024). Comprising questionnaires, this tool offers a versatile means of assessing and analyzing various aspects of workplace stress and coping mechanisms.

- Stressors related to job roles: There are six dimensions that can be employed to evaluate stress levels related to roles. Physiological environment, fear of obsolescence, work overload, role insufficiency and role ambiguity (Dianna et al. 2004).
- Personal strain: Items such as vocational, physical strain, interpersonal psychological and have been used to measure personal strain.

2.2 Empirical Review

Performance, as explained by Yobaoh et al. (2018) encompasses an employee's capacity to deliver labor, products, and services that go above and beyond the minimal requirements, meeting or exceeding the standards set by employers. This one involves evaluating both the quality and quantity of work accomplished, while also considering the associated resource costs. From a managerial standpoint, understanding the behaviors that tend to manifest in response to prolonged stress is crucial. This suggests that contemporary stress explanations often revolve around the concept of a misalignment between an individual and their surroundings, where a person's capacity for adaptation is challenged by both internal and external forces, particularly in the realm of job stress. However, since personal traits also influence

stress responses, individuals may react differently to similar work environments. Some types of personalities, like those inclined to continuously do their job and meet deadlines, often subject themselves to heightened stress levels due to their relentless pursuit of excellence.

The study looks into the influence of workload and technology on the presentation of call center teams." The analysis is performed using a single-way ANOVA. It correspondingly exposes that call center negotiators frequently deal with large volumes of evidence and accomplish repetitive and monotonous tasks. They frequently have to fake positive emotions in order to mollify and satisfy the utmost difficult clients, and they must also deal with the rise and broadcasting of machineries affecting the commercial and community aspects of their clients. As a result, it is clear that there is very tiny published information about call centers. One way to think about job stress is as a bad emotional state brought on by a person's dynamic interactions with their workplace, or as a private reaction to work location characteristics that emotionally damaged an employee (Chaudhary et al. 2023).

The performance needs to be measured by poor-work relations, absenteeism and reduced productivity that identifies several indicators of poor employee performance that organizations should measure due to stress. Monitoring these indicators can help organizations identify potential problems early on and take necessary actions to address them, thereby improving overall employee performance and organizational success (Prasad et al. 2016). The occupational stress which identifies several indicators like salary and rewards, workload, role ambiguity, fear of obsolescence and so on that organizations should measure to know the results of employee performance. Evaluating these indicators can help organizations identify potential problems early on and take necessary actions to address them, thereby improving overall employee performance and stress (Joy & Kumar, 2018).

Independent elements like work stress that varies with an indicator, conditions of work, role-related stress, structure of organizations, view from home work, interpersonal elements, professional growth, work performance variables, along with indicators, time management and attendance discipline, work outcome quickness of

mind, mentality, work expertise, initiative. Dependent elements like work performance variables, along with indicators, time management and attendance discipline, work outcome agility of mind, mentality, work expertise, initiative were measured to find out significant impact on how well employees perform due to stress (Dedi, 2021). Independent factors like results quality, number of outcomes collaboration and output promptness of the outcome's attendance. Dependent factors like an excessive amount of work, modification of the work system pay and benefits absence of oversight insufficient instruction has found out that worker performance is significantly impacted by work stress and the work environment (Deasy et al. 2021).

Studies conducted by Goswami (2015) results showed that stress at work causes employees to feel fear, anger, and anxiety, which negatively impacts their mental and psychological health. These findings led to the recommendation that banks implement job redesign programs to reduce psychological stress, job insecurity, and significant role ambiguity and improve overall employee productivity. Similarly, (Henry & Joseph, 2008) studied stress at work in five public organizations where permission to conduct the study was granted. The researchers measured employee perceptions using a Likert scale. The scale of responses was 1 for strongly disagreed to 5 for strongly agreed. The results of the study showed that stress at work has a major adverse effect on workers, which raises turnover rates in many industries. As a result, the researchers suggested that managers develop a deeper comprehension of stress management and apply suitable strategies to reduce stress in their workplaces.

Amoako et al. (2017) The data were carefully interpreted by the researchers using frequency tables, mean scores, percentages, and other descriptive analysis techniques. According to the study, stressed-out workers typically do better at their jobs. This shows that stress and job performance are positively correlated, meaning that when an employee's stress level rises, so does their work performance, and that lower stress levels are linked to worse work performance. (Carmen, 2019) data was collected using a researcher-developed questionnaire addressing issues pertinent to the research problem. The gathered information provided evidence of stress and psychological suffering amongst participants, which were attributed to the frequent

occurrence of psychosocial symptoms such as muscle tenseness, forgetfulness, anxiety, irritability, and disturbed sleep. These findings underscore the important influence of stress on individuals' mental and physical welfare.

Furthermore, the study looks into the influence of how inaccessible work and job-related stress affect information technology industry employees' psychological health to investigate whether and to what extent age and gender variations affect the psychological health of IT industry workers and have a significant impact in the information technology industry on the spiritual well-being of employees (Prasada et al. 2020). To evaluate the impact of stressors brought on by COVID-19 (role overload, lifestyle decisions, family obligations, and discomfort at work) on workers' distress levels and productivity and found that job performance was significantly impacted by household interruption, occupational worry and distress, with suffering being the most significant. (Parul et al. 2021).

Table 2.1 Summarizes a significant review of the literature on the subject of the link between worker performance and job-related stress.

Author & Date	**Article Topic**	**Objectives**	**Variables**	**Methodology**	**Findings**
(Sana Chaudhary, Nadia Nasir, Saif Ur Rahman, Salman Masood Sheikh, 2023)	Impact of work load and Stress in Call Center Employees Evidence from Call Center Employees	To elucidate the internal elements that foster the development of a company's skills, which are better overseen by management and have the ability to control employee behavior as gauged by the speed at which	Independent variables (Relational Uncertainty) Dependent variables (age, relationship distance, opportunism, V10 and inter-partner contradictions.)	Questionnaires are used to assess the following variables include race, age group (years), opportunism, education, daily practice, relational distance, inter-partner incompatibility. and relational uncertainty.	The outcome of the regression analysis verifies that opportunism, age, interpret relationships, number of hours worked, and rational distance all have a extensive influence on Job satisfaction. Furthermore, there is an important connection amongst the age coefficient & inter-partner incompatibility.

Author & Date	Article Topic	Objectives	Variables	Methodology	Findings
		customers are attended to and served.			
(K.D.V Prasad, Dr. Rajesh Vaidya, V Anil Kumar, 2016)	Study on the causes of stress amongst the employees in it sector and its effect on the worker performance at the workplace with special reference to international agricultural research institute, hyderabad: a comparative analysis	The study that was reported focuses on the widely accepted silent problem of "Stress" and sheds light on a comparison of the factors that lead to stress in workers and how those factors affect workers' performance at the International Agricultural Research Institute (IARI) and Information Technology Sector (ITS).	Independent variables (Role Ambiguity, Work Overload, Boss/Peer, Co-workers, Career, Role Overload, Individual Factors, Organizational Climate, Physiological Factors, Behavioral Factors, Psychological Factors, and Job Control) Dependent variables: low morale, poor work relations, absenteeism, and reduced productivity.	A survey was conducted with 150 employees from both the IARI and ITS to evaluate the consequence of the twelve independent factors on the dependent factors, employee performance.	The internal consistency of the survey questionnaire and the reliability of the measure used for this study are evaluated using the consistency static Cronbach's alpha (C-alpha).
(Anu Jossy Joy, 2018, Dr. G.S. Gireesh	Impact of job stress on Worker performance:	The study's specific goal was to investigate the causes of stress at work and	Independent Variable (Salary and Rewards, Workload, Fear of Obsolescence, Role Ambiguity)	Data for the Primary study were gathered complete the survey process, which is empirical in	The results of the study showed that role ambiguity has a significant effect on job performance and

Author & Date	Article Topic	Objectives	Variables	Methodology	Findings
Kumar)	A Study of Software Professionals in Kerala	evaluate how these factors affected software professionals in Kerala's ability to perform on the job.	Dependent Variable (Job performance)	nature. The population under investigation consists of software professionals employed in Kerala's IT industry. The stages of identification of the respondents varied.	that job performance is inversely correlated with sources of job stress.
(Dedi Iskamto , 2021)	Stress and Its Impact on Worker performance	To regulate the various sources of stress that affect workers in various organizational environments. To examine the precise mechanisms through which stress impacts worker performance, job satisfaction , and productivity.	Independent elements; Work stress that varies with an indicator, Conditions of work, Role-related stress, Structure of organizations, View from home work, Interpersonal elements, Professional growth Dependent elements; Work performance variables, along with indicators, Time management and attendance discipline, Work outcome agility of mind, Mentality, work expertise, initiative	Quantitative methods are used of employee in this study. Data processing and hypothesis testing are done with SPSS Version 25 software. The study's population consisted of 87 employees of the company who worked exclusively in the sales and administration divisions.	Worker performance is significantly impacted by work stress, giving to the hypothesis test results. circumstances Pressure at work has a significant impact on how well employees perform.
(Deasy Lastya Sari , Helen Storyna , Ribka Intan Putri	The effect of job stress to worker performance:	This learning's primary goal is to examine how work stress affects	Independent factors (Results' quality, Number of outcomes Collaboration and output promptness of the outcomes attendance)	The study's taster consists of ninety-three staff members from different manufacturing companies. In this study,	With a value of R = 0.972, the results demonstrated that worker performance is significantly impacted by

Author & Date	Article Topic	Objectives	Variables	Methodology	Findings
Sinaga, Fergyanto E. Gunawan, Muhammad Asrol, A. A. N. Perwira Redi, 2021)	Case study of manufacturing industry in Indonesia	workers' performance in Indonesia's manufacturing sector.	Dependent factors: (An excessive amount of work, Modification of the work system Pay and benefits Absence of oversight Insufficient instruction, Unsupportive workplace, strained bonds with coworkers)	SPSS version 20.0 is used for partial structural data analysis techniques.	work stress and the work environment.
(Dr. Tulsee Giri Goswami, 2015)	Job stress and Its Effect on Worker performance In Banking Sector	Employers must understand the negative impacts stress has on workers' health in addition to the bottom line of their business and teach their staff how to spot the warning signs of stress.	Independent variables (Role overload, Over expectations, Role ambiguity, Intrapersonal and Interpersonal conflicts Ineffective communication) Dependent variables (Lack of career, Nature of work, politics Inadequate, prospects Workplace, resources insufficient information, Poor working conditions)	The sample was gathered from banks in Rajasthan State's largest cities. Relevant information was gathered using a questionnaire on structures.	The findings demonstrated that work-related stress causes employees to experience subjective consequence like fear, anger, and anxiety, which negatively impacts their mental and psychological well-being. These results led to the recommendation that Banks redesign their jobs to lessen psychological stress, job insecurity, and flagrant role ambiguity.
(Henry Ongori & Joseph Evans Agolla, 2008)	Job-related stress in Organizations and Its Conseq	In order to effectively manage stress in organizations, this research aims to	Independent variable, biased treatment by supervisor, Low/Inadequate pay, Uncertainty about raise, Inadequate resources, work overload, Lack of	The five relevant public organizations granted permission for this study to be carried out. The Likert Scale	The outcomes of this project demonstrate that job trauma has a variety of consequence on workers and is a significant factor

Author & Date	Article Topic	Objectives	Variables	Methodology	Findings
	uence on Organizational Performance	identify the causes of job-related stress, signs of stress, and interventions that can be used by management and staff.	superior interest in personal problems, Work/family conflict, High responsibility) Dependent variable (Organizational performance)	was created based on the one previously employed through McCarty, Zhao, and Garland (2007) to gauge their perceptions. The scale had a ranking of 1 as strongly disagreed to 5 as (highly agreed).	in employee turnover in many businesses. There have been recommendations made to encourage managers to comprehend stress management and minimize it in their organizations and to design suitable interventions.
(Amoako, Gyamfi, Emmanuel & Batola, 2017)	The effect of job-related stress on job performance at aspet A. Company limited	To ascertain the consequence of work relate trauma on Aspet A. Company Limited employees' job performance. The descriptive approach was used in the study.	Independent variables Job-related stress (unfavorable working conditions, lengthy workdays, risk and danger, new technology, roles within the organization, relationships at work, career advancement, and Physiological Environment), as well as work overload and role overload. Dependent variables (performance of Job by employees)	Convenience sampling techniques helped select a sample size of 189 individuals. Mean scores, percentages, frequency tables, and other descriptive analysis factors were created, and their interpretations were carefully explained and interpreted.	The study found that workers who experience stress actually perform better at work. It also implies that an employee's tendency to perform better at work increases with their stress level and vice versa.
(Carmen Aparecida Cardoso Maia Camargo, 2019)	Stress and Suffering at Work: Possible Causes	To discuss the theories and opinions of various writers on the topic studied in the scientific	Independent variables (lack of recognition, Salary, impossibility of professional growth, work overload) Dependent variables (Bad mood Despair Anxiety	The quantitative, exploratory, and descriptive technique was used. A questionnaire that the researchers developed and	The information gathered showed evidence of stress situations and psychic suffering, which were brought on by the frequency of psychosocial symptoms like

Author & Date	Article Topic	Objectives	Variables	Methodology	Findings
		literature, i.e., the theoretical underpinnings of the psychodynamics of work, and to examine the potential causes and consequence of suffering at work.	Depression)	addressed issues relevant to the research problem was used to collect data.	tenseness in the muscles, forgetfulness, anxiety, irritability, and disturbed sleep.
(Dr. KDV Prasada, Dr. Rajesh W. Vaidyab, Dr. Mruthyanjaya Rao Mangipudi, 2020)	Effect of job-related stress and remote working on psychological well-being of employees: an empirical analysis during covid-19 pandemic concerning information technology industry in	To explore how remote work and job-related stress affect information technology industry employees' psychological health to investigate whether and to what extent age and gender variations affect the psychological health of IT industry workers.	Independent variables (Physiological factors, Workload Peer, Organization climate, Role ambiguity, Job satisfaction, Remote working) Dependent variables (Positive growth, Environment mastery, Self-acceptance, Positive relations, Autonomy Purpose of life)	The influence of seven separate job-related stressors— peer pressure, workload, physiological factors, organizational climate, role ambiguity, spiritual factors, and job fulfillment—was taken into account when measuring the dependent factor of psychological well-being of IT industry workers. Furthermore, one independent factor—remote working—was looked at.	The results of the multiple regression analysis showed that the spiritual health of workers in the information technology sector is significantly impacted by independent factors such as peers, role ambiguity, job satisfaction, and organizational climate.

Author & Date	Article Topic	Objectives	Variables	Methodology	Findings
	hyderabad				
(Yobaoh - Kordee, Nana Amponsah - Tawiah, Adu, & Augustina, 2018)	An Investigation of the Impact of Job-related stress on Worker performance: Evidence from the Ghanaian Banking Sector	To learn more about the possible causes of job-related stress and how they affect worker performance in Ghana's banking industry.	Independent variables (job-related stress and coping strategy) Dependent variables (job performance)	A survey instrument was used in the application of the quantitative methodology. Four of the bank best-performing Ghana Club 100 listed in the grades were chosen by convenience sampling. For the study, about 320 respondents were chosen.	The results demonstrated that there was a favorable relationship between worker performance and occupational role. The study found that one possible source of job-related stress affecting bankers' performance was their personal stress.
(Parul Kumar & Neha Kumar & Priti Aggarwal & Jasmine A.L. Yeap, 2021)	Working in lockdown: the relationship between COVID-19 induced work stressors, job performance, distress, and life satisfaction	To evaluate the impact of stressors brought on by COVID-19 (role overload, lifestyle decisions, family obligations, and discomfort at work) on workers' distress levels and productivity.	Independent variable (Occupational discomfort, change in lifestyle choices, Role overload, and distress) Dependent variable (Worker presentation)	An online survey was used to gather data from 433 working professionals in community and isolated organizations in the Delhi and NCR region during the country's third and fourth phases of lockdown.	According to the study, changes in lifestyle and role overload had no appreciable consequence on work performance. Additionally, it was discovered that job performance was significantly impacted by household interruption, occupational worry and distress, with suffering being the most significant.

Source: Field Survey (2024)

2.3 Research Gap

Chaudhary et al. (2023) The learning looks at how load and stress affect call center employees, with relational uncertainty as the primary independent variable. Still, their research has a few significant gaps. First of all, it should be noted that other important stressors that have been demonstrated to have a extensive influence on employee well-being and performance in high-pressure settings like call centers have been ignored by the study, including role ambiguity and work overload. Additionally, the study falls short in its examination of other significant factors that are recognized to impact stress stages, such as work-life balance, job demands, and organizational support systems. The study gives a partial picture of the stressors affecting call center workers by ignoring these other factors. In order to offer a more thorough understanding in the stress dynamics environments, future research should take these variables into account. Deasy et al. (2021) The study examines the influence of job stress on worker performance in the manufacturing industry in Indonesia, it primarily focuses on independent variables such as teamwork, quality of results and attendance, productivity and timeliness of results. However, it lacks a longitudinal perspective, so it fails to capture how these consequence may evolve over time. Longitudinal studies would allow researchers to track changes in stress, behavior, and job satisfaction over time, providing a more nuanced considerate of the long-term consequence of workload and stress in the manufacturing sector.

Identifying research gaps from the previous article, this exploration endeavors to look into the consequence of job-related stress on worker performance, an area that has gathered significant attention in global research. While several studies have examined this relationship across various sectors, there remains a gap in the literature concerning how job-related stress specifically affects performance at IT-related industries in Nepal. This research seeks to address this gap by investigating into the slight interplay between Occupational Role Overload, Role Ambiguity, Salary and Rewards, Role Insufficiency, Physiological Environment and Fear of Obsolescence dimensions that have not been explored all together in previous research efforts. By shedding light on this uncharted territory, the learning aims to advance a improved comprehension of the complex dynamics amongst job-related stress and worker performance, particularly within the context of rapidly evolving industries.

CHAPTER III

RESEARCH METHODOLOGY

This unit explains the methodologies and research measures used to collect and examine data. Research design, nature and sources of data and the instrumental of data collection, population and sample, sampling design, data nature and source, data collection instrument, method of analysis, research framework, reliability and validity with variable definitions are some of the subtopics that are used to break downcast and describe the whole process. The Kathmandu valley served as the site of the descriptive study. There were both quantitative and qualitative elements in the research data. A self-administered, structured questionnaire was used to fold the data.

3.1 Research Design

The research design, serving as a roadmap for the learning, delineated determination, respondent profiles, data analysis strategies, and data gathering methods. This learning adopted a descriptive and explanatory research design, employing closed-end questionnaires distributed via Google Forms. Given that the gathering of data occurred at a definite moment in period, the method employed was cross-sectional in nature. Additionally, subordinate data is after various sources such as online sources, articles, survey reports and newspapers were incorporated.

The research design is set up to thoroughly address the research objectives in the situation of this learning on occupational stress and its effect on employee performance in the IT industry through a methodical approach. It entails gathering and evaluating data to describe the kinds, degrees, and typical sources of stress that workers encounter. The data is compiled using descriptive statistics, like means, frequencies, and percentages, to give a clear picture of the stress environment in the IT industry. This involves examining how specific stress factors, such as salary and rewards, role insufficiency, role overload, fear of obsolescence, physiological environment, and role ambiguity, directly or indirectly influence employee performance metrics. Statistical techniques like correlation analysis and regression investigation are employed to determine the strong point and nature of these relationships.

3.2 Population and Sample, and Sampling Design

The learning targeted individuals employed within the IT sector in Kathmandu Valley as its primary audience. The prevalence of remote work, accelerated by the pandemic, has made it difficult to precisely determine the total number of employees in this sector. Consequently, a non-probability selection method was chosen, allowing for the inclusion of participants who voluntarily opted to take part in the investigation. The number needed to estimate a proportion with was used to determine the study's sample size a 95 percent self-assurance level, resulting of 384 individuals in a sample size, as recommended by (Godden, 2004).

As per Godden (2004), the following is the sample's calculation method:

$$SS = \frac{Z^2 \times p \times (1-p)}{M^2}$$

Where,

SS = Sample size for infinite population

Z = Z-score that reflects the intended level of confidence (for example, at 95% confidence, Z=1.96)

p = Population proportion expressed as decimal, 0.50) M = Margin of error. (5%)

Calculation:

$$SS = \frac{1.96^2 \times 0.50 \times (1-0.50)}{0.05^2}$$

$$= 384$$

To ensure accuracy and relevance, a methodical approach was taken when collecting data for the study. The target demographic included people who worked in the Kathmandu valley's IT sector. Following of thoughtful consideration, it was committed to that a sample size of 384 employees would be adequate for this population. The data collection method was primarily the distribution of questionnaires amongst the selected sample group. The questionnaires were thoughtfully designed to gather relevant information to the research objectives. Numerous attempts were made to increase participation and response rate has been collected about 391, which is good enough to conduct this research. The collected

data was thoroughly examined to ensure its reliability and truthfulness.

3.3 Nature and Sources of data and the Instrumental of Data Collection

The key source of data for the study was the answers obtained via a questionnaire from respondents created using Microsoft Word and Google Forms. The online questionnaire, comprising of closed-ended questions, was self-administered by workers in the IT industry in the Kathmandu Valley. Respondents to closed-ended questions must choose from a prearranged list of possibilities. On the printed questionnaire, there were, however, a few blanks 391 valid answers were obtained that were sent to different IT professionals via various online channels. After that, MS Excel was used to process the data and SPSS was used for additional investigation.

The survey utilized to measure demographic variable such as age, gender, education and job experience of employee. Whereas, independent variable contains Occupational Stress (including Role Insufficiency, Role Overload, Role Ambiguity and Physiological Environment) was adapted from the Job-related Stress Inventory Demand-Control Model of Job Stress developed by (Karasek 1979) and (Prasad et al. 2016). Additionally, the stressor factor Fear of Obsolescence, Salary and Rewards was incorporated based on findings from a study carried out with software experts in Kerala by Anu Jossy Joy and Dr. G.S. Gireesh Kumar, which highlighted its significant impact on worker performance (Joy & Kumar, 2018). These parts were evaluated using a five-point Likert scaling from Strongly Disagree is indicated by a 1 and Strongly Agree by a 5. It was necessary for respondents to state the degree to which they experienced/perceived Job-related stress.

The survey utilized to assess Worker performance was sourced from an analysis of empirical studies aimed at exploring avenues for enhancing the utilization of human resources (HR) by focusing on Employee performance (Prasad et al. 2016) as dependent variable. The framework proposed by this study outlined as these dimensions of Worker performance, including Poor Work Relations, Absenteeism and Reduced Productivity. Responses regarding worker performance were evaluated using 9 valid items identified in the aforementioned study. These parts were evaluated using a five-point Likert scaling from Strongly Disagree is indicated by a

1 and Strongly Agree by a 5.

3.4 Method of Analysis

The main data source was examined, assessed, and confirmed using a variability of statistical techniques and software programs. A variety of software's built-in tools were used to present data both figuratively and tabular for ease of data visualization. After downloading the CSV files containing the final 391 responses, to analyze the data SPSS was used. The primary analysis of the data and further statistical calculations made with it were performed using IBM SPSS Version 26. Using Microsoft Word and Microsoft Excel a written presentation of the findings and interpretations was made.

There are two categories of data analysis used for this investigation: inferential analysis and also descriptive examination. For descriptive analysis standard deviation, percentage, mean and frequency analyses remained employed. Correlation analysis and multiple regression are used for inferential analysis.

3.5 Reliability and Validity

Reliability, demonstrating the trustworthiness of data and its sources, is crucial in research. Assessing the consistency and stability of data contributes significantly to the validity and accuracy of the investigator's interpretations. The reliability of data provided in assessments or research studies is typically determined through rigorous testing methods, as outlined by Mohsen Tavakol (2011). The Cronbach's alpha trustworthiness measure is the most commonly used one. The average of all split half coefficients that could arise from varying how the scale items are used is known as Cronbach's alpha. Hair et al. (2009) proposed that the generally recognized lower limit for Cronbach's Alpha is 0.7, though exploratory research may cause it to drop to 0.60.

A Cronbach's Alpha score exceeding 0.70 is typically well-thought-out indicative of reliable data, signifying a high degree of consistency amongst the measured variables. Moreover, to further validate the study variables and questionnaire, a pre-test was directed with a sample population of forty respondents. This pre-test serves as a preliminary assessment to ensure that the study instruments effectively capture

the intended constructs and that respondents interpret and respond to the questions as intended. By employing both reliability testing methods and validation procedures, researchers can strengthen the toughness and credibility of their research findings.

Table 3.1

Coefficient of Cronbach's Alpha

Factors	Cronbach's Alpha	No. of Item
Role Overload	0.663	4
Role Insufficiency	0.732	2
Role Ambiguity	0.713	4
Salary and Rewards	0.758	3
Physiological Environment	0.687	3
Fear of Obsolescence	0.621	3
Employee Performance	0.939	12

Table 3.1 includes a list of all the variables uses in this learning end to end with their Cronbach alpha. Role Insufficiency, Role Overload, Roles Ambiguity, Salary and Rewards, Physiological Environment and Fear of Obsolescence are shown in the table as having 4, 2, 4, 3, 3 and 3 factors respectively, with reliability figures of 0.663, 0.732, 0.713, 0.758, 0.687 and 0.621 had a Cronbach alpha for each of these variables. Likewise, there are 9 components in Employee performance and their reliability statistics are 0. 939.As a result, the figures for the various factors and variables fall within the Cronbach Alpha acceptable range, demonstrating an acceptable level of reliability.

3.6 Research Framework and Definition of Variables

The purpose of this learning is to investigate the influence of occupational stress on employee performance in the IT sector. Illustrated the accompanying diagram is the theoretical framework devised for this investigation (Joy and Kumar, 2018). Employee performance is designated as the dependent variable, while the following independent variables are outlined as: Role Ambiguity, Role Overload, Salary and Rewards, Role Insufficiency, Physiological Environment, and Fear of Obsolescence.

This framework aims to provide a organized approach to understanding the multifaceted relationship between workplace stressors and worker performance (Prasad et al. 2016). By analyzing these variables, the study seeks to elucidate the nuanced dynamics at play and offer insights for organizations to effectively manage and mitigate stress-related challenges, thereby optimizing worker performance and organizational outcomes.

The results of the job demand control support model can assist managers and employees in brainstorming strategies to reduce workplace stress. The method can be applied to a variety of work-related tasks, role overload, responsibilities, and pressures that employees face in their roles positions where workers experience workload difficulties. By identifying the ways in which workers can reduce stress, the model is also useful in developing and implementing stress-reduction strategies can minimize strain by leveraging their strengths (Annette, 2020). The results measured by the ERI model of the study show that work-related stress, lack of reward system is linked to physiological and psychological disorders in public sector workers and contributes significantly to the growth of common mental, physical, or psychological effort (Nasirpour et al. 2024). Model of job demands and resources During the pandemic, those who worked in the second line reported higher scores for spiritual symptoms, fear of obsolescence, and burnout during the regular period of widespread control and stoppage (Zhou et al. 2022). Transactional Model of Stress and Coping theory these findings put light on the underlying mechanisms and offer insights into the magnitude of the relationship between occupational work pressure and burnout. These results suggest that, in order to reduce occupational burnout, interventions that emphasize lowering work pressure and encouraging healthy coping mechanisms should be put into place (Zhou et al. 2024).

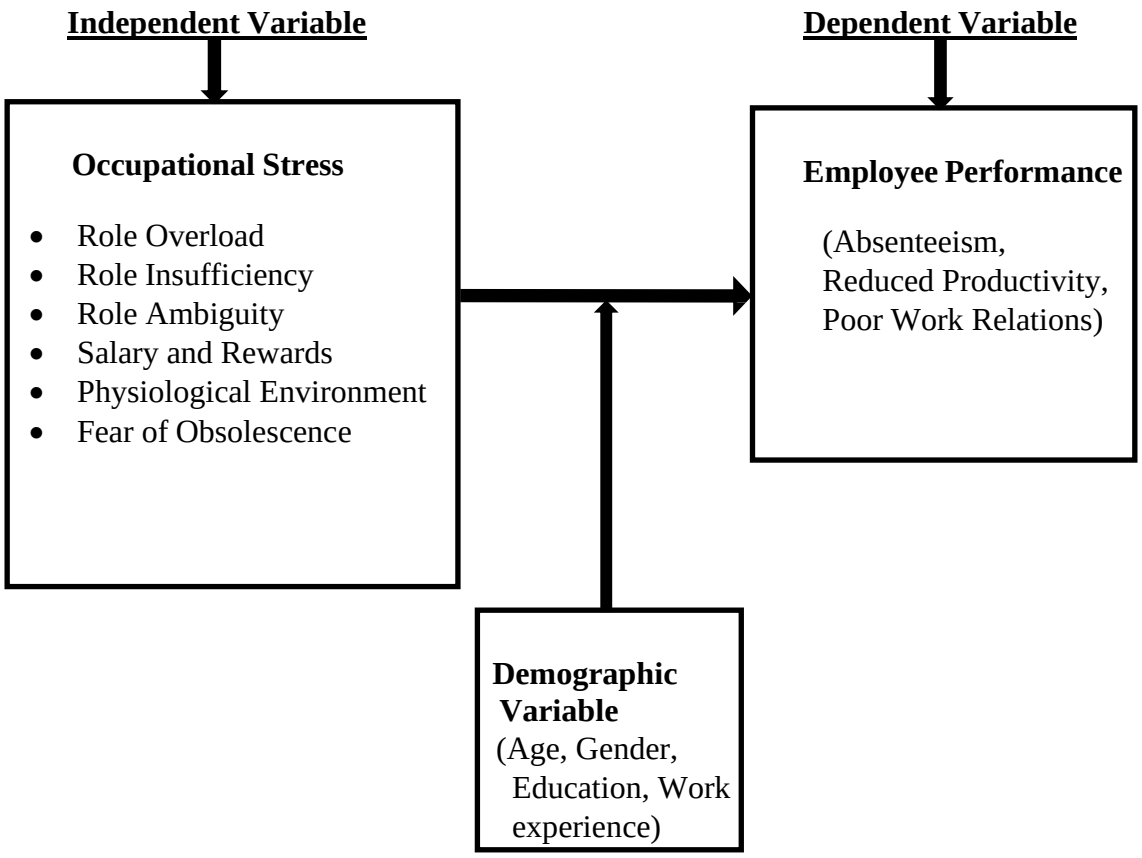

Figure 3. 1 Theoretical Framework

Source: (Prasad et al. 2016 and Joy & Kumar, 2018)

3.6.1 Definition of Variables

Independent Variables

The independent variables in a research learning are the factors or conditions that researchers to see how they affect the dependent variable. These variables are not influenced by the other variables in the study and are commonly referred to as explanatory variables. Here's a general definition for independent variables:

- **Role Overload**

  Role overload occurs when a individual manages multiple characters while working under a tight deadline. It is defined as a community situation in which the focal individual is confronted with obligations that, when taken together, require him to achieve more than he can in a given period of time. Role overload can be caused by various factors, including inadequate job design, leadership, and staffing

(Tuckey et al., 2017). Role overload occurs when an individual is required to achieve numerous roles at the similar time but lacks the necessary resources. It can result from both excessive time constraints and excessive psychological demands. (Hermawan, 2021) emphasizes the importance of clearly defined roles and open communication channels in cultivating a culture of trust, efficiency, and performance. His research emphasized the importance of aligning individual responsibilities with organizational goals and values, as well as the need for team members to be proactive in problem solving, collaboration, and adaptability.

- **Role Insufficiency**

  Role insufficiency occurs when there are conflicting expectations for the same role. In a new or changing role, each person in the social system defines the role's expectations and functions. A few characteristics define it: feeling that my current job is stagnant; feeling that I am qualified and well-positioned to carry out tasks in my current job; being able to fully utilize my talents and skills while doing my job; having good future prospects in my current job; being able to learn and acquire new skills in my job; lacking enthusiasm for my work; and performing tasks for which I am not situated or trained (Syed, 2023).

- **Role Ambiguity**

  Role ambiguity refers to a condition in which individuals lack clarity or understanding about the expectations, responsibilities, and parameters associated with their role within an organization or a specific context. It occurs when individuals are uncertain about what is expected of them in terms of their tasks, duties, authority, or performance standards. To reduce misperception and growth output, each strict designation should have specific task necessities. Even so, in some structures, task requirements are ambiguous. People are more at ease taking on responsibilities when they are aware of their place and role within the company (Wahjoedi, 2023).

- **Salary and Rewards**

  The importance of salary and rewards in organizational management, emphasizing how both monetary and non-monetary compensation affect employee motivation, satisfaction, and performance. (Rehan et al, 2020) They emphasized the

importance of bring into line compensation structures with structural goals and values, with a focus on fairness, transparency, and continuous evaluation to ensure talent attraction, retention, and motivation. Their research shed light on strategic compensation management, emphasizing its importance in fostering employee engagement, organizational prosperity and a competitive edge in the fast-paced business world of today.

- **Physiological Environment**

  The relationship between job insecurity, subjective well-being, and job performance, with a specific emphasis on the moderating role of physiological capital job insecurity on employee outcomes, eventually creating a positive physiological environment helpful to employee well-being and productivity (Darvishmotevali & Ali, 2020). Their research explored into how individuals' physiological resources, such as physical health and vitality, interact with job insecurity to influence well-being and presentation outcomes in the workplace. The learning emphasized the importance of physiological aspect of employees' overall well-being when analyzing their reactions to job-related stressors. This emphasized that people with higher levels of physiological capital are better able to contract with the damaging consequence of job insecurity, resulting in improved subjective well-being and job performance.

- **Fear of Obsolescence**

  When one's skills eventually become out of date and unfit for the demands of the modern technology, that is known as obsolescence. In software engineering, (Amin et al. 2023) looked at how stressors affected the connection between personality characteristics, knowledge collecting behavior, and programmer creativity intention. Fear of obsolescence is defined by them as the worry that one's abilities will eventually become out of date and unfit for the demands of the modern technology. Within the field of software engineering, the study investigated how this fear affects the actions and intentions of programmers. As a possible stressor that could impair programmers' creativity and performance in software development projects, they underlined the need of comprehending and addressing fear of obsolescence.

Dependent Variables

Dependent variables, are additionally referred to as response or outcome variables, are characteristics of a study that are observed, measured, or analyzed to determine the consequence or influence of independent variables. In other words, dependent variables are those whose values are affected by changes in independent variables. They represent the outcomes, consequence, or behaviors that researchers are interested in investigating. Dependent variables can be performance scores, test results, attitudes, behaviors, physiological responses, or any other measurable outcome that researchers want to understand or predict in a study. Here's a general definition for dependent variables:

- **Employee Performance on Absenteeism**

  While investigating employee performance in terms of absenteeism, researchers investigate the influence of numerous factors on the frequency and duration of employee absences from work (Chodietty, 2022). They want to learn how absenteeism affects overall job performance, team dynamics, and organizational productivity. Researchers hope to develop strategies and interventions to reduce absenteeism and improve employee engagement and performance by analyzing absenteeism patterns and identifying potential contributing factors such as job satisfaction, work-related stress, health issues, and organizational policies. This research is critical for organizations looking to effectively address absenteeism and improve workforce management practices.

- **Employee Performance on Reduced Productivity**

  When inspecting the influence of reduced productivity on employee performance, consider the various factors that contribute to decreased output and efficiency within organizational settings (Aghimien & Aigbavboa, 2017). Their research looked for to recognize the consequence of low productivity on separate and team performance, emphasizing the importance of identifying and addressing root causes such as workflow inefficiencies, resource constraints, and insufficient training or support systems. This research emphasized the importance of optimizing productivity levels in improving employee engagement, job satisfaction, and overall organizational effectiveness.

- **Employee Performance on Poor Work Relation**

  Employee performance on poor work relationships refers to a situation in which strained or dysfunctional workplace relationships have a negative influence on an employee's job effectiveness, productivity, and general performance (Prasad et al. 2016). This includes disagreements with coworkers, as well as breakdowns in communication, a lack of trust, or feelings of isolation. Employees in such situations may experience increased stress, decreased job satisfaction, and decreased motivation, resulting in poor performance outcomes and potentially affecting organizational productivity and morale. Addressing poor work relationships is critical for creating a optimistic work situation that promotes employee well-being and optimal performance.

CHAPTER IV

RESULTS AND DISCUSSION

This chapter begins with the data presented in an appropriate format, then moves on to their results and discussion. Along with the interpretation of results and research findings, the analysis seeks to reaction from the research inquiries posed or test the Hypothesis stated in the introduction chapter. The results of these analyses provide the basis for further discussion and interpretation of the data in light of relevant theories and empirical research, which finally results in conclusions. The participant demographics, a descriptive analysis of the influence of stress on worker performance, an investigation of the relationships amongst workplace stressors, a determination of the main stressor influencing worker performance, and interpretations of the results are all provided.

4.1 Profile of Respondents

The demographic profile of respondents in the IT sector of Kathmandu valley encompasses characteristics such as gender, age, highest level of education, designation, work experience, and current position duration. The following table presents an analysis of employees within this sector based on these diverse demographic factors.

Table 4.1

Demographic Profiles of Respondents

Factors (Demographic Variables)	**No. of respondents (N)**	**Percentage (%)**
Gender		
Male	267	68%
Female	124	32%
Age		
Under 25	64	16%
25-34	211	54%

Factors (Demographic Variables)	No. of respondents (N)	Percentage (%)
35-44	96	25%
45-54	19	5%
55 and above	1	0%
Level of Education		
Bachelor's level	239	61%
Master's Degree	141	36%
Ph.D Degree	11	3%
Designation		
Assistant Level	92	23%
Officer Level	195	50%
Manger Level	104	27%
Work Experience		
1-5 year	215	55%
6-9 year	124	32%
10-14 year	36	9%
More than 15 years	16	4%
Current Position Duration		
Less than one year	161	41%
1-5 year	167	43%
Greater than 5 years	63	16%
Total	**391**	**100%**

Source: Field Survey (2024)

Table 4.1 exhibits the respondent's demographic data, including their gender, age, and highest level of education, work experience, designation, and current position duration.

With a percentage of 68 percent, there were significantly more male respondents amongst the 391 total respondents. 32 percent of the respondents were women. The

gender gap in the IT sector still exists even though the disproportionate number of men to women in this field is widely known. The amount of females employed in the IT industry has improved by 2% over the last 12 years, according to data from the National Institute for Women and Information Technology (Koehn, 2022).

In terms of age, it's evident that only 16 percent of respondents fall under the age group of under 25. Conversely, the majority, covering 54 percent, belong to the 25-34 age bracket. A smaller proportion, around 25 percent, represents individuals aged 35-44, while those aged 45-54 constitute approximately 5 percent. Remarkably, there's only a negligible presence of individuals aged 55 and above, comprising less than 1 percent of the respondents. Therefore, based on these data, we can conclude that middle-aged individuals are more engaged in the IT industry than individuals in other age groups.

As per the survey results, most of the participants, accounting for 61 percent, have attained a Bachelor's degree, while 36 percent hold a Master's degree. A smaller portion, approximately 3 percent, have obtained a Ph.D. degree. These statistics suggest that formal education level doesn't hold significant weight in the IT sector, as evidenced by the relatively low percentage of Ph.D. holders and the dominance of individuals with Bachelor's and Master's degrees. Instead, the industry places greater emphasis on individual skills, demonstrating that most employees are proficient in their respective areas of expertise.

The data on designation holders in the IT sector light on the different roles people hold within the industry. Amongst the surveyed individuals, 23 percent are at the Assistant Level, demonstrating they likely have entry-level or supportive roles. Nearly half of the respondents, comprising 50 percent, hold Officer Level positions, suggesting they may have more responsibilities and experience compared to those at the Assistant Level. Additionally, 27 percent of respondents hold Manager Level positions, demonstrating they likely have leadership roles and oversee teams or projects within their organizations. These findings provide a glimpse into the various levels of responsibility and authority within the IT sector, illustrating the diversity of roles and career paths available to professionals in the industry.

Information about work experience amongst IT sector employees offers important insights into industry tenure and skill levels. The vast majority of participants, or 55 percent, have worked for 1 to 5 years, suggesting a notable presence of comparatively inexperienced professionals. Over 32 percent of respondents have between 6 to 9 years of experience, which represents a sizable group of middle-level practitioners. Furthermore, 9 percent of those surveyed have accrued between 10 to 14 years of experience, demonstrating the existence of established professionals in the workforce. Lastly, a smaller but significant percentage, or 4 percent, has more than 15 years of experience, highlighting the existence of highly experienced people who have probably made a major contribution to the industry's expansion.

Furthermore, the newly promoted or current position holder results show diverse work experience amongst IT professionals. A significant portion 41 percent are new, with less than a year's experience. Another sizable group 43 percent has 1 to 5 years of experience, demonstrating moderate expertise. Additionally, a smaller but notable percentage 16 percent comprises seasoned professionals with over 5 years of experience. This mix reflects the varied levels of experience contributing to the industry's workforce.

In order to summarize the results above, the vast majority of participants in the study are male workers, predominantly aged between 25 to 34 years. They mainly hold Officer Level positions within their companies. In terms of education, a significant portion of these individuals likely possess Bachelor's or Master's degrees, considering the nature of their roles. Additionally, most of them have accumulated work experience ranging from 1 to 5 years, demonstrating a moderate level of professional experience within the industry.

4.2 Descriptive Analysis of Data

Measuring Occupational Stress Awareness and Perception

In assessing the understanding and perception of occupational stress amongst employees in the IT sector of Kathmandu Valley, participants were prompted to respond to inquiries aimed at gauging their awareness and perceived levels of stress at work- Have you heard about stress in the workplace and Have you ever experienced stress at work.

Table 4. 2

Descriptive Statistics related to Occupational Stress

Variable (N= 391)	No. of responses (n)	Percentage (%)
Have you heard about stress in the workplace?		
Yes	387	99%
No	4	1%
Have you ever experienced stress at work?		
Yes	373	95%
No	18	5%
Total	**391**	**100%**

Source: Field Survey (2024)

Table 4.2 exhibits the degree of awareness and the perception of work-related stress amongst employees in the IT sector. It highlights the extent to which individuals are conscious of stress in the workplace and their personal experiences with it. As per the result, the data, consisting of 391 respondents, highlights their awareness and experience of stress in the workplace. A vast majority, accounting for 99%, reported being aware of stress in the workplace, while only 1% indicated otherwise. Moreover, a significant proportion, comprising 95%, acknowledged experiencing stress at work, while the remaining 5% reported no such experiences. These findings provide insights into the prevalence of awareness and firsthand experiences of workplace stress amongst the surveyed individuals.

4.3 Descriptive Statistics of the Variables

The primary sources of occupational stress, as defined by the revised version of the Occupational Role Stressor (OSR) includes the following: Physiological Environment, Salary and Rewards, Role Insufficiency, Role Ambiguity, and Role Overload. To evaluate its consequence on employee performance, the Fear of Obsolescence factor has also been included. As shown below, the analysis uses Mean and Standard Deviation to assess the findings;

Table 4. 3

Descriptive Statistics of the Variables

Variable (N= 391)	Minimum	Maximum	Mean	Std. Deviation
Role Overload	1.50	5.00	3.5013	.6812
Role Insufficiency	1.00	5.00	2.221	.9283
Role Ambiguity	1.25	5.00	3.5499	.7498
Salary and Rewards	1.33	5.00	3.4560	.8484
Physiological Environment	1.00	5.00	3.4390	.8000
Fear of Obsolescence	1.33	5.00	3.4245	.7825

Source: Field Survey (2024)

The comebacks providing by the respondents, whose ratings ranged from 1 to 5, are shown in the above table. The following terms are how they rated.
(1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree And 5 = Strongly Agree)

Table 4. 3 displays the descriptive statistics provide insight into the independent variables related to occupational stress. These variables include Role Overload, Role Insufficiency, Role Ambiguity, Salary and Rewards, Physiological Environment, and Fear of Obsolescence. For each variable, the data includes the minimum and maximum values, along with the standard deviation and mean.

In Role Overload 3.5013, the average score and 0.6812, the standard deviation, demonstrating moderate to high levels of perceived workload amongst respondents. Role Insufficiency: 2.221 the average score and 0. 9283, the standard deviation, suggesting high levels of perceived inadequacy in fulfilling job roles. Role Ambiguity mean score is 3.5499, 0.7498, the standard deviation, signifying moderate levels of perceived uncertainty regarding job roles. Salary and Rewards, 3.4560, the average score and 0.8484, the standard deviation, reflecting moderate levels of satisfaction with salary and rewards. Physiological Environment, 3.4390,

the average score and 0.8000, the standard deviation, demonstrating moderate levels of satisfaction with the physical work environment and finally, Fear of Obsolescence shows 3.4245, the average score and 0.7825, the standard deviation, suggesting moderate levels of concern regarding becoming outdated in the workplace.

These statistics provide a thorough comprehension of the perceived levels of various stressors amongst employees in the IT sector.

4.3.1 Independent Variable: Role Overload

Table 4. 4

Role Overload

Variable (N= 391)	Minimum	Maximum	Mean	Std. Deviation
Multi-task with tight deadlines are a common occurrence in my work.	1	5	3.67	0.857
Dealing with complex technological issues and constant updates without adequate training creates stress in my role.	1	5	3.59	1.011
The duties associated with my work get more and more demanding over time.	1	5	2.82	1.150
It is common for me to continue working on tasks after regular work hours, often at home.	1	5	3.92	.811

Source: Field Survey (2024)

Table 4.4 shows the variable under consideration relates to Role Overload and consists of four statements, each rated on a scale from 1 to 5. The first statement,

regarding multitasking with tight deadlines, yielded 3.67, the average score and 0.857, the standard deviation, more diverse opinions amongst respondents. Similarly, the second statement, addressing stress from complex technological issues and inadequate training, produced 3.59, the average score and 1.011, the standard deviation, reflecting a comparable level of agreement. The third statement, regarding increasing job demands over time, resulted in 2.82, the average score and 1.150, the high standard deviation, demonstrating a high level of agreement. Finally, the fourth statement, concerning working after regular hours, yielded 3.92, the average score and 0.811, the standard deviation, in a moderate level, signifying a high level of contract. These findings illuminate the various facets of role overload experienced by employees in the IT sector, encompassing factors such as tight deadlines, technological challenges, increasing job demands, and after-hours work commitments.

4.3.2 Independent Variable: Role Insufficiency

Table 4. 5

Role Insufficiency

Variable (N= 391)	Minimum	Maximum	Mean	Std. Deviation
My job doesn't give me opportunities to learn new things or improve my skills, so I don't feel excited or motivated about my work.	1	5	2.02	.967
Even though my qualifications and skill is above that what my position required, there are moments when I come across assignments that	1	5	2.42	1.118

Variable (N= 391)	Minimum	Maximum	Mean	Std. Deviation
don't fully fit within my area of competence, which leaves me feeling underutilized and frustrated.				

Source: Field Survey (2024)

Table 4.5 demonstrates the variable, which refer to feelings of Role Insufficiency, is represented by two statements, each rated on a scale from 1 to 5. The first statement indicates 2.02, the average score and 0.967, the standard deviation, signifying a moderate level of agreement amongst respondents regarding the lack of opportunities for skill enhancement and the resultant lack of motivation in their work. Conversely, the second statement yielded 2.42, the average score and 1.118, the standard deviation, demonstrating a slightly lower level of agreement. This advocates that while respondents perceive their qualifications and skills to be above what is required for their position, they encounter tasks that fall outside their expertise, leading to feelings of underutilization and frustration. These findings shed light on the complexity of role-related challenges faced by employees in the IT sector, encompassing issues such as skill utilization, task alignment, and job satisfaction.

4.3.3 Independent Variable: Role Ambiguity

Table 4. 6

Role Ambiguity

Variable (N= 391)	Minimum	Maximum	Mean	Std. Deviation
I often find it hard to understand what exactly is expected of me in my role.	1	5	3.61	.959

Variable (N= 391)	Minimum	Maximum	Mean	Std. Deviation
Due to role ambiguity, I often struggle with making decisions confidently.				
Sometimes, I receive conflicting instructions from different sources about my duties and responsibilities.	1	5	3.59	1.026
I'm not always clear about the goals and objectives I'm supposed to achieve in my role.	1	5	2.93	1.244
I believe that clear role definitions and expectations would greatly improve my job satisfaction and performance.	1	5	4.07	.817

Source: Field Survey (2024)

Table 4.6 exhibits the variable being examined refer to Role Ambiguity and comprises four statements, each rated on a scale from 1 to 5. The first statement, addressing challenges in understanding role expectations and decision-making due to ambiguity, yielded 3.61, the average score and 0. 959, the standard deviation, demonstrating a moderate level of agreement amongst respondents. Similarly, the second statement, regarding conflicting instructions from different sources, produced 3.59, the average score and 1.026, the standard deviation, reflecting a comparable level of agreement. The third statement, concerning clarity about goals and objectives, resulted in 2.93, the average score and 1.244, the standard deviation, demonstrating more diverse opinions. Finally, the fourth statement, highlighting the importance of clear role definitions for job satisfaction and performance, yielded

4.07, the average score and 0.817, the standard deviation, demonstrating a high level of agreement. These findings underscore the various challenges related to role ambiguity experienced by employees in the IT sector, emphasizing the need for clear expectations and definitions to enhance job satisfaction and performance.

4.3.4 Independent Variable: Salary and Rewards

Table 4. 7

Salary and Rewards

Variable (N= 391)	Minimum	Maximum	Mean	Std. Deviation
I feel recognized and valued for my performance through the rewards and incentives provided by my organization.	1	5	2.92	1.236
I experience stress due to financial concerns, such as the adequacy of my salary and rewards to meet my needs and responsibilities.	1	5	4.03	.853
The absence of extra pay or appreciation for overtime work significantly contributes to stress.	1	5	3.42	.973

Source: Field Survey (2024)

Table 4.7 Exhibits the variable under consideration relates to Salary and Rewards and consists of three statements, each rated on a scale from 1 to 5. The first statement, addressing recognition and appreciation for performance through rewards and incentives, yielded 2.92, the average score and 1.236, the standard deviation, demonstrating a low level of agreement amongst respondents. Conversely, the second statement, which refer to stress stemming from financial

concerns, such as salary adequacy, yielded a considerably 4.03, the higher average score and 0.853, the lower standard deviation, demonstrating a high level of agreement. Similarly, the third statement, focusing on the absence of extra pay or acknowledgment for overtime work contributing to stress, resulted in 3.42, the average score and 0.973, the standard deviation, suggesting a moderate level of agreement. These findings shed light on the varied perceptions and experiences regarding salary, rewards, and financial stress amongst employees in the IT sector, underscoring the importance of fair compensation practices in mitigating workplace stress, everyone in the organization is well aware of their own and other people's roles and responsibilities.

4.3.5 Independent Variable: Physiological Environment

Table 4. 8

Physiological Environment

Variable (N= 391)	Minimum	Maximum	Mean	Std. Deviation
My work hours change a lot, and I don't always have a regular schedule.	1	5	2.83	1.263
Being required to work independently without adequate support leads to stress and feelings of isolation.	1	5	3.69	.906
A team's inability to work together and communication gap leads to stress.	1	5	3.81	.840

Source: Field Survey (2024)

Table 4.8 Exhibits the variable under study refer to the Physiological Environment and encompasses three statements, each rated on a scale from 1 to 5. The first

statement, addressing fluctuating work hours and irregular schedules, gathered a mean score of 2.83, the average score and 1.263, the standard deviation, suggesting a low level of agreement amongst respondents. Conversely, the second statement, 3.69, the average score and 0.906, the standard deviation, suggesting a moderate level of agreement. Similarly, the third statement, focusing on stress induced by team dysfunction and communication gaps, resulted in a average score of which relates to stress and isolation resulting from working independently without adequate support, yielded a notably 3.81, the higher average score and 0.840, the lower standard deviation, signifying a high level of arrangement amongst respondents. These findings illuminate the varied perceptions and experiences concerning the physiological work environment amongst employees in the IT sector, emphasizing the significance of stable schedules, support structures, teamwork, and effective communication in fostering a conducive work environment and reducing stress.

4.3.6 Independent Variable: Fear of Obsolescence

Table 4.9

Fear of Obsolescence

Variable (N= 391)	Minimum	Maximum	Mean	Std. Deviation
In order to do a good work at my job, I have to always learn new things and develop my talents.	1	5	4.07	.864
I don't have much access to the platform or resources to help me get better or learn new things.	1	5	2.75	1.225
I often worry that changes in industry trends or technological	1	5	3.45	.991

Variable (N= 391)	Minimum	Maximum	Mean	Std. Deviation
advancements will make my work out of date.				

Source: Field Survey (2024)

Table 4.9 displays the variable under examination refer to Fear of Obsolescence and comprises three statements, each rated on a scale from 1 to 5. The first statement, addressing the necessity of continual learning and skill development for job proficiency, caused a mean score of 4.07, and 0.864, the standard deviation, demonstrating a high level of arrangement amongst respondents. Conversely, the second statement, which refer to limited access to platforms or resources for skill enhancement, yielded a notably 2.75, the lower average score and 1.225, the higher standard deviation, demonstrating a low level of agreement. Similarly, the third statement, focusing on concerns about becoming obsolete due to industry trends or technological advancements, resulted 3.45, average score and 0.991, the higher standard deviation, suggesting a moderate level of agreement. These findings highlight the varied perceptions and experiences regarding the fear of obsolescence amongst employees in the IT sector, underscoring the importance of continuous learning opportunities and access to resources in adapting to industry changes and technological advancements.

4.3.7 Dependent Variable: Employee Performance

The three factors that are utilized to assess an employee's performance at the office —namely, Absenteeism, Reduce Productivity, and Poor Work Relation—are defined as follows. Absenteeism refers to the frequent absence of employees from work, which may be caused by various factors including illness, personal reasons, or dissatisfaction with the job. Reduce Productivity arises with decrease in the efficiency and output of employees due to factors such as stress, inadequate resources, or ineffective management practices. Poor Work Relation involves strained or unfavorable interactions amongst employees, leading to a negative work environment and potentially hindering collaboration and productivity. (Prasad et al. 2016) in their research on Employee Performance at Workplace, which offers

insights into the determinants and dynamics of employee performance. The study's questionnaire was adapted from this conceptual module, aiming to provide a comprehensive understanding of employee performance and its underlying aspects.

Table 4.10

Employee Performance: Absenteeism

Variable (N= 391)	Minimum	Maximum	Mean	Std. Deviation
Stress management programs effectively reduce my stress levels and absenteeism.	1	5	2.94	1.221
I feel strongly supported by my organization in managing job stress and minimizing absenteeism.	1	5	4.01	.816
Job stress significantly contributes to my absenteeism which decreases my job performance.	1	5	3.18	.838

Source: Field Survey (2024)

Table 4.10 Exhibits the variable under examination refer to Absenteeism, serving as a dependent variable, and comprises three statements, each rated on a scale from 1 to 5. The first statement, assessing the effectiveness of stress management programs in reducing stress levels and absenteeism, garnered 2.94, average score and 1.221, the standard deviation demonstrating a low level of agreement amongst respondents. Conversely, the second statement, which evaluates perceived organizational support in managing job stress and reducing absenteeism, yielded a notably higher mean score of 4.01, higher average score and 0.816, the lower standard deviation, demonstrating a high level of arrangement. Similarly, the third

statement, which addresses the contribution of job stress to absenteeism and its consequent influence on job performance, resulted 3.18, average score and 0.838, the standard deviation, suggesting a reasonable level of arrangement. These findings illuminate the varied perceptions and experiences regarding absenteeism amongst employees in the IT sector, underscoring the significance of stress management programs and organizational support in mitigating absenteeism and improving job performance.

Table 4. 11

Employee Performance: Reduce Productivity

Variable (N= 391)	Minimum	Maximum	Mean	Std. Deviation
I find job stress perceptively contributes to reduced productivity in my workplace.	1	5	3.02	1.234
Reduced productivity due to job stress negatively impacts overall job satisfaction.	1	5	4.02	.883
I feel strongly supported by my organization in managing job stress and improving productivity.	1	5	3.47	.973

Source: Field Survey (2024)

Table 4.11 exhibits the variable under examination refer to Reduced Productivity, serving as a dependent variable, and comprises three statements, each rated on a scale from 1 to 5. The first statement, assessing the perception that job stress significantly contributes to reduced productivity in the workplace, yielded 2.93, average score and 1.230, the standard deviation, demonstrating a low level of agreement amongst respondents. Conversely, the second statement, which evaluates the perceived impact

of reduced productivity due to job stress on overall job satisfaction, yielded a notably higher mean score of 4.02, and 0.883, the standard deviation, demonstrating a high level of arrangement. Similarly, the third statement, which addresses perceived organizational support in managing job stress and improving productivity, resulted in a mean score of 3.47, with a standard deviation of 0.973, suggesting a moderate level of agreement. These findings shed light on the varied perceptions and experiences regarding reduced productivity amongst employees in the IT sector, highlighting the importance of addressing job stress and organizational support in enhancing productivity and job satisfaction.

Table 4. 12

Employee Performance: Poor work relation

Variable (N= 391)	**Minimum**	**Maximum**	**Mean**	**Std. Deviation**
I think strategies to improve work motivation effectively ease loss of interest in work caused by job stress.	1	5	2.83	1.176
Despite poor work relations, I am satisfied with my job overall.	1	5	4.03	.797
The work environment has a major effect on my motivation and level of interest in tasks.	1	5	3.38	.911

Source: Field Survey (2024)

Table 4.12 exhibits the variable under examination refer to Poor Work Relations, serving as a dependent variable, and comprises three statements, each rated on a scale from 1 to 5. The first statement, assessing the effectiveness of strategies to improve work motivation in alleviating the loss of interest caused by job stress,

yielded 2.83, average score and 1.176, the standard deviation, demonstrating a low level of agreement amongst respondents. Conversely, the second statement, which evaluates overall job satisfaction despite poor work relations, yielded a notably higher mean score of 4.03, and 0.797, the lower standard deviation, demonstrating a high level of arrangement. Similarly, the third statement, which addresses the impact of the work environment on motivation and task interest, resulted 3.38, with average score and 0.911, the standard deviation, suggesting a moderate level of agreement. These findings provide insights into the varied perceptions and experiences regarding poor work relations amongst employees in the IT sector, highlighting the importance of strategies to improve labor motivation and the overall influence of the work situation on job fulfillment and task interest.

4.4 Co-relation Analysis

The connection between a minimum of two independent variables is measured through correlation analysis. Measuring the degree of bond among the variables is helpful. Pearson's correlation analysis was utilized to examine the relationship amongst the study's independent variables, occupational stressor and dependent variable, employee performance. Three measures are used in this analysis to define the relationship:

- A direct and positive correlation (Value = 1) between the variables
- An inverse, negative correlation exists amongst the variables (Value = -1).
- There is no correlation (Value = 0) amongst the variables.

4.4.1 Correlation Analysis of variables

Table 4. 13

Correlation Analysis of Each Variable

	RO	RI	RA	SR	R	PE	FO	EP
RO	1							
RI	.259**	1						
RA	.848**	.297**	1					
SR	.639**	.283**	.794**	1				

PE	.135**	.285**	.129**	.038**	1		
FO	.638**	.243**	.714**	.935**	-.002**	1	
EP	.616**	.281**	.741**	.967**	.002**	.925**	1

**. Correlation is significant at the 0.01 level (2-tailed).

Table 4.13 offerings the correlation coefficients amongst various occupational stress factors the correlation analysis of variables, designates the strength and way of contacts amongst the variables. Each variable is represented by an abbreviation: RO for Role Overload, RI for Role Insufficiency, RA for Role Ambiguity, SR for Salary and Rewards, PE for Physiological Environment, FO for Fear of Obsolescence, and EP for Employee Performance. The correlation coefficient has a range of -1 to 1, where values near 0 indicate no correlation, values near 1 indicate a strong negative correlation, and values near -1 indicate a strong positive correlation. The significance level denoted by ** indicates that the correlation is significant at the 0.01 level (2-tailed), implying a high degree of confidence in the observed correlations.

For instance, the correlation between Role Overload (RO) and Role Insufficiency (RI) is (0.259), demonstrating a positive correlation, although moderate in strength. Similarly, Role Overload (RO) exhibits a strong positive correlation with Role Ambiguity (RA), Salary and Rewards (SR), Physiological Environment (PE) and Fear of Obsolescence (FO) at (0.259, 0.848, 0.639, 0.135, 0.638 and 0.616) respectively, suggesting a strong relationship between these variables. These findings provide visions into the interrelationships amongst the variables under study, contributing to a deeper understanding of the aspects persuading employee performance in the workplace.

The highest correlation value of Salary and Rewards (0.967) on employee performance directs a very strong optimistic association amongst the two variables. This means that there is a highly significant association between the level of salary and rewards received by employees and their performance in the workplace. A correlation value close to 1 suggests that as the level of salary and rewards increases, employee performance tends to increase as well. In other words, employees who

receive higher salaries and better rewards are more likely to perform better in their roles.

While Role Insufficiency exerts a major influence on employee performance, the negative relationships of Role Ambiguity, Fear of Obsolescence and Role Boundary, are moderate in comparison. Nonetheless, these factors still contribute to a decrease in employee performance, even though to a lesser level.

In summary, the analysis highlights that occupational stress factors such as Role Overload, Role Insufficiency, Role Ambiguity, Physiological Environment and Fear of Obsolescence are negatively related to employee performance. Conversely, a positive relationship exists amongst Salary and Rewards and employee performance, demonstrating that improvements in higher salaries and better rewards are more likely to perform better in their roles which enhance employee performance.

4.5 Regression Analysis

A statistical technique called regression analysis is employed to look at the relationship between one or more independent variables and a dependent variable. It seeks to determine and measure the impact of independent variables on the dependent variable. In this study, the relationship between several independent variables and one dependent variable was examined using a multiple linear regression model.

The regression analysis comprises three main sections: Model Summary, ANOVA (Analysis of Variance), and Coefficients.

In the Model Summary section, key metrics such as R-squared and modified R-squared are provided. These metrics indicate the quantity of adjustment in the dependent variable that is enlightened by the independent variables. A higher R-squared value suggests that the independent variables are more effective in explaining the variation in the dependent variable.

The null hypothesis is examined in the ANOVA section. According to the null hypothesis, there is no discernible relationship between any of the independent variables and the dependent variable. The overall fit of the regression model to the data is evaluated by the ANOVA test. The null hypothesis is rejected if the F-test

statistic is greater than 0 and the corresponding p-value is less than 0.05, which is usually regarded as statistically significant. This suggests that at least one of the independent variables significantly affects the dependent variable and that the regression model fits the data well.

Finally, the Coefficients estimated for each independent variable in the regression model are shown in this section. The strength and direction of each independent variable's relationship to each dependent variable are shown by these coefficients. They show the expected change in the dependent variable, holding all other variables constant, for a one-unit change in the corresponding independent variable.

Major factors of Occupational Stress that influence Employee Performance

Table 4. 14

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.971[a]	0.943	0.942	0.1809

a. Analysts: (Constant), Fear of Obsolescence, Physiological Environment, Salary and Rewards, Role Overload, Role Ambiguity, Role Insufficiency

The model summary displayed in table 4.14 illustrations that the coefficient of determination (R square) is 0.943, or 94.3%, according to the table above. It shows that the independent variable, occupational stress, explains 94.3% of the variation in the dependent variable, employee performance. Furthermore, it suggests that the remaining variation is explained by factors that are not included in the model.

Table 4. 15

ANOVA

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	206.132	6	34.355	1049.713	<.001[b]
	Residual	12.568	384	.033		
	Total	218.70	390			

Dependent Variable: Employee Performance

The F-value and p-value are F (6, 384) = 1049.713, $p<0.05$ (p-value< α), which we obtain from table 4.15. This suggests that there is statistical significance and a good fit for the regression model as a whole.

Table 4. 16

Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients Beta	t	Sig.
		B	Std. Error			
1	(Constant)	.523	.061		8.516	<.001
	Role Overload	.059	.027	.053	2.146	.032
	Role Insufficiency	.020	.011	.025	1.836	.067
	Role Ambiguity	-.108	.031	-.108	-3.443	<.001
	Salary and Rewards	.796	.038	.902	20.964	<.001
	Physiological Environment	-.030	.012	-.032	-2.474	.014
	Fear of Obsolescence	.114	.036	.119	3.186	.002

4.6 Summary of Hypothesis Testing

The consequences of the Hypothesis of the study are listed first in the chapter below:

Table 4. 17

Summary of Hypothesis Testing

	Hypothesis	P-Value	Result
H1	Overall occupational stress significantly affects employee performance in the Kathmandu Valley's IT sector.	P<.005	Supported
H2	Role overload significantly impacts employee performance in the Kathmandu Valley's IT sector.	P>.005	Not Supported
H3	Role insufficiency significantly affects employee performance in the Kathmandu Valley's IT sector.	P>.005	Not Supported
H4	Role ambiguity significantly impacts employee performance in the Kathmandu Valley's IT sector.	P<.005	Supported

H5	Salary and rewards significantly affect employee performance in the Kathmandu Valley's IT sector.	P<.005	Supported
H6	The physiological environment significantly affects employee performance in the Kathmandu Valley's IT sector.	P>.005	Not Supported
H7	The fear of obsolescence significantly impacts employee performance in the Kathmandu Valley's IT sector.	P<.005	Supported

4.7 Major Findings:

Following the study's quantitative analyses, the chapter's next section presents the key conclusions for the current investigation, which are outlined below:

Demographic data:

i. The study included 391 IT employees in the Kathmandu valley, with 68 percent male and 32 percent female, demonstrating that the majority are male.

ii. Sixteen percent of respondents were under the age of 25, 54 percent were between the ages of 25 and 34, 25 percent were between the ages of 35 and 44, 5% were amongst the ages of 45 and 54, and less than one percent were over the age of 55. The majority of respondents are aged between 25 and 34 years.

iii. In terms of educational qualifications, 61 percent of respondents had a bachelor's degree, 36 percent had a master's degree, and 3 percent had a Ph.D. Degree. The widely held of the respondents were highly qualified, with at least a Bachelor's degree.

iv. In terms of designation, 24% of respondents were Assistants, 50% were Officers, and 27% were Managers. This indicates a well-balanced range of positions amongst employees.

v. In terms of work experience, 55 percent of respondents had one year to five years, 32 percent had six to nine years, 9 percent had ten to fourteen years, and 4 percent had more than fifteen years. The majority had between one to five years of experience.

vi. In terms of promoted work experience, 41 percent had less than one year,

43 percent had one to five years, and 16 percent had more than five years at their current job level. This demonstrates that a significant proportion of employees have 1 to 5 years of experience at their current level.

Awareness level of occupational stress

This sector summarizes the major discoveries on respondents' awareness levels and apparent occupational stress:

i. According to the study, the vast majority of respondents, approximately 99%, are aware of and have heard about occupational stress, with only 1% claiming to have not heard about it. This suggests that the majority of employees are aware of stress-related factors.
ii. In terms of apparent occupational stress, 95% of employees agreed that they had experienced occupational stress, while 5% stated that they had not. As a result, it can be concluded that the majority of employees have experienced occupational stress at some point.

Descriptive statistics

This section summarizes the major findings on various variables of occupational stress amongst employees in the IT sector:

i. According to the descriptive analysis, the mean value of Role Overload is 3.50 (S.D = 0.68), demonstrating that respondents generally agree that they must switch between multiple roles and tasks in a short period of time. This implies that more people are likely to work on weekends and face tight deadlines, necessitating ongoing assistance to meet demand. However, because the majority of respondents expressed neutral to agree for the statement, they could be people who handle multiple tasks well and receive good support from their employers.
ii. The descriptive analysis of Role Insufficiency yields a mean value of 2.22 (SD = 0.92), demonstrating that respondents slightly disagree with dealing with feelings of inactivity, mismatched job interests and skills, boredom at work, underutilization of talents, a bright job future, learning new skills, and performing duties below their level. This

demonstrates that respondents are very involved in their jobs, with the majority holding positions that are well suited to their skill set.

iii. The descriptive analysis of Role Ambiguity reveals a mean value of 3.54 (S.D = 0.74). This indicates that defendants are slightly neutral but tend to agree that many employees face challenges in understanding their role expectations. Employees often report to more than one person and experience unclear priorities, which affects their decision-making confidence. This suggests a need for clearer role definitions and more consistent communication within the organization to recover job satisfaction then performance.

iv. The descriptive analysis of Salary and Rewards yields a mean value of 3.45 (SD = 0.84), demonstrating that most responders are unbiased, but they do slightly agree that financial concerns, including the adequacy of salary and rewards, lack of extra pay or appreciation for overtime work are a significant source of stress. However, they appear to be either neutral or disagree when it comes to feeling recognized and valued through rewards and incentives by their company.

v. The descriptive analysis of the Physiological Environment yields a mean value of 3.43 (SD = 0.80), indicates that respondents are slightly more likely to agree with statements about their work environment. They specifically agree that having an irregular work schedule, working in an isolated environment, and experiencing communication gaps all contribute to work stress.

vi. The descriptive analysis of Fear of Obsolescence yields a mean value of 3.42 (S.D = 0.78), demonstrating that respondents are neutral or slightly agree with statements about a desire to learn new things and develop self-talents, concerns about limited access to platforms or resources for skill development, and apprehension about the potential impact of industry trends or technological advancements on the relevance of their work.

vii. The descriptive analysis of dependent variable in Absenteeism yields a mean value of 3.37 (S.D = 0.95), demonstrating that respondents a moderately agree on issue amongst respondents. However, there is

potential for improvement through the implementation of stress management programs and creating a supportive environment where employees feel strongly supported by the organization in managing job stress, which could aid in minimizing absenteeism.

viii. The descriptive analysis of dependent variable in Reduced Productivity yields a mean value of 3.50 (SD = 1.03), demonstrating that respondents neutral and slightly agree with statements. Furthermore, there is a notable acknowledgement that stress perceptually contributes to decreased productivity in the workplace, demonstrating a recognition of the link between stress levels and job performance. Furthermore, respondents report that job stress has a negative impact on overall job satisfaction, emphasizing the importance of addressing stress-related concerns to enhance productivity and satisfaction levels.

ix. The descriptive analysis of dependent variable in Poor work Relation shows a mean value of 3.41 (S.D = 0.96), demonstrating that respondents neutral to agree with statements about reporting to multiple people, respondents recognize the importance of implementing strategies to improve work motivation as an effective means to mitigate the loss of interest in work caused by job stress. This underscores the potential for proactive measures to enhance workplace relationships and motivation levels, thereby addressing the negative impacts of job stress on work engagement and satisfaction.

Role Ambiguity has the highest mean value of 3.54 amongst the occupational stress factors listed above. Respondents generally agree that their performance falls short of expectations. This could be due to other factors causing poor work relation and performance.

Co-relation and Regression analysis

i. The correlation between Role Overload (RO) and Role Insufficiency (RI) is (0.259), demonstrating a positive but moderate correlation. Salary and Rewards have the highest correlation value (0.967) with employee performance, demonstrating a strong positive association amongst the two

variables. This means that there is a solid link between employees' salaries and rewards and their performance at work. A correlation value close to 1 indicates that as salary and rewards increase, so does employee performance.

ii. Hypothesis 1: Acceptance of (p-value < 0.05) indicated a significant impact of overall occupational stress on employee performance. It demonstrates that worker performance and occupational stress are negatively correlated.

iii. Hypothesis 2: Employee performance was substantially impacted by role overload (p-value > 0.05). It suggests that work-related stress and employee performance are positively correlated.

iv. Hypothesis 3: The research revealed a significant relationship between role insufficiency and employee performance (p-value > 0.05). It proves that employee performance and occupational stress are positively correlated.

v. Hypothesis 4: The study discovered that role ambiguity had a significant impact on employee performance (p-value < 0.05). It proves that there is a negative correlation amongst employee performance and occupational stress.

vi. Hypothesis 5: Employee performance was significantly impacted by salary and rewards (p-value < 0.05). It suggests that there is a negative relationship amongst employee performance and occupational stress.

vii. Hypothesis 6: Accepted at the (p-value > 0.05) the Physiological Environment had no discernible effect on employee performance. It proves that employee performance and occupational stress are positively correlated.

viii. Hypothesis 7: Employee performance was substantially impacted by the fear of obsolescence (p-value < 0.05). It suggests that there is a negative relationship amongst employee performance and occupational stress.

ix. Salary and rewards, with a t-value of 20.964 and a beta coefficient of 0.902, have a significant effect on employee performance amongst these various occupational stressors.

4.8 Discussion

Utilizing data from 391 respondents, the study used to identify the primary job stressors that employees face and how these stressors affect their act. The objective of this learning aimed to examine the consequence of occupational stress on

employee performance in the Kathmandu Valley's IT sector also to identify the primary job-related stressors experienced by IT employees. The determination of this study is to look into the variables that may influence the relationship between employee performance and job-related stress, as well as to analyze the relationships between various key indicators and how they affect overall employee productivity.

A thorough examination of these findings reveals that job stress has a substantial influence on various aspects of employee performance. Financial concerns, role clarity, the work environment, fear of obsolescence, absenteeism, productivity, and work relationships are all major sources of stress. Addressing these issues with targeted strategies can significantly reduce stress and improve organizational performance. High stress levels relate with increased absenteeism amongst employees. Stressful working conditions reduce productivity, affecting overall organizational performance. Stress similarly has a negative impact on interpersonal relationships at work, resulting in a less collaborative and more conflict-prone environment. By creating a supportive and well-structured work environment, organizations can improve employee well-being, satisfaction, and productivity, resulting in a more effective and harmonious workplace between occupational stress factors and employee performance, as well as how various dimensions of occupational stress act as independent variables in influencing the dependent variable, employee performance. Demographic variables serve as moderators, potentially influencing the strength or direction of this relationship. Consequently, (Fonkeng, 2018) who studied the consequence of job stress on employee performance in Cameroon at a microfinance foundation. The outcomes of the learning established that the participants were under a great deal of stress, which affected how well they performed. Furthermore, a study by (Pandey, 2020) on 200 Nepalese workers in the banking industry discovered a significant but adverse relationship between all stress factors and worker performance. His results also indicated that employees' performance suffered from an overall high level of stress.

Employee performance suffered as a result of the negative relationship between these occupational role stressors and performance. The results are consistent with the first hypothesis (H1), which holds that employee performance was negatively impacted by occupational job stress. Comparably, the results support the fifth, fourth, and

seventh hypotheses (H4, H5, and H7), according to which employee performance is negatively impacted by fear of obsolescence, salary and reward, and role ambiguity. The results of (Sunanda, 2018) who found a significant impact of role ambiguity, fear of obsolescence, salary and rewards on bank employees' job performance and (Lavuri, 2018) who also found a significant impact of role ambiguity on employee performance are consistent with this finding. However, this discovery proceeds opposite to the findings of a 2018 study carried out in Pakistan (Ehsan and Ali, 2018). It was found that there is a positive correlation between employee performance and role ambiguity, fear of obsolescence, salary, and rewards. These are the main factors that have a significant impact on employee performance. Pay and benefits boost employee performance because they encourage concentration and a tendency to work more quickly and accurately. This lowers employee distraction and helps to reduce errors. Therefore, it is evident from the reviewed articles and research findings that occupational stress has a major effect on workers' performance. Therefore, in order to improve employee performance and their ability to multitask and want to finish one or two tasks at the same time, the organization needs to concentrate on occupational stress management.

As a result, the H2, H3, and H6 hypotheses are not supported, suggesting that physiological environment, role overload, and role insufficiency all positively affect employee performance. physiological environment on worker performance, which is in line with research by Vischer (2007) that discovered no appreciable influence of physiological environment on worker performance. Lastly, the results corroborate hypothesis H7, which claims that employee performance is significantly impacted by employees' fear of obsolescence. The majority of study participants were either slightly or neutrally in agreement that role stressors at work have an impact on them. Employee performance appears to be low, despite the fact that occupational stress has a moderate effect on performance. This indicates that there must be other stressors affecting employee performance.

CHAPTER V
SUMMARY AND CONCLUSION

In this chapter, the summary, conclusion and implications of the investigation are talked about. A summary of the entire investigation is provided, and conclusions are drawn from the information. provided an additional implication for research.

5.1 Summary

The present study objectives is to understand how occupational stress affects employee performance in the IT industry. This research employs a quantitative method of data collection, utilizing both descriptive and causal research designs to ensure a comprehensive analysis. Conducted in the Kathmandu Valley, the study involved a sample size of 391 participants from various IT companies.

Key areas of focus included examining the impact of salary and rewards, role overload, role insufficiency, role ambiguity, fear of obsolescence, and physiological environment on employee performance. Specific factors such as inconsistent work schedules, lack of adequate training, poor communication leading to departmental clashes, and the absence of extra pay or appreciation for overtime work were considered.

The study's conclusions show that workers in the IT industry endure moderate levels of occupational stress, which has a negative impact on their output. Important takeaways from Chapter IV comprise; Role Overload factor is statistically insignificant, demonstrating that other stressors may be more significant even though it has a negative impact on performance. Role Insufficiency factor indicates that workers feel underutilized and unsupported in their roles, and it has a statistically shown positive relation on stress and worker performance. Role ambiguity on employee performance is hampered and inefficiencies result from unclear job roles and expectations, which cause uncertainty and stress. Salary and Reward of poor pay and no credit for overtime work have a negative impact on workers' performance, which highlights the need for equitable and inspiring reward programs. Physiological

Environment a well-designed workspace is crucial because it enhances performance when employees are in a comfortable and appropriate setting. Fear of Obsolescence on employee performance is negatively impacted by stress stemming from worries about remaining relevant in a field that is changing quickly.

The findings are expected to deliver valuable visions into how different variables of occupational stress influence the productivity, well-being, and job satisfaction of IT professionals, eventually contributing to the development of strategies to mitigate stress and enhance performance in the workplace.

5.2 Conclusion

Occupational stress is a significant problem that affects employee performance. and, eventually, business productivity. Although stress can occasionally assist as a motivator for workers, its drawbacks frequently outweigh its advantages, especially when an employee's capacity for stress management is exceeded. The purposes of this study were to assess the state of occupational stress in the Kathmandu Valley's IT industry, look into the link between occupational stress and worker performance, and pinpoint important performance-influencing variables.

The study concludes that, while many factors contribute to occupational stress, the Salary and Rewards, Role Ambiguity and Fear of Obsolescence has the greatest influence on employee performance. Effective stress management should be a top priority for IT companies looking to improve productivity and employee well-being. Organizations can reduce the negative consequence of stress and achieve better results by addressing improving compensation systems, clarifying job roles, effectively managing responsibilities, and creating a supportive work environment which will automatically reduce absenteeism, improve productivity and good work relation on employees.

5.3 Implication and Future Research

5.3.1 Implications

The IT industry makes a substantial contribution to the global economy, and the

benefit of remote work is that it gives people the freedom to choose where they work. The cultural diversity that exists within organizations can lead to a range of stress levels amongst employees. It's critical to understand the various aspects of stress and develop stress management strategies and support systems for staff members. The study found that some people still don't know how common stress factors are affecting. Thus, by educating workers in the IT sector about stress and coping strategies, this research will lessen the detrimental consequence of stress on output and raise self-awareness.

Organizations will become more conscious of the significance of mental, physiological and spiritual well-being if they comprehend the consequence of occupational stress on employee performance. Performance is greatly impacted by occupational stress, and managers can reduce this impact by implementing stress-reduction and awareness initiatives like counseling, reducing work load, holiday package and paid time off. The findings, which analyze the current work distribution, will aid in enhancing employee performance. The study's findings can improve theoretical comprehension and direct management practices.

Surveys are another tool that organizations can use to measure employee stress and anxiety at work. Because it identifies the variables influencing worker performance, this study will be helpful to researchers and medical professionals. It will also highlight the significance of addressing job stress in the IT industry and assist academics and practitioners in understanding how workplace stress affects performance.

Additionally, survey will also lay the groundwork for later researchers to conduct thorough research on related subjects and add more variables. The study contributes to the body of knowledge on occupational stress and how it affects worker performance from an academic standpoint.

5.3.2 Future Research

This study's main goal was to investigate how occupational stress affects workers' performance in the Kathmandu Valley's IT industry. It also looked at the connections

between the different factors under study and how those connections affected workers in the IT industry. To the best of my knowledge, this is one of the few studies on occupational stress and employee performance that have been done in Nepal spanning a variety of disciplines or industries, and the first that focuses especially on the IT sector. To support the research objectives, the constructs and content were modified from related studies, and the results are consistent with the majority of the literature. As a result, future research into the impact of occupational stress on worker performance can build on the findings of this study. The suggestions of this research for future researches are:

- **Geographic Expansion:** This study concentrated on particular stressors in Kathmandu's IT industry. In order to compare the findings and obtain a more comprehensive understanding of occupational stress in the country's IT sector, future research could duplicate this study throughout Nepal.

- **Qualitative and Exploratory Research:** To determine the most prevalent sources of stress, future studies may use qualitative or exploratory methodologies. By covering a larger range of study dimensions and offering theoretical insights, this approach will improve our understanding of stress factors.

- **Moderator Variables:** There were no moderating variables in this study. Subsequent studies may include moderating factors like job levels and individual personality traits. This would provide a more understanding of stress dynamics and assist in identifying the primary causes of stress at various work levels.

- **Sectoral Comparison:** Using the same set of constructs, comparative studies across different sectors could be carried out, as a number of constructs and variables related to occupational stress have been thoroughly tested. This would draw attention to stress factors unique to a given industry and how they affect worker performance.

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APPENDIX: QUESTIONNAIRE

A Study Conducted in IT Sector on Occupational Stress and its Consequence on Employee Performance in Kathmandu Valley.

Dear Participants,

Thank you for giving your precious time to participate in my research study.

I am Deepmala Kunwar, a MBS student at Shanker Dev Campus, Kathmandu. I am currently undertaking a study as part of my academic thesis, which focuses on understanding the Occupational Stress and its Consequence on Employee Performance in the IT Sector within Kathmandu Valley. Your insights and responses are crucial to the success of this research, and they will greatly enhance our understanding of this topic.

Objectives of the Study:

The purpose of this questionnaire is to examine the levels of occupational stress experienced by employees working in the IT sector in Kathmandu Valley.

Ethical Consideration:

Please be assured that all responses will remain unnamed and will be treated with the utmost confidentiality. Your personal information will not be disclosed or used for any purposes other than this academic study, observing to the highest ethical standards in research.

Once again, thank you for your participation and contribution to this study.

Put a checkmark (√) next to one of your responses. There are no right or wrong answers.

Have you heard about stress in the workplace?

Yes

No

Have you ever experienced stress at work?

Yes

No

Data from respondents;

1. **Gender**

   Female

   Male

2. **What is your current age?**

   Under25

   25-34

   35-44

   45-54

   55 and above

3. **Currently, what level of formal education do you hold?**

   Ph.D Degree

   Master's Degree

   Bachelor's Degree

4. **Please mention which designation or job title you belong to in your organization.**

   Officer Level

   Manger Level

   Assistant Level

5. **How long have you worked for your company?**

   1-5 year

   6-9 year

   10-14 year

   More than 15 years

6. **How long have you been in the position you are in now?**

   Less than one year

   1-5 year

   Greater than 5 years

Please indicate whether you agree or disagree with each of the following statements.

Strongly disagree = 1

Disagree = 2

Neutral = 3

Agree = 4

Strongly Agree = 5

Questions/Descriptions	1	2	3	4	5
Role overload • Multi-task with tight deadlines are a common occurrence in my work. मेरो काममा बहुकार्य साथसाथै कडा समयसीमा एक सामान्य घटना हो। • Dealing with complex technological issues and constant updates without adequate training creates stress in my role. जटिल प्राविधिक समस्याहरू र पर्याप्त प्रशिक्षण बिना निरन्तर अपडेटहरू सामना गर्दा मेरो भूमिकामा तनाव उत्पन्न हुन्छ। • The duties associated with my work get more and more demanding over time. मेरो कामसँग सम्बन्धित कर्तव्यहरू समयको साथसाथै बढ्दै गएको छ। • It is common for me to continue working on tasks after regular work hours, often at home. अफिसको कामको समय पछि अधूरा कामको कारणले घरमा पनि काम गर्नुपर्छ, यो मेरो लागि सामान्य हो।					
Role Insufficiency • My job doesn't give me opportunities to learn new things or improve my skills, so I don't feel excited or motivated about my work. मेरो कामले मलाई नयाँ कुराहरू सिक्ने वा मेरो सीपहरू सुधार गर्ने अवसर दिँदैन, त्यसैले म आफ्नो कामप्रति उत्साहित वा उत्प्रेरित महसुस गर्दिन।					

Questions/Descriptions	1	2	3	4	5
• Even though my qualifications and skill is above that what my position required, there are moments when I come across assignments that don't fully fit within my area of competence, which leaves me feeling underutilized and frustrated. मेरो योग्यता र सीप मेरो पदको आवश्यकता भन्दा माथि भए तापनि, मेरो योग्यताको क्षेत्रमा पूर्ण रूपमा फिट नहुने असाइनमेन्टहरू भेट्ने क्षणहरू छन्, जसले मलाई कम उपयोग र निराश महसुस गराउछ ।					
Role Ambiguity • I often find it hard to understand what exactly is expected of me in my role. Due to role ambiguity, I often struggle with making decisions confidently. मेरो भूमिकामा म बाट वास्तवमा के अपेक्षा गरिएको छ भन्ने कुरा बुझ्न मलाई अक्सर गाह्रो हुन्छ। भूमिकाको अस्पष्टताको कारण, मलाई प्राय निर्धक्क भएर निर्णय गर्न संघर्ष हुन्छ। • Sometimes, I receive conflicting instructions from different sources about my duties and responsibilities. कहिलेकाहीँ, मैले मेरो कर्तव्य र जिम्मेवारीहरू बारे विभिन्न स्रोतहरूबाट फरक निर्देशनहरू प्राप्त गर्छु। • I'm not always clear about the goals and objectives I'm supposed to achieve in my role. मेरो भूमिकामा मैले हासिल गर्नुपर्ने लक्ष्य र उद्देश्यहरूबारे म सधैं स्पष्ट हुँदैन। • I believe that clear role definitions and expectations would greatly improve my job satisfaction and performance. मलाई विश्वास छ कि भूमिकाको स्पष्ट परिभाषा र अपेक्षाहरूले मेरो कामको सन्तुष्टि र कार्यसम्पादनमा धेरै					

Questions/Descriptions	1	2	3	4	5
सुधार गर्नेछ।					
Salary and Rewards • I feel recognized and valued for my performance through the rewards and incentives provided by my organization. म मेरो संगठन द्वारा प्रदान गरिएको पुरस्कार र प्रोत्साहन मार्फत मेरो प्रदर्शन को लागी मान्यता प्राप्त र मूल्यवान महसुस गर्छु। • I experience stress due to financial concerns, such as the adequacy of my salary and rewards to meet my needs and responsibilities. मैले मेरो आवश्यकता र जिम्मेवारीहरू पूरा गर्न मेरो तलब र पुरस्कारको पर्याप्तता जस्ता आर्थिक चिन्ताहरूको कारणले तनावको अनुभव गर्छु। • The absence of extra pay or appreciation for overtime work significantly contributes to stress. ओभरटाइम कामको लागि अतिरिक्त तलब वा प्रशंसाको अभावले महत्त्वपूर्ण रूपमा तनावमा योगदान गर्दछ।					
Physiological Environment • My work hours change a lot, and I don't always have a regular schedule. मेरो कामको समय धेरै परिवर्तन हुन्छ, र मसँग सधैं नियमित तालिका हुँदैन। • Being required to work independently without adequate support leads to stress and feelings of isolation. सहयोग बिना काम गर्न आवश्यक हुँदा तनाव र एक्लोपनको भावना निम्त्याउँछ। • A team's inability to work together and communication gap leads to stress.					

Questions/Descriptions	1	2	3	4	5
सँगै काम गर्ने सहकर्मीका सदस्यहरूको असक्षमता र संचार अन्तरले तनाव निम्त्याउँछ।					
Fear of Obsolescence • In order to do a good work at my job, I have to always learn new things and develop my talents. मेरो काममा राम्रो काम गर्नको लागि, मैले सधैं नयाँ कुराहरू सिक्नुपर्छ र आफ्नो प्रतिभा विकास गर्नुपर्छ। • I don't have much access to the platform or resources to help me get better or learn new things. मलाई राम्रो बनाउन वा नयाँ चीजहरू सिक्न मद्दत गर्न मसँग प्लेटफर्म वा स्रोतहरूमा धेरै पहुँच छैन। • I often worry that changes in industry trends or technological advancements will make my work out of date. म प्राय विचार गर्छु यी उद्योग प्रवृति वा प्राविधिक प्रगतिहरूमा परिवर्तनहरूले मेरो काम पुरानो हुनेछ।					

Employee Performance at Work

Questions/Descriptions	1	2	3	4	5
Absenteeism • Stress management programs effectively reduce my stress levels and absenteeism. तनाव व्यवस्थापन कार्यक्रमहरूले प्रभावकारी रूपमा मेरो तनावको स्तर र अनुपस्थितिलाई कम गर्छ। • I feel strongly supported by my organization in managing job stress and minimizing absenteeism. कामको तनाव व्यवस्थापन गर्न र अनुपस्थितिलाई न्यूनीकरण गर्न म मेरो संस्थाबाट बलियो समर्थन पाएको महसुस गर्छु। • Job stress significantly contributes to my absenteeism which decreases my job performance. जागिरको तनावले मेरो अनुपस्थितिमा महत्त्वपूर्ण योगदान पुऱ्याउँछ जसले मेरो कामको कार्यसम्पादन घटाउँछ।					
Reduced Productivity • I find job stress perceptively contributes to reduced productivity in my workplace. मलाई जागिरको तनावले मेरो कार्यस्थलमा उत्पादकत्व घटाउनमा महत्त्वपूर्ण योगदान गरेको पाउँछु। • Reduced productivity due to job stress negatively impacts overall job satisfaction. कामको तनावको कारणले घटेको उत्पादकताले समग्र कामको सन्तुष्टिलाई नकारात्मक रूपमा असर गर्छ। • I feel strongly supported by my organization in managing job stress and improving productivity. कामको तनाव व्यवस्थापन गर्न र उत्पादकत्वमा सुधार गर्न मेरो संस्थाबाट सहयोग र समर्थन भएको महसुस गर्छु।					
Poor work Relation • I think strategies to improve work motivation effectively					

ease loss of interest in work caused by job stress. मलाई लाग्छ कि कार्य प्रेरणा सुधार गर्ने रणनीतिहरूले कामको तनावको कारणले गर्दा काममा रुचि गुमाउन प्रभावकारी रूपमा कम गर्छ। • Despite poor work relations, I am satisfied with my job overall. खराब काम सम्बन्धको बावजुद, म मेरो कामबाट समग्रमा सन्तुष्ट छु। • The work environment has a major effect on my motivation and level of interest in tasks. कार्य वातावरणले मेरो प्रेरणा र कार्यहरूमा रुचिको स्तरमा ठूलो प्रभाव पार्छ।					

A STUDY CONDUCTED IN IT SECTOR ON OCCUPATIONAL ...

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ABSTRACT Stress has become prevalent in modern workplaces, affecting employees at all levels. Stress, defined as the sensation of strain and pressure, can help you perform at your best. However, excessive stress, especially in the rapidly changing IT sector, can be harmful. Employees in this sector face increased stress due to the demand for continuous skill development and timely deliverables. This learning used a quantitative, descriptive and explanatory research design, with convenience sampling and data collected from 391 employees via a self-administered, closed-end questionnaire. Data analysis was carried out using SPSS version 26, with both descriptive and inferential methodologies, highlighting the critical

impact of stress on organizational outcomes **in the IT sector** . The purpose of **this study**

is to look into

the relationship between occupational stress factors and employee performance in Kathmandu Valley's **IT sector**

. It was discovered that moderate stress levels have a adverse impact on employee performance, with factors such as role overload, ambiguity, insufficiency, physiological environment and fear of obsolescence all contributing significantly to this decline. In contrast, a positive salary and rewards was shown to improve performance. Keywords: Job Stress, Employee Performance, Role Ambiguity, Role Overload, Role Insufficiency, Salary and Rewards, Physiological Environment and Fear of Obsolescence CHAPTER I INTRODUCTION 1.1 Background of Study In the fast-paced world on this 21st Century of today and competitive environment, the Information Technology (IT) sector is essential for promoting innovation and economic growth. Kathmandu Valley, known for its burgeoning IT industry, stands as a testament to this global phenomenon. However, amidst the technological advancements and dynamic work environments, the problem of job-related stress has become a main issue that affects people's performance and general well-being of employees within this sector. A more varied and inclusive workplace has resulted from the ease with which capital, people, technology, expertise, and opportunities can now be accessed thanks to globalization. "Working around the clock" as a concept has changed significantly as different firms adapt and putting these modifications in place for work schedules and hours. The modern workplace is less "people oriented" and more "outcome oriented." A high-performing workforce has emerged as an organization's central focus. Workers experience a growing amount of pressure at work, which can central to a variety of wellbeing problems in an attempt to appear competent (Joy & Kumar, 2018). Additionally, businesses have implemented appropriate work practices and are always enhancing them to create a more positive workplace culture and atmosphere. This is crucial for attracting and retaining highly skilled employees. Regardless of industry, the majority of workers devote a significant amount of their workday to job-related purposeful tasks in the association because of this viable nature of the challenging environment. The humanoid reaction towards a change that needs a intellectual, physical, or emotive change or comeback to work everyday jobs is known as job stress, on the other