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Role of Gender: Information Technology and Organisational Stress

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Abstract

The purpose of this paper is to identify the impact of information technology on Organizational Role Stress (ORS) with specific focus to gender differences. It investigates the level the ORS between genders in public and private sector organisations. Using the standardized questionnaire based testing of the banking sector executives of users and non-users of ICT (Information and Communication Technology), the paper adopts the descriptive research for studying the relationship between independent variable as use of ICT and dependent variable as ORS among Male- Female, of public and private sector. This research investigation is based on ex-post facto factorial design including mean, standard deviation and ANNOVA. The paper finds impact with the help of mean (M) and Standard Deviations (SDs) score along with of the ANOVA of organisational role stress on defined variables ICT user and non-users, public and private sector, male and female. The main effect of Gender was found to be significant, $F(1232)=11.80$, $p<.01$, showing that male employees experience higher ORS ($M=91.47$, $SD=11.85$) compared to female employees ($M= 86.50$, $SD=15.15$). Most of the research is descriptive, which finds out significant differences in ICT induced ORS among public and private sector male and female executives. The paper can be building block for future research for finding ways of reducing ORS among male. This paper's originality is drawn from the advancement of research related to ICT induced ORS with specific focus to comparison of public and private banking sector Male and Female employees in national capital region of India.

Keywords: Gender, Information technology, Role Stress

Introduction:

The research aims at finding the gender differences in information technology induced role stress, beginning with understanding the terms in reference to the present study.

Information and communication technology (ICT)

ICT it means diverse set of technological tools and resources used to communicate and to create, disseminate and manage information. Information technology is nowadays has become inevitable part of everyone's life. Not just individuals but also organisations are dependent on it for communication, planning, organising, data collection, analysis, controlling and leadership. Organizations, either in the public sector or private sector are working to achieve their planned objectives through implementing strategies and plans that enable them to achieve these goals efficiently with the help of information technology only.

Information now is available to any user in a wide range; computers, internet technology, and telecommunication technology play significant roles in this aspect. Thus, the availability of information, from the first side, and the availability of technology from the other side, becomes an impetus for organizations to build its information systems that help them in improving their performance. According to the technology experts, this is era of not only advancement of technology, but also of social change. Communication technology works as a catalyst for bridging socio-psycho-economic disparities. Face and pace of communication world is touching new horizons every day.

The internet is a new technology that has influenced the world and has provided many benefits to its users. At the same time, however, this influence has had negative ramification. Some people are becoming pre-occupied with the internet, are unable to control their use of this technology, and are jeopardizing their employment and personal relationships. Thus, the Information Technology has been blamed for decreasing of productivity in the workplace, decrease family time strains in relationship, pre-occupied of false information and development of psychological problems (Shottom 1989, Young 1999, Mooly 2001, Marahan- Mortin and Schumachen 2003)

Information also influences cognition of an individual which resulted into attitude, social interaction, emotions, mental and health and stress of the individual and well-being. The use of information technology particularly high levels of internet use which interfere with daily life have been linked to a range of problems including decreased psycho-social well-being, relationship breakdown and neglect of domestic, academic and work responsibilities (Beard, Wolf 2001).

In view of the above the new millennium needs a fresh look at the organisational role stress of employees in technology users in organizations (private/public); gender (Male & Female) differences also become major variables in accepting new capabilities. Therefore, the present study aims at information technology's impact on organisational role stress.

Role Stress

Stress is how a body responds to any kind of demands of the external environment. The term "stress" was first used by Selye (1936). The response of a body can either be because of good or bad experience. Stress is caused when a chemical is released into the blood. This can be good or bad depends on how the person takes it. It is clear from the studies that performance ability increases to a certain level of stress. On the other hand if stress continues and reaches a fatigue point then further stress decreases the performance level which leads to ill health and finally a breakdown. However if an individual knows the art of managing stress then his performance level can improve drastically.

There can be numerous reasons of stress which may include physical such as fear of something or emotional such as worry of job or family. Stressors can be classified mainly as (A) Individual stressors, and (B) Job related-related stressors, in the latter category comes the organisational role stress. Lot of research attention nowadays is drawn towards role stress. (Conley and Woosley, 2000), individual integrates in an organisation through the role which is key to his job function. Roles include both expectations of employees towards his job and towards each other (Pareek,
1993) Stress can be measured using number of instruments. Our focus, however, is organizational role stress (ORS), which measures total role stress. For the present study Udai Pareek's (1983) scale was used, which evaluates respondent's Organizational Role Stress. It evaluates respondents' quantum of stress in terms of total ORS scores. It measures the intensity of the following ten role stressors that contribute to the total ORS score:

1. Inter-role distance: Conflict between organizational and non-organizational roles
2. Role stagnation: it is the feeling of being "jammed" in the same role.
3. Role expectation conflict: Conflicting expectations of different role senders.
4. Role erosion: The feeling that respondent's role are being performed by others.
5. Role overload: The feeling that role requires more than what the respondent can perform.
6. Role isolation: the feeling of finding no link between the respondent's role and other roles in the workplace.
7. Personal inadequacy: Inadequate knowledge, skills, or competencies of respondent to be effective in that role.
8. Self-role distance: Conflict between the respondent's self - concept and the organizational role requirements.
9. Role ambiguity: Lack of clarity regarding people's expectations of the respondent's role
10. Resource inadequacy: insufficiency of resources required for effective performance of the role.

According to Latack (1981) lots of imperial research work links role stress with job satisfaction, anxiety turnover and other physiological symptoms, On the basis of above ten role stress categories the analysis for the research was conducted

Research Background

The universal and pervasive use of ICT (Information communication technology) has renovated the contemporary workplace. Technology is minimizing geographical distances but create lots of expectations of employees towards attending to issues of both job and the organisation speedily which in turn leads to stress termed as "technostress" (Clark and Kalin, 1996),. Thus, ICT is a double edge sword. Sharma D., Chandwani R. (2015) studied to explore the effect of ICT usage on perception of autonomy, time pressure, and work-life balance and work stress.

Stress is becoming a global phenomenon affecting all countries, all professions and all categories of employees, and society in general. A survey conducted by the Hong Kong based "Political and Economic Risk Consultancy"; found that stress levels are rising all over the world (Chauhan, 2002). Greatest challenge faced by the banks in today's time is to meet customer's expectations (FICCI 2010), which is compelling them to engage in with customers and this requirement of the job results into role stress (Wetzels 2000) so it is important to understand the role stress of employees.

Role stress refers to the conflict and tension due to the roles being enacted by a person at any given point of time (Pareek, 2003). Enacted in the context of organizations, such role stresses are called organizational role stress. There are two role systems: Role Space and Role Set. Both have a built in potential for conflict and stress (Pareek, 2003). Role stress has received a lot of research attention in psychological, sociological, and organizational studies over the last several decades. Based on a literature review of about 300 journal articles, Ortqvist and Wincent (2006) examine prominent consequences of role stress. Specific focus is on researching differences in relationships between facets of role stress (i.e., role ambiguity, role conflict, and role overload) and frequently cited consequences using techniques of meta-analysis. Findings indicate that each role stress facet has a different relationship with the eight consequences studied. Role stress research can benefit from looking at each facet individually in addition to role stress generally. Many studies focused on personal and professional aspect of role stress. A study conducted by Mishra and Sahu (1993) on role stress among teacher's states that role stress was significantly related to emotional exhaustion but not personal accomplishment. Conditions related exhaustion includes work load, role conflict, and ambiguity etc. Shukla (1989), in his study found that the life change events like financial problems, marriage of daughter, family conflict and unemployment of son causes stress which leads to psychosomatic disorder. According to Johnson et al. (1993), the high levels of stress take place due to change of life events and poor health.

Role stress related studies not just focus on not just gender differences but also hierarchical levels. A study by Singh and Pestonjee (1991) stated that officers of an organization show higher job involvement and more participation, thus more stress than the clerks. Pestonjee (1991) identifies that the leading stressors in an organization were role erosion, role expectation conflict, role isolation and inter-role distance.

According to Mehra and Mishra (1993), participation in opinion seeking had a moderating effect on the relationship between job satisfaction and occupational stress. A study conducted by Kozena and et al. (1995) found that frequency, intensity and persistence of psychological and physiological reactions to urgent situations seems to be more relevant measures of health impact of the psychological job stress. Upadhaya and Singh (1999) found significant difference between two groups of collage teachers and executives on the experience of stress on factors such as role overload, intrinsic impoverishment and status variables. Work related stress is of growing concern today, than it was two decades ago. Increased complexity in organizational work environments has given rise to higher levels of job-related stress experienced by organizational members (Sosik 2000).

According to the study of Rogers, Freeman and Lesage (1991), the overwhelming majority of respondents reported that aspects of the work itself as being their primary source of occupational stress. Other sources include work load and concern about personal effectiveness. Another study by Fenwick and Tausig (1994) suggested the 23 macro-economic changes such as recessions, could affect individual stress because they lead to changes in routine job structures that represent increased and continued exposure to stressful conditions. Ahmad, Bharadwaj, and Narula (1985) measured ORS of public and private sector employees wherein he found significant difference between both the sectors and insignificant difference in gender, age , education and marital status, whereas Kim et al. (2009) investigated the moderating roles of gender and organization level in the relationship between role stress and job satisfaction for hotel employees in Republic of Korea. Findings show that the effect of role stress is significantly stronger for female employees and supervisory employees than male employees and non-supervisory employees.

Jacob et al. (2010) found that women working in gender-incongruent roles reported significantly higher levels of stress, higher levels of minor ill-health problems and lower levels of perceived commitment from their organizations compared with all other employees. Conversely, men who worked in gender-incongruent role often reported the lowest levels of stress. Macklin et al. (2006) in a survey of 143 private and 84 public sector employees reported no significant difference on the basis of sector but significant difference based on gender finding as females are subject to more stress than male.

It is clear that studies conducted in different context, background and ethnicity have found diverse results. Some claims to have significant difference in male and female and some are opposite of it, so research in this area specific to Indian national capital region is of vital importance.

Research methodology

Descriptive research design is adopted for the purpose of study of relationship between independent variable as use of information technology and dependent variable as organisational role stress among male, female, public sector and private sector organisational executive. As described in the figure 1 below:

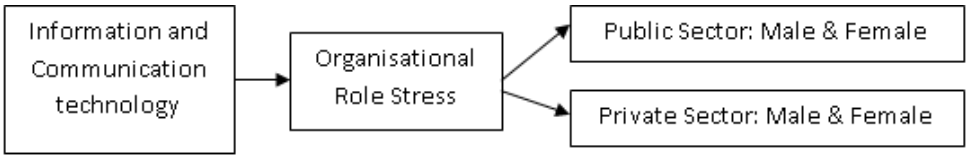


Figure1: Research framework

This research investigation is based on ex-post facto 2 X 2 X 2 factorial design, which is systematic empirical enquiry in which researcher does not have direct control on independent variable (in the present research i.e. ICT) because their manifestations have already occurred or because they are not inherently manipulable as uses of information technology. Inferences about relations among variables are made with direct intervention from concomitant variation of independent and dependent variables. Factorial design is chosen as it enables the researcher to manipulate and control two or more variables simultaneously. A total sample of 240 male and female executive of public and private sector organizations of young and middle age group respondents are selected through convenient sampling technique. The sample takes both male and female of ICT users and non-users.

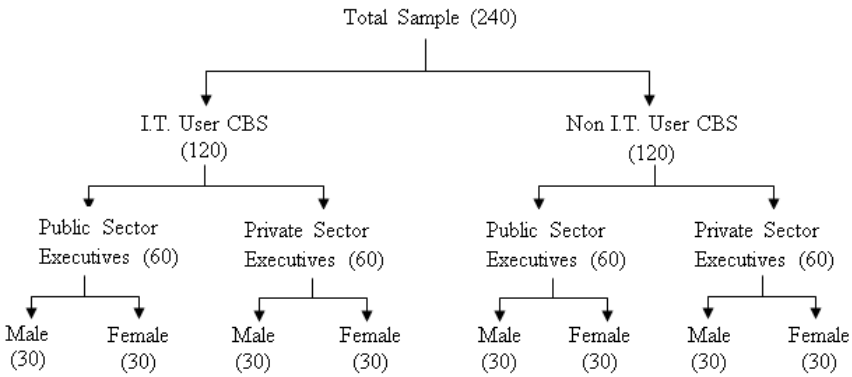


Figure 2: Sample Distribution

Research Tool: Organisational Role Stress Scale developed and standardized by Udai Pareek, was administered on ICT users and Non-users. This scale measures 10 role stress, are an inter role distance, role overload, role isolation, personal inadequacy, self-role distance, role ambiguity and resource inadequacy. This scale has 50 items a subject has to response in five categories 0- never, 1- occasionally, 2- some time and 3- frequently and 4- always. . The total score for each role stress range from 0 to 20.

The Analysis of Data

For the study the descriptive statistics, ANNOVA and factorial analysis was used.

Research Findings

The findings of the research is impact of organisational role stress on defined variables ICT users and non-users, public and private sector, job category and most importantly male and female. The mean (M) and Standard Deviations (SDs) score of the ORS of the male and female, the IT User and Non IT user and of the public and private sector organizations and male and female are presented in Table 1. The results of the ANOVA are presented in Table 2. The ANOVA performed on ORS showed significant main effect of sector (public and private), F (1,232)= 61.80, p<.01, indicating the employees of public sector organization reported less ORS (M=83.30, SD= 14.82) than their private sector counterparts (M=94.67, SD =9.88). The main effect of ICT and Non ICT was found to be significant F (1232) = 22.77, p<.01, showing that ICT User experience less ORS (M=85.53, SD=14.16) compared to Non ICT User (M= 92.43, SD=12.56).

The main effect of Gender was also found to be significant, F (1232)=11.80, p<.01, showing that male employees experience higher ORS (M=91.47, SD=11.85) compared to female employees (M= 86.50, SD=15.15). The interaction effect of Sector x Job Category was significant F, (1232)= 23.66,P<.01, indicating that there was a difference between ICT User and Non ICT Users of public sector (M = 76.33, = 10.95 and M = 90.27, SD = 14.97 respectively) and private sector (M = 94.73, AD = 10.59 and M = 94.60, SD = 9.20 respectively). The interaction effect of Job category x Gender was also significant, F(1,232) = 7.78, p<.01, stating that there was difference between males and females of ICT User category, (M= 90.03, SD = 11.81 and t1= 81.03, SD = 14.96 respectively) and Non ICT User category (M = 92.90, SD = 11.82 and M= 91.97, SD = 13.35 respectively).

Table 1: M and SD of the Organizational Role Stress Scores

Sector	Job Category	Male			Female			Total		
		M	SD	N	M	SD	N	M	SD	N
Public	ICT User	81.00	7.00	30	71.67	12.25	30	76.33	10.95	60
	Non ICT User	92.47	14.19	30	88.07	15.64	30	90.27	14.97	60
		86.73	12.51	60	79.87	16.20	60	83.30	14.82	120
Private	ICT User	99.07	8.12	30	90.40	11.12	30	94.73	10.59	60
	Non ICT User	93.33	9.08	30	95.85	9.30	30	94.60	9.20	60
		96.20	9.02	60	93.13	10.53	60	94.67	9.88	120

Total	ICT User	90.03	11.81	60	81.03	14.96	60	85.53	14.16	120
	Non ICT User	92.90	11.82	60	91.97	13.35	60	92.43	12.56	120
		91.47	1185	120	86.50	15.15	120	88.98	13.80	240

Table 2: Summary of the ANOVA done on the Organizational Role Stress Scores

Source	df	MS	F
Sector	1	7752.07	61.80**
Job Category	1	2856.60	22.77**
Gender	1	1480.07	11.80**
Sector x Job Category	1	2968.07	23.66**
Sector x Gender	1	216.60	1.72
Job Category x Gender	1	976.07	7.78**
Sector x Job Category x Gender	1	147.27	1.17
Error	232	125.44	

Note , ** p<.01, * p<.05

To make the significant interaction effects more prominent, two line graphs have been plotted in respect of the overall ORS scores. As depicted by Figure 3, the gap of the ORS scores between Non ICT Users and ICT User becomes wider as they move from private to public sector organizations. As depicted by Figure 4, the gap of the ORS scores between males and females becomes wider as they move from Non ICT User to ICT User jobs.



Figure 3

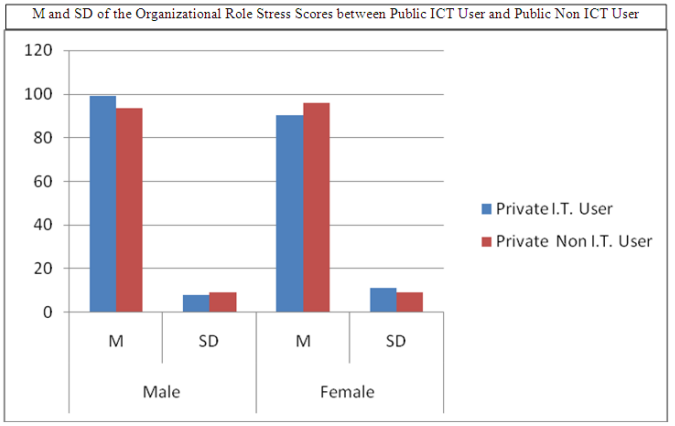


Figure 4

In the contemporary society, ORS is an inevitable consequence because of the swift change of work culture, work environment and socio-economic scenario in organizations. The analyses of result revealed that employees of public sector organizations reported less ORS compared to their private sectors counterparts. On the other hand, supervisors experienced less ORS compared to the subordinates, whereas the male employees experienced higher ORS compared to female employees.

Out of the ten components of ORS scale, the significant main effect of sector was found in inter-role distance, role stagnation, role erosion, role overload, role isolation, personal inadequacy, self role distance, role ambiguity and resource inadequacy. However, there was no significant difference between the public sector and private sector employees with regard to role expectation conflict. On the other hand, significant main effect of job category was observed in role stagnation, personal inadequacy, and role ambiguity. Similarly, significant main effect of gender was found in role stagnation, role expectation conflict, role isolation and self-role distance. Shown in the Table 3 below

Table 3

M and SD of the Components of Organizational Role Stress Scores

Components of ORS scale	**Job Category**	**Male**			**Female**			**Total**		
		M	SD	N	M	SD	N	M	SD	N
Inter- Role Distance Scores	ICT User	9.20	3.00	60	9.50	2.27	60	9.35	2.66	120
	Non ICT User	9.57	2.40	60	9.62	2.82	60	9.59	2.61	120
Role Stagnation Scores	ICT User	9.18	2.98	60	7.42	2.61	60	8.30	2.93	120
	Non ICT User	8.85	1.95	60	9.05	1.85	60	8.95	1.90	120
Role Expectation Conflict Scores	ICT User	9.45	2.34	60	7.57	2.65	60	8.51	2.66	120
	Non ICT User	8.40	2.48	60	8.82	2.21	60	8.61	2.35	120
Role Erosion Scores	ICT User	9.58	2.09	60	9.37	2.29	60	9.48	2.19	120
	Non ICT User	9.87	2.60	60	9.75	2.23	60	9.81	2.41	120

Role Overload Scores	ICT User	9.00	1.96	60	8.28	2.46	60	8.64	2.24	120
	Non ICT User	9.37	3.59	60	8.88	3.28	60	9.13	3.43	120
Role Isolation Scores	ICT User	9.25	2.29	60	7.02	3.53	60	8.13	3.17	120
	Non ICT User	8.47	2.35	60	8.65	2.54	60	8.56	2.44	120
Personal Inadequacy Scores	ICT User	9.42	1.83	60	8.88	1.45	60	9.15	1.67	120
	Non ICT User	10.77	2.61	60	10.42	2.74	60	10.59	2.67	120
Self- Role Distance Scores	ICT User	9.20	2.67	60	7.35	2.81	60	8.27	2.88	120
	Non ICT User	8.37	2.54	60	8.80	2.31	60	8.58	2.43	120
Role Ambiguity Scores	ICT User	7.17	2.97	60	6.87	3.74	60	7.02	3.37	120
	Non ICT User	9.95	3.35	60	8.92	3.22	60	9.43	3.31	120
Resource Inadequacy Score	ICT User	8.58	2.69	60	8.78	3.01	60	8.68	2.81	120
	Non ICT User	9.30	2.78	60	9.07	2.63	60	9.18	2.70	120

From the above table The M and SD scores of the inter-role distance of the male and female, the ICT User and Non ICT User, and of the public and private sector organizations, The ANOVA performed on inter-role distance showed the main effect of Sector found to be significant, $F(1,232) = 16.40$, $p<.01$, showing that public sector employees reported less inter-role distance ($M = 8.80$, $SD = 2.83$), than their private sector counterparts ($M = 10.14$, $SD = 2.23$). All other main and interaction effects were found to be non-significant.

The M and SD scores of the role stagnation of the male and female, the ICT User and Non ICT User, and of the public and private sector organizations, The ANOVA performed on role stagnation showed significant main effect of Sector found to be significant, $F(1,232) = 19.98$, $p<.01$, showing that employees of public sector reported less role stagnation ($M = 7.97$, $SD = 2.53$) compared to private sector ($M = 9.28$ $SD = 2.26$). The main effect of Job Category was found to be significant, $F(1,232) = 4.87$, $p<.05$, showing that ICT User experience less role stagnation ($M= 8.30$, $SD = 2.93$), compared to Non ICT User ($M = 8.95$, $SD = 1.90$). The main effect of Gender was also found to be significant, $F(1,232) = 7.07$, $p<.01$), showing that male employees experience higher role stagnation ($M = 9.02$, $SD = 2.51$), compared to female employees ($M = 8.23$, $SD = 2.40$). The interaction effect of Sector x Job Category was found to be significant, $F(1,232) = 4,87$, $p<.05$, showing that there was a difference between ICT User and Non ICT Users of public sector ($M = 7.32$, $SD = 2.98$ and $M = 8.62$, $SD = 1.78$ respectively) and private sector ($M = 9.28$, $SD = 2.54$ and $M = 9.28$, $SD = 1.97$ respectively) organizations. The interaction of Job Category x Gender was also significant, $F(1,232) = 11.14$, $p<.01$, stating that there was difference between males and females of ICT User category, ($M = 9.18$, $SD = 2.98$.and $M = 7.42$, $SD = 2.61$ respectively), and Non ICT User category ($M = 8.85$, $SD = 1.95$ and $M= 9.05$, $SD = 1.85$ respectively).

The M and SD scores of the role expectation conflict, the ANOVA performed showed significant main effect of Gender, $F(1,232) = 6.11$, $p<.05$, indicating that male employees reported higher role expectation conflict ($M = 8.92$, $SD = 2.46$) than female employees ($M = 8.19$, $SD = 2.51$). The interaction effect of Sector x Job Category was significant, $F(1,232)$-21.21, $p<.01$, indicating that there was a difference

between ICT User and Non ICT Users of public sector (M = 7.57, SD = 2.26 and M = 9.03, SD = 2.22 respectively and private sector (M = 9.45, SD = 2.71 and M = 8.18, SD = 2.42 respectively). The interaction of Job Category x Gender was also significant, F(1,232) = 15.02, p<.01, stating that there was difference between males and females of ICT User category (M = 9.45, SD = 2.34 and M = 7.57, SD = 2.65 respectively) and -Non ICT User category (M = 8.40, SD = 2.48 and M = 8.82, SD = 2.21 respectively). The overall interaction effect was also found to be significant, F(1,232) = 6.97, p<.01.

The M and SD scores of role erosion, the ANOVA performed on role erosion showed significant main effect of Sector (public and private), F(1,232) = 5.64, p<.05, indicating that employees of public sector organization reported less role erosion (M = 9.29, SD = 2.24) than private sector (M =9.99, SD = 2.33). The interaction effect Sector x Job Category was significant, F(1,232) = 3.92, p<.05, indicating that there was a difference between ICT User and Non ICT Users of public sector (M = 8.83, SD = 1.65 and M = 9.75, SD = 2.63 respectively) and private sector (M = 10.12, SD = 2.47 and M = 9.87, SD = 2.19 . respectively).

The ANOVA performed on role overload showed significant main effect of Sector (public and private), F(1,232) = 6.09, p<.05, indicating that employees of public sector organization reported less role overload (M= 8.43, SD = 3.20) than their private sector counterparts (M =9.34, SD = 2.51). All other main effect and interaction effect were found to be not significant.

The M and SD scores of the role isolation, the ANOVA performed on role isolation showed significant main effect of Sector (public and private), F(1,232) = 23.08, p<.01, indicating that employees of public sector organization reported less role isolation (M = 7.59, SD = 2.76) than their private sector counterparts (M =9.10, SD = 2.70). The main effect of Gender was also found to be significant, F(1,232) = 10.66, p<.01, showing that male employees experience higher role isolation (M = 8.86, SD = 2.34), compared to female employees (M = 7.83, SD = 3.17). The interaction effect Sector x Job Category was significant, F(1,232) = 18.72, p<.01, indicating that there was a difference between ICT User and Non ICT Users of public sector (M = 6.70, SD = 2.68 and M = 8.48, SD = 2.57 respectively) and private sector (M = 9.57, SD = 2.98 and M = 8.63, SD = 2.33 respectively). The interaction effect of Sector x Gender was found to be significant, F(1,232) = 17.81, p<.01, indicating that there was a difference between males and females of public sector (M = 8.77, SD = 2.04 and M = 6.42 SD = 2.91 respectively) and private sector (M = 8.95, SD = 2.63 and M = 9.25, SD = 2.79 respectively) organizations. The interaction of Job Category x Gender was also significant, F(1,232) = 14.81, p<.01, indicating that there was difference between males and females of ICT User category (M = 9.25, SD = 2.29 and M = 7.02, SD = 3.53 respectively) and Non ICT User category (M= 8.47, SD = 2.35 and M= 8.65, SD = 2.54 respectively). The overall interaction of Sector x Job Category x Gender was found to be significant, F(1,232) = 5.09, p<.05.

The ANOVA performed on personal inadequacy showed significant main effect of Sector public and private), F(1,232) = 5.47, p<.05, indicating that employees of public sector organization reported higher personal inadequacy (M = 10.20, SD = 2.41) than Private sector (M= 9.54, SD = 2.22). The main effect of Job Category was found to be significant, F(1,232) = 26.24, p<.01, showing that ICT User experience less personal inadequacy (M = 9.15, SD = 1.67), compared to Non ICT User (M = 10.59, SD = 2.67). The interaction effect Sector x Job Category was significant, F(1,232) = 7.26, p<.01, indicating that there was a difference between ICT User and Non ICT Users of public sector (M = 9.10, SD = 1.42 and M = 11.30, SD = 2.69 respectively) and private sector (M = 9.20 SD = 1.89 and M = 9.88, SD = 2.47 respectively).

The M and SD scores of the self-role distance, the ANOVA performed on self-role distance showed significant main effect of Sector (public and private), $F(1,232) = 4.64$, $p<.05$, indicating that employees of public sector organization reported less self-role distance (M = 8.09, SD = 2.52) than their private sector counterparts (M =8.77, SD = 2.78). The main effect of Gender was found to be significant, $F(1,232) = 5.11$, $p<.05$, showing that male employees experience higher self-role distance (M = 8.78, SD = 2.63), compared to female employees (M = 8.07, SD = 2.66). The interaction effect of Sector x Job Category was significant, $F(1,232) = 22.15$, $p<.01$, indicating that there was a difference between ICT User and Non ICT Users of public sector (M= 7.20, SD = 2.45 and M= 8.98. SD = 2.27 respectively) and private sector (M = 9.35, SD = 2.90 and M = 8.18, = 2.54 respectively). The interaction of Job Category x Gender was also significant $F(1,232) = 13.27$, $p<.01$, indicating that there was difference between males and females of ICT User category (M = 9.20, SD = 2.67 and M = 7.35, SD = 2.81 respectively and Non ICT User category (M = 8.37, SD = 2.54 and M = 8.80, SD = respectively). The overall interaction of Sector x Job Category x Gender was found to be significant, $F(1,232) = 10.01$, $p<.01$.

The ANOVA performed on role ambiguity showed significant main effect of Sector public and private), $F(1,232) = 45.05$, $p<.01$, indicating that employees of public sector organization reported less role ambiguity (M = 6.91, SD = 3.88) than their private sector counterparts (M =9.54, SD = 2.58). The main effect of Job Category was found to be significant, $F(1,232) = 37.94$, $p<.01$, showing that ICT User experience less role ambiguity (M = 7.02, SD = 3.37) compared to Non ICT Users (M = 9.43, SD = 3.31). The interaction effect of Sector x Job Category was significant, $F(1,232) = 4.88$, $p<.05$, indicating that there was a difference between ICT User and Non ICT Users of public sector (M = 5.27, SD = 3.03 and M = 8.55, SD = 3.97 respectively) and private sector (M = 8.77, SD = 2.73 and M = 0.32, SD = 2.17 respectively).

The A-NOVA performed on resource inadequacy showed significant main effect of Sector (public and private), $F(1,232) = 56.37$, $p<.01$, indicating that employees of public - sector organization reported less resource inadequacy (M= 7.73, SD = 2.58) than their Private sector counterparts (M = 10.14, SD = 2.44). All other main effect and interaction effect were found to be not significant.

Conclusion:

In the present investigation, an attempt was made to find out the impact of information technology upon Organisational Role Stress in public and private organizations, male and female executives. It seems that coping strategies for role stress requires specific efforts both at physical and psychological levels. It is reported that the ICT users group has lesser role stress as compared to those who are not much familiar to information technology. It can be said that information technology helps in an individual in his working system and increase the level of coping strategies.

As per the present study male employees experience higher level of role stagnation, role expectation conflict, role isolation and self-role distance compared to female employees. The study finds out the significant difference in Organisational role stress on the gender and job category but not on gender and sector. The paper details impact of ICT on role stress focusing to gender issue, further scope for research is to find out the causes and remedies for the same.

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