

## **THE CAUSAL RELATIONSHIPS AMONG WORK STRESSORS ON EMPLOYEES WORKING IN BPO INDUSTRY: A STRUCTURAL EQUATION MODEL (SEM)**

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### **ABSTRACT**

This study discusses the effects of task demand, interpersonal problems, and work environment on one's role ambiguity and role conflict among a sample of employees working in BPO Companies. This research aims to help the managers determine what specific work stressor the employee is experiencing and prevent the occurrence of such work stressor/s upon knowing how great its impact to one's role ambiguity and role conflict. The statistical design used in this study is Structural Equation Model (SEM). The adapted instrument in a form of questionnaire is used and 346 out of 400 questionnaires deployed around Metro Manila were retrieved. Findings indicate that a.) complexity of task demands may affect role ambiguity positively and role conflict negatively and b.) having interpersonal problems can result to role conflict but not to role ambiguity, whereas c.) work environment has an implication on employees' role ambiguity but not on their role conflict. Keeping the results and theory in mind, the effects of each work stressor to one another influences one's perception on performing his duties and responsibilities that might later on affect an organization's operations. Proponents recommend stress management programs and coaching and counseling sessions, policies and management systems especially when employees are already undergoing role ambiguity and role conflict.

**Keywords:** Business Process Outsourcing, Work Stressors, Role Perception, Role Ambiguity, Role Conflict, Task Demands, Work Environment, Interpersonal Relationship, Human Resource.

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