

Managing Role Ambiguity and Role Boundary among Employees of Information Technology through Raja Yoga Meditation

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ABSTRACT

This study has investigated effect of Raja Yoga meditation on managing occupational stress related to role ambiguity and role boundary among employees of Information Technology sector. Professionals working in IT sector were considered the target population. A sample of 60 IT professionals was selected by using purposive sampling technique. Occupational Stress Inventory Revised Edition (OSI-R) Questionnaire is constructed and standardized by Samuel H. Osipow (1998) was used as tool of research. Descriptive statistics such as Mean, Standard Deviation and Inferential statistics such as paired t were applied and results were compared with controlled group. It is found that the intervention of Raja Yoga meditation has reduced the occupational stress related to role ambiguity and role boundary among the IT professionals.

1. Introduction

This is an age of competition and speed of life. Human lifestyles suddenly change because of competition and speed. This type of lifestyle has produced various effects on human body. Human being has acquired highest progress in science and technology and surrenders himself for materialistic aspect. They achieved all the dimensions of progress thought he is inviting silent killer as enemy which is known as stress. Stress is a result of new lifestyle as by hurry and worry. These both factors are creating stress and human being suffers from the ailment known as stress. Stress is related to mental, physical and social health.

According to **Richard S. Lazarus**, "Stress is a feeling experienced when a person thinks that the demands exceed the personal and social resources, the individual is able to mobilize." Stress is not always necessarily harmful. **Hans Selye**, "stress is not necessarily something bad – it all depends on how you take it. The stress of exhilarating, creative successful work is beneficial, while that of failure, humiliation or infection is detrimental." Stress can be therefore negative, positive or neutral. Passing in an examination can be just stressful as failing.

The Information Technology Association of America (ITAA) defines Information Technology as "The study, design, development, implementation, support or management of computer-based information systems, particularly software applications and computer hardware." IT deals with the use of electronic computers and computer software to convert, store, protect process, transmit and securely retrieve information.

Raja Yoga is powerful tools for holistic healing. Raja Yoga practice has positive influence on the whole existence of human being. It harmonizes the physiological system as a whole and as well transforms all spheres of human existence – that is physical, mental, emotional, intellectual, occupational social and spiritual. The world yoga is Sanskrit word derived from another Sanskrit word "Yuj" which literally means link,

communication or connection. The mental connection between the soul and supreme soul or the human remembrances of the supreme soul by the soul is called Raj Yoga Meditation.

Occupational stress is a composite concept which consists the factors like Role overload, Role Insufficiency, Role Ambiguity, Role Boundary, Responsibility, Physical Environment etc. But in this work only role ambiguity and role boundary are taken into consideration. The present work is carried out to find out the effect of Raja yoga meditation on it. For this purpose, the analysis of all factors is done according to paired analysis *t*.

2. Objective of the study

To investigate the effect of Raj Yoga meditation on role ambiguity and role boundary among the employees of Information Technology.

3. Methodology

Sample

In the initial phase, 200 IT employees were contacted and requested to fill up the occupational stress questionnaires. After analysis, it is decided that the 60 wishful employees (those who suffers from mild and high level stress) were selected for the experimental purpose. These samples were divided into two groups randomly. First 30 employees group called as an "Experimental Group". Second 30 employees group called as a "Controlled Group".

Instrument

Occupational Stress Inventory Revised Edition (OSI-R) Questionnaire is constructed and standardized by Samuel H. Osipow (1998).

Procedure

The samples were divided into two groups randomly. First 30 employees group called as an "Experimental Group". Second 30 employees group called as a "Controlled Group". The intervention means Raja Yoga meditation technique was

provided to experimental group only. Every day one hour Raja yoga meditation practice was performed by experimental group. After the Raja Yoga mediation, certain half hour speeches related to Raja Yoga topics were delivered by the experts. For example, the meaning of Raja yoga, the process of Raja yoga, conflict management, work life balanced, overcoming phobias, the science of silence, the art of awareness, stress free life, the power of emotional energy, colouring life with values, managing and mastering emotions etc. The training period was three months.

Data Analysis

a) Paired Samples Descriptive Statistics

Group	Variable	Mean	N	Std. Deviation	Std. Error Mean
Experimental Group	Role Ambiguity-Pre	33.50	30	2.13	.389
	Role Ambiguity - Post	23.20	30	2.19	.399
Control Group	Role Ambiguity-Pre	33.73	30	1.86	.339
	Role Ambiguity - Post	33.80	30	1.90	.347

The above table gives the descriptive statistics for each of the two groups (as defined by the pair of variables.)

In this example, in the experimental group, there are 30 IT employees who responded to the role ambiguity, one aspect of occupational stress, and they have, on average, 33.50 pretest of role ambiguity, with a standard deviation of 2.13. These same 30 people also responded to the posttest of role ambiguity, and they have, on average, 23.20, with a standard

deviation of 2.19. The last column gives the standard error of the mean for each of the two variables.

4. Results and discussion

1: Role Ambiguity:

Measures the extent to which priorities, expectations, and evaluation criteria are clear to the individual.

Table 1: Change in pre-test and post-test of experimental group for their role ambiguity.

deviation of 2.19. The last column gives the standard error of the mean for each of the two variables.

As well as, in the control group, there are 30 IT employees who responded to the role ambiguity, one aspect of occupational stress, and they have, on average, 33.73 pretest of role ambiguity, with a standard deviation of 1.86. These same 30 people also responded to the posttest of role ambiguity, and they have, on average, 33.80, with a standard deviation of 1.90. The last column gives the standard error of the mean for each of the two variables.

b) Paired Samples Correlations and paired t

Group	Pre and Posttest	Correlation	Sig.	t	Sig.	df
Experimental Group	Role Ambiguity-Pre & Role Ambiguity - Post	-.030	.877	18.211	0.01	29
Control Group	Role Ambiguity-Pre & Role Ambiguity - Post	.414	.023	-.180	NS	29

In the experimental group, there is a statistically significant decrease in role ambiguity from pre-test to post test, obtained correlation value is -.030 and interprets that there is a strong negative correlation. Employee who experience role ambiguity on the pre-test also reduced their stress on the post-test. But, in the control group the mean value of role ambiguity is near-constant in both conditions.

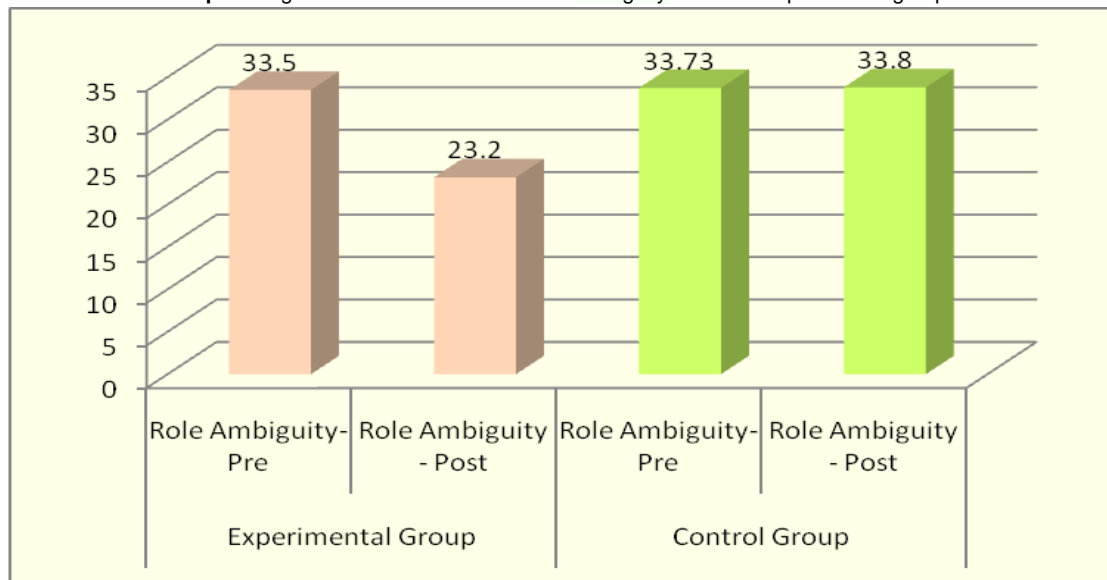
Obtained calculated paired t value for experimental group is (29) = 18.21 $P < .001$. and for control group it is not significant. This interprets that, paired samples t test reveal a statistically reliable difference between the mean numbers of experimental group and failed to reveal a statistically reliable difference between the mean numbers of control group in terms of role ambiguity.

In the occupational stress, in terms of the role ambiguity aspect, high scorers may report an unclear sense of what they are expected to do, how they should be spending their time, and how they will be evaluated. They seem not to know where to begin on new projects and experience conflicting demands from supervisors. They also may report no clear sense of what they should do to "get ahead."

After using the intervention programme of Raja Yoga meditation, these negative experiences reduced.

Here the eta squared value is .9; we can conclude that there is a large effect, with a substantial difference in the role ambiguity scores obtained before and after the intervention (Raja Yoga Meditation).

Graph 1: Significance reduction in the role ambiguity scores in experimental group.



2: Role boundary:

Measures the extent to which the individual is experiencing conflicting role demands and loyalties in the work setting.

Table 3: Change in pre-test and post-test of experimental group for their role boundary.

a) Paired Samples Descriptive Statistics

Group	Variable	Mean	N	Std. Deviation	Std. Error Mean
Experimental Group	Role Boundary- Pre	33.73	30	1.44	.262
	Role Boundary - Post	23.07	30	1.99	.365
Control Group	Role Boundary- Pre	33.67	30	1.21	.221
	Role Boundary - Post	33.73	30	1.28	.235

The above table gives the descriptive statistics for each of the two groups (as defined by the pair of variables.)

In this example, in the experimental group, there are 30 IT employees who responded to the role boundary, one aspect of occupational stress, and they have, on average, 33.73 pretest of role boundary, with a standard deviation of 1.44. These same 30 people also responded to the posttest of role boundary, and they have, on average, 23.07, with a standard

deviation of 1.99. The last column gives the standard error of the mean for each of the two variables.

As well as, in the control group, there are 30 IT employees who responded to the role boundary, one aspect of occupational stress, and they have, on average, 33.67 pretest of role boundary, with a standard deviation of 1.21. These same 30 people also responded to the posttest of role boundary, and they have, on average, 33.73, with a standard deviation of 1.28. The last column gives the standard error of the mean for each of the two variables.

b) Paired Samples Correlations and paired t

Group	Pre and Posttest	Correlation	Sig.	t	Sig.	df
Experimental Group	Role Boundary- Pre & Role Boundary - Post	-.27	.149	21.18	0.01	29
Control Group	Role Boundary- Pre & Role Boundary - Post	.43	.018	-.273	NS	29

In the experimental group, there is a statistically significant decrease in role boundary from pre-test to post test, obtained correlation value is -.27 and interprets that there is a strong negative correlation. Employee who experience role boundary on the pre-test also reduced their stress on the post-test. But, in the control group the mean value of role boundary's near- about constant in both conditions.

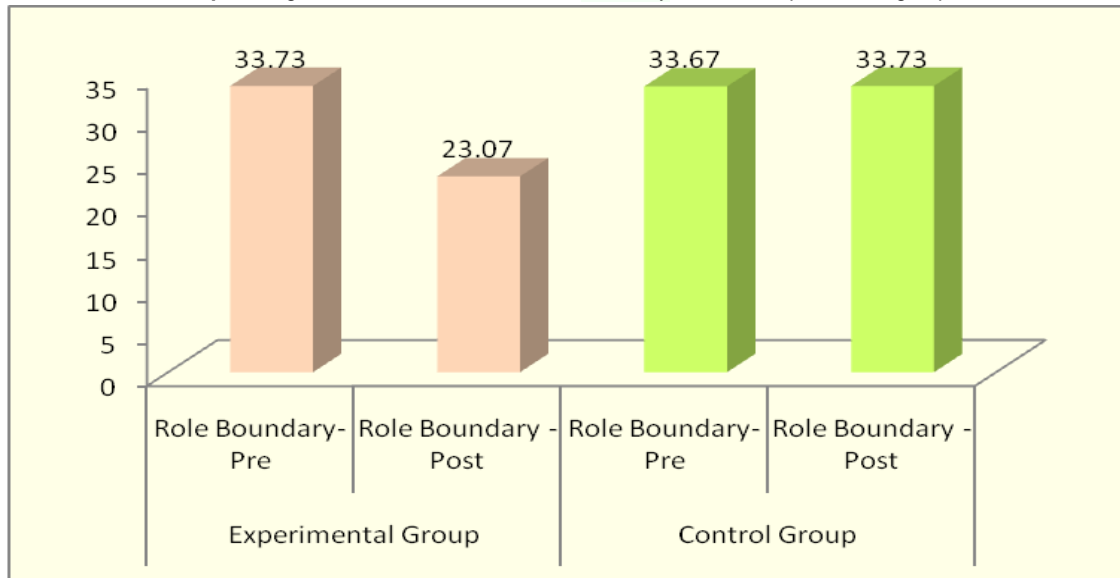
Obtained calculated paired t value for experimental group is (29) = 21.18 $P < .001$ and for control group it is not significant. This interprets that, paired samples t test reveal a statistically reliable difference between the mean numbers of experimental group and failed to reveal a statistically reliable difference between the mean numbers of control group in terms of role boundary.

In the occupational stress, in terms of the role boundary aspect, high scorers may report feeling caught between conflicting supervisory demands and factions. They may report not feeling proud of what they do, or not having a stake in the enterprise. They also may report being unclear about authority lines and having more than one person telling them what to do.

After using the intervention programme of Raja Yoga meditation, these negative experiences reduced.

Here the eta squared value is .9; we can conclude that there is a large effect, with a substantial difference in the role boundary scores obtained before and after the intervention (Raja Yoga Meditation).

Graph 2: Significance reduction in the role boundary scores in experimental group.



5. Conclusion

Information technology employee’s suffer from the problem of occupational stress related to role ambiguity and role boundary at in their work place setting. Raja yoga meditation proves itself as stress management technique and it is found that there is a positive change in stress of information

technology employees’ pre-test and post-test of experimental group for their occupational stress with these factors. With the use of Raja yoga meditation, we can overcome psychological tensions and worries.

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