



**IMPACT OF WORK OVERLOAD AND SHIFT WORK ON JOB STRESS OF
CALL CENTRE STAFF IN INSURANCE SECTOR**

By

NADEESHANI RANDIMA ALAHAPPERUMA

ලේඛන අංකය:	1362
වර්ෂ අංකය:	

Thesis Submitted to the Faculty of Graduate Studies

University of Kelaniya Sri Lanka

In partial Fulfillment of the Requirements for the Degree of

Masters of Human Resources Management

February 2016



Abstract

Abstract of thesis presented to the Senate of university of Kelaniya
In partial fulfillment of the requirement for the degree of Masters of
Human Resources Management.

IMPACT OF WORK OVERLOAD AND SHIFT WORK ON JOB STRESS OF CALL CENTRE STAFF IN INSURANCE SECTOR

By

NADESHANI RANDIMA ALAHAPPERUMA

2016

Supervisor : Ms. Y M S W V Sangarandeniya

Faculty : Faculty of Commerce & Management Studies

Human resources are the most valuable asset organization has. Taking care of these assets is one target that all successful Companies do and out to do. Call centre staff provides valuable service to the insurance sector in Sri Lanka. Stress can create various problems to people response to stress is contingent not only on the personality of the stressees, but on the nature of the stressor as well. Coping with stress can take many shapes because stress and responses stress are multifaceted concepts. Sri Lankan employees go through more stressful conditions within the organization and outside. Being stressed at the workplace they bring many work problems to their homes in the evening, which in turn creates many family problems. This research study seeks to examine the impact of work overload and shift works on job stress of call centre employees of Insurance Industry in Sri Lanka. The research study questionnaires were used in data collection. The statements of questionnaire were measured using Five Point Likert Scale. Proportionate random sampling was used and the data were collected from 100 respondents were extensively used to derive conclusions. The data were analyzed using univariate and bivariate analysis. All hypotheses were substantiated and it was found that job stress was affected by work overload and shift work of call centre staff. Work overload and shift work was provided by the highest contribution to the job stress in the insurance sector. Also discovered the positive impact on job stress and work over load and shift work. These two occupational factors have a considerable influence on job stress of call centre employees in insurance sector in Sri Lanka.