



ANALYSIS OF TECHNO-STRESS ON IT PROFESSIONALS: AN INFERENTIAL ANALYSIS

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Abstract: Businesses are adopting new technology at a rapid rate in response to employee hardship. Workers invest more time and energy in updating their technological abilities in addition to constantly adapting to new work processes, features, and information technologies. In this context, "struggle" alludes to technostress, which has been thoroughly investigated in IS research.

Index terms - techno-stress, employee performance, techno-overload, techno-invasion, techno-insecurity

I. INTRODUCTION

With remote work becoming the "new normal," technostress is becoming a crucial topic for academic study. The link between technostress and employment outcomes has been studied, and strategies for managing it at the individual and organizational levels have been suggested. There are, however, little insights into how dynamic personality characteristics affect this connection.

II. LITERATURE REVIEW

Businesses are implementing new technology quickly in response to employee misery. In addition to devoting more time and energy to updating their technical abilities, employees constantly adjust to new information technologies, features, and work patterns. Technostress, which has been thoroughly examined in IS research, is referred to as suffering in this context. Workplace stress is a problem for employees, and it is not just related to using technology. Non-technological pressures like time constraints and productivity expectations from management can also lead to work-related stress. This study investigates how non-technological stress and technology stress interact to affect employee performance, in accordance with the Job Demand-Resources (JD-R) paradigm. (Weian Wang et al., 2017)

The widespread use of digital technology in organizations nowadays is certain to cause workers' technostress. We need a comprehensive conceptual model that summarizes the results of the many empirical investigations on work-related technostress. Determining a conceptual model to account for workers' technostress is the goal of this research. There was usage of the Stressors-Strains-Outcomes Model. Situational elements were also envisaged in addition to the model, acting as inhibitors to moderate the causative effects of stressors and strains. Organizations may find the suggested model useful in comprehending the phenomena of technostress in the workplace. Organizations should develop ways to control tech-stress and lessen its effects on staff members by being aware of these factors. Gaining knowledge of these potential hazards can help organizations handle the unexpected dangers that technostress brings about. (Amna Shifia et al., 2020)

The seven categories of technostress—learning, boundary, communication, time, family, workplace, and society—are described by the Rosen & Weil hypothesis, which is the basis for the technostress theory. The findings indicate that communication technostress, followed by boundary and society technostress, is the most common type of technostress that the employees of the IT consulting company experience. Time, workplace, learning, and family technostress are the less common types of technostress that the employees experience. Subsequent studies ought to look at the relationship between the seven forms of technostress and variations in gender, job division, number of ICTs utilized, and length of ICT use. To raise awareness of the detrimental impacts of ICT on employees' lives and careers, the human resources department might benefit from conducting a psycho-education program on technostress among its staff. (A. Ferziani et al., 2019)

People frequently feel that they are being invaded and overwhelmed by technology since information and communication technology (ICT) is used by enterprises on a daily basis. The conservation of resources theory was applied in this study to investigate these connections. This study demonstrated the connections between technological invasion and overload and important organizational and family consequences. It also highlights the crucial role that the personality trait entitlement plays in this process. The findings expand both theory and practice about how technology interacts with humans in modern businesses. (Kenneth et al., 2021)

The combined impact of work-family conflict, technostress, and POS on work engagement suggests that work-family conflict plays a crucial role in the link between work-family conflict and work-engagement. While POS is perceived as a stress-relieving work resource, the study discovered that work-family conflict has a greater impact than POS; as a result, work engagement is negatively impacted. Even in the face of assistance, problems with work-family conflict and over burdensome technological stressors raise demands and have a detrimental effect on employee engagement. (Kanengoni et al., 2023)

III. OBJECTIVES

The research objective is to find out the relation between components of techno-stress and employee performance.

IV. METHODOLOGY

Data have been collected from various IT professionals with the help of Google forms being circulated through mails. Responses have been collected from various employees who significantly differ in their respective demographic characteristics. This is an inferential analysis used to examine technostress of IT professionals with age group as moderating variable in performance of employees. For the purpose of analysis 52 responses were collected from employees. Pearson correlation co-efficient method is used to arrive at conclusions.

V. THEORATICAL FRAMEWORK



Study is conducted to analyze components of techno-stress and its impact on employee performance. When a marginal addition of new technology approaches the threshold of declining marginal returns, a condition known as "technology overload" arises. The term "techno-invasion" refers to a state of "always exposed," when individuals feel incessantly linked and can possibly be contacted at any time or place. Office work is completed at all hours, the ordinary workday is stretched, and it is nearly hard to "cut away." "Techno-insecurity" is the term used to describe circumstances in which people fear losing their employment to those with superior knowledge of modern technology and gadgets. The term "technostress" refers to the unfavorable psychological impact that modern technologies have on humans. How successfully a person performs their work tasks and obligations is known as employee performance.

VI. ANALYSIS AND DISCUSSION

Table 5.1 Pearson correlation co-efficient between Techno-overload, techno-invasion and techno-insecurity as factors of techno-stress and employee performance

Factors of techno-stress	Employee performance
Techno-overload	-0.571**
Techno-invasion	-0.625**
Techno-insecurity	-0.632**
Techno-stress	-0.457**

Note: ** Denotes significant at 1% level

The correlation co-efficient between techno-overload and employee performance is -0.562, which indicate $(-0.571^2=0.3260)$, 32.60 percentage negative relationship between techno-overload and employee performance and is significant at 1% level. The correlation coefficient between techno-invasion and employee performance is -0.625, which indicate $(-0.625^2=0.3906)$, 39.06 percentage negative relationship between techno-invasion and employee performance and is significant at 1% level. There exists $(-0.632^2=0.3994)$ 39.94 percentage negative relationship between techno-insecurity and employee performance and is significant

at 1% level. The correlation co-efficient between techno-stress and employee performance is -0.457, which indicate $(-0.457^2=0.2088)$, 20.88 percentage negative relationship between techno-stress and employee performance and is significant at 1% level.

VII. CONCLUSION

It has been observed that all the variables contribute negatively to employee performance in an organization. So technology-related stress among employees should be reduced to improve their performance in the organization.

VIII. ACKNOWLEDGEMENT

This is my chance to express my gratitude to everyone who has assisted me in finishing this paper. I like to thank Dr. M. Manjula, Assistant Professor, in particular for helping me with the preparation of this essay. I couldn't finish my article without her advice and assistance.

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