

Technostress: impact on employees

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Abstract:

Technostress is one of the common phenomena faced by employees working in IT fields. The following article gives literature review on the same in different contexts of technology usage. This is a conceptual paper with Technostress as the main area of focus.

Index terms: technostress, IT, teenagers, techno invasion, techno insecurity, techno complexity

I. INTRODUCTION

The negative psychological association that people have with embracing new technology is known as technostress. When someone has trouble coping with or adjusting to information technology, it is said that they are experiencing technostress. They experience pressure to rapidly respond to information relating to their jobs, feel obligated to keep in touch and provide updates, and multitask almost without thinking. They feel under pressure to perform more fast since there is so much information coming at them so quickly that they don't have much time for in-depth thought or creative analysis. Technostress was coined by American psychologist Craig Brod and is defined as "a modern disease of adaptation caused by an inability to cope with the new computer technology in a healthy manner" (Brod, 1984). Because it is a relatively new phenomenon, technostress is still not well understood. One of two ways that technostress might appear is when a person finds it difficult to adopt computer technology or when they become excessively reliant on it.

The primary causes of technological stress are as follows:

- lack of training
- rapid technological development
- a greater workload
- a deficiency in technological standards
- reliability of software and hardware

II. LITERATURE REVIEW

Due to the Covid-19 epidemic that has affected people worldwide and home offices, the extensive use of information technology has emerged as the "new normal" in the current circumstances. Many claim that this method is beneficial for both employers and employees, but the Covid-19 outbreak has given the sectors a critical opportunity to weigh the advantages and disadvantages of this strategy over a sufficiently long period of time. The relationship between remote employment and psychological stress is complex, and things are becoming worse because of the current pandemic, which is characterised by uncertainty and a crisis-like atmosphere. The most significant issue, according to this survey, was "fear of job loss due to new ICT," with "work outside of office hours" receiving the least attention. This study's objective is to categorise and classify the many technological stresses in order to give decision-makers with meaningful data before, during, and after the COVID-19 pandemic (Satpathy et al., 2021b).

There is a large corpus of research attempting to understand technostress, or stress brought on either directly or indirectly by the use of information and communication technology (ICT). Teenagers are a group at higher risk of feeling the impacts of technostress because they use ICT on a regular basis while they develop their identities, mental fortitude, and important social skills. The study combines a qualitative and a quantitative method to better understand how teens manage the stresses of ICT use. The following quantitative study demonstrates gender and age-based differences in teens' perceptions of technostress and concludes that this group of people uses a wide variety of coping strategies. Exploratory factor analysis identifies five components. The coping strategies used by teenagers include avoiding stressful ICT, adhering to regulations, using ICT with caution, managing negative emotions, and acquiring ICT. We find that the likelihood of females displaying coping strategies linked to such usage is significantly higher than that of males. Teenagers who own more technology are ostensibly less inclined to adhere to guidelines. A joint study of coping responses and technostress producers found that, as could be expected, coping grows with higher levels of technostress, although certain coping tactics contradict this tendency. Through this study, it has become clear that a substantial phenomena (technostress coping) related to the negative effects of digitization is large but understudied (Schmidt et al 2021b).

In a different study, the relationship between stress brought on by the usage of social networking sites and SNS addiction is examined. Combining three theoretical threads—the concept of feature-rich information technology (IT), the notion of technology frames, and distraction as a coping strategy—we postulate two types of coping behaviours in response to stresses experienced as a result of using SNS. These behaviours include feature-rich IT, the notion of technology frames, and distraction as a coping strategy. Both being distracted while using the same SNS and while participating in activities other than the SNS are examples of this. We suggest relationships between SNS-related stressors, the two coping methods, and SNS addiction. We go into further detail on how SNS usage patterns have a purpose. Data was collected throughout the course of a three-wave study at three different intervals. This study aimed to test the notion that distraction may be utilised as a coping technique and to provide experimental evidence in favour of the hypothesis. citing evidence for the possibility of a link between technostress and a dependence on technology that results from using the same SNS to cope with stress(Tarafdar et al., 2019b).

Technostress is a new phenomena under study and is defined as stress that individuals experience as a result of utilising information technology. It examines the ways and reasons that utilising an IS (Information System) leads to the feeling of various stresses. It first makes the case that, in contrast to unfavourable impacts, technology stress has positive outcomes such as increased productivity and creativity at work. Second, it suggests that IS's role be expanded from being restricted to being a stress creator in the technostress phenomenon to include boosting the beneficial effects of technostress and reducing its negative ones by appropriate design. Third, by improving both the literatures on IS and psychological stress through a potential language of disciplinary interaction, it creates the basis for steering future research in technostress (Tarafdar et al., 2017c).

The five sub-dimensions of technostress—overload, invasion, complexity, insecurity, and uncertainty—have an effect on knowledge concealment, according to study done for R&D professionals (Zhang et al., 2022c). Techno-invasion has the greatest impact, followed by techno-insecurity and techno-complexity, which all significantly reduce job fatigue. The results from the 254 questions of the two-stage survey served as the foundation for these conclusions. However, neither technological overstimulation nor technical unpredictability are strongly connected with employee fatigue. Work exhaustion acts as a mediator between the four technostress factors (techno-invasion, techno-insecurity, techno-complexity, and knowledge concealment); however, the effects of this mediation are minimal when it comes to the interactions between the three aspects of knowledge concealment and the other two factors (techno-overload and techno-uncertainty). Workplace friendship adversely moderates associations between the two technostress factors, techno-invasion and techno-insecurity, and fatigue, which reduces knowledge concealment. The relationship between its unfavourable moderation and the two aspects of technostress—techno-overload and techno-uncertainty—and fatigue is, however, minuscule. According to additional empirical research, workplace friendships favourably regulate the relationship between technological complexity and weariness at work.

It has been discovered via the research that various modern technostressors brought about by information and communications technology are not taken into account by current measures of technostress. Knowledge workers may be impacted by these pressures if their credibility is questioned, as in the case of AI-induced insecurity and deceptive websites that mislead users. A multimethod approach was used to carry out this study in four phases: a qualitative exploratory as a pretest, a final validation using exploratory and confirmatory factor analyses, and the evaluation of nomological validity by looking at the relationship between responses to technological stressors and psychological distress. The results show how important websites that mislead customers and artificial intelligence-induced anxiety are as factors in the development of technological stress (Cadieux et al., 2021b).

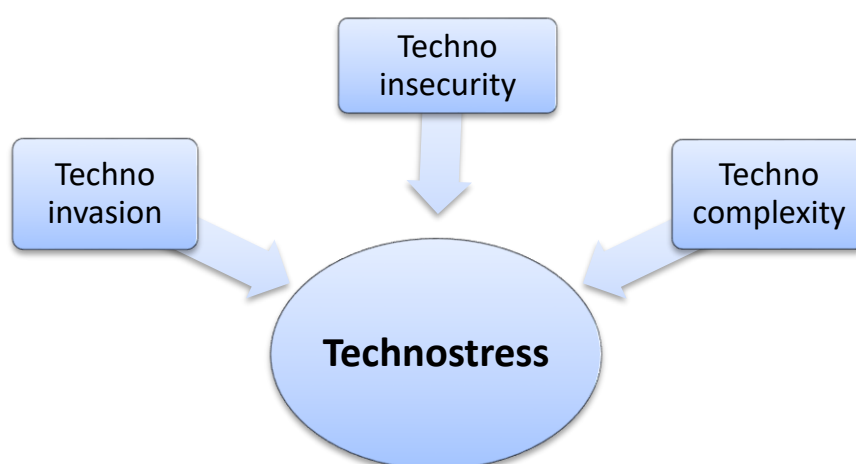
III. OBJECTIVES

As a result of the recent increase in computerization and digitalization, there is now a syndrome known as "technostress" that is linked to the pervasive use of technology. This study of the literature aims to advance our knowledge of how technological stress, also known as technostress, impacts people's quality of life and productivity. Analysis of the effects of stress on workers as a result of changes in the technology they use at work is the study's primary goal. Focus is being placed in the current study on various works of literature on "Technostress."

IV. METHODOLOGY

Literature is chosen for this reason and examined to grasp multiple points of view on the same subject. A diverse population, including various age groups and work cultures, is also linked with the literature. This conceptual essay examines a variety of "Technostress"-related issues from the perspective of both people and society.

V. THEORATICAL FRAMEWORK



Techno invasion, techno insecurity, and techno complexity are the three key elements that have been identified in publications analysing technostress. Techno-invasion is a word used to describe an emerging phenomenon of academic study that refers to continuous connectivity of being "always exposed" that destroys desired boundaries between work and home life. When individuals worry about losing their jobs to those who are more informed about cutting-edge technology, the phrase "techno-insecurity" is used to characterise the situation. Techno-complexity is the term used to describe situations when employees are required to spend time and effort learning new applications and updating their skills owing to the complexity of the computer systems they use at work.

VI. DISCUSSION

The challenging situation employees experience while transitioning to new technologies at work is highlighted by a research on technological stress. It is often believed that as technologies advance, productivity levels would decline, yet different research shows that productivity actually increases as technologies advance. The female workforce appears to be adjusting to these technological developments. Technostress appears to benefit from the presence of technology addiction. In a different study, workplace friendships were found to be a moderating factor in how much technology might exhaust workers. One of the things that causes technological stress in the workforce is artificial intelligence. The benefits of technology should be concentrated on enhancing organisational performance rather than bemoaning its negative elements.

VII. CONCLUSION

It is important to delve deeper into technostress through empirical studies that are not only focused on identifying its effects in organisations or proposing theoretical models for its conceptualization, but also on suggesting management strategies that can mitigate the effects of this new labour reality. In order to grasp and manage worker technostress effectively, future study directions should be recommended.

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