

Effect of Monotonous Nature of Computer-Related Work on Job Stress among Employees in Software Development Companies in Sri Lanka

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Abstract

The rapid growth of Sri Lanka's software development industry has brought significant economic benefits but has also raised concerns about employees' well-being. A major issue is job stress arising from the monotonous nature of computer-related work, including repetitive tasks such as coding, debugging, testing, and data handling. These tasks demand sustained cognitive effort with minimal variation, often leading to psychological fatigue, emotional exhaustion, and reduced job satisfaction. This study examines the influence of three dimensions of monotonous work - psychological factors, task complexity, and workload - on job stress among software development employees in Sri Lanka. A quantitative, cross-sectional design was employed, using a structured Likert-scale questionnaire to assess stress perceptions, task demands, and workload intensity. Data were collected from 381 employees across the top 10 software development companies through quota sampling to ensure proper representation. Descriptive statistics, correlation analysis, and multiple regression were applied to analyse relationships between the independent variables and job-related stress. Findings indicate that all three dimensions significantly contribute to job stress. Psychological factors, including anxiety, emotional regulation difficulties, and limited social support, were particularly influential. Task complexity - including multitasking, role conflict, and decision-making pressures - was a strong contributor to job stress. Heavy workload with strict deadlines further increased job stress. The study recommends organizational strategies such as promoting work-life balance, implementing stress management programs, enabling flexible work arrangements, and fostering supportive environments to reduce stress, enhance employee well-being, and improve retention in Sri Lanka's IT sector.

Keywords: job stress, monotonous work, psychological factors, task complexity, workload