

Technostress: A Conceptual Framework

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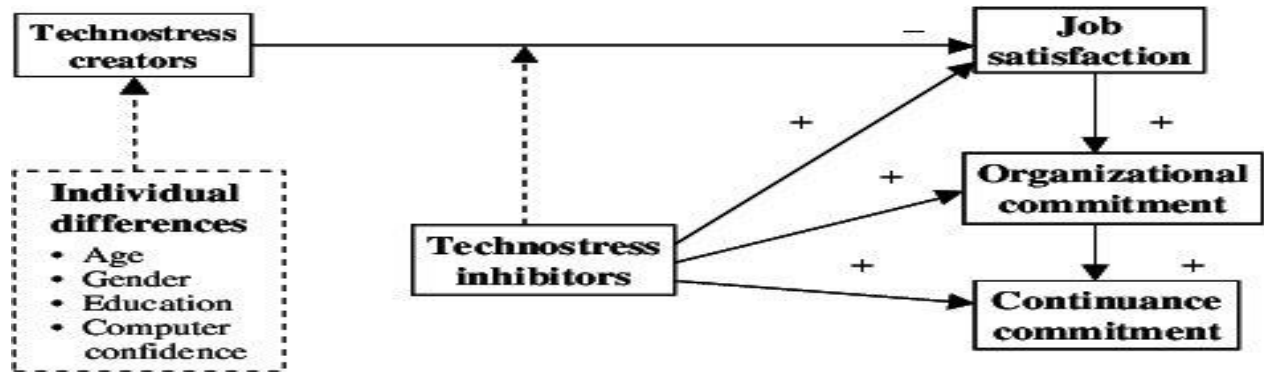
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Technostress, which is stress induced by computer use (Laudon, 2018). It has also been defined as, “Stress or psychosomatic illness caused by working with computer technology on a daily basis”. (Oxford Online Dictionary, 2018). Criag Brod (1984) introduced the concept of technostress first time in 80s. Brod argued that technostress can be felt in the form of technophobia, confusion, fear, with major symptom being the anxiety.

Technostress has also been defined as “state of arousal observed in certain employees who are heavily dependent on computers in their work” (Arnetz and Wiholm 1997).

Technostress Creators (Ragu-Nathan et al., 2008): Technostress creators are perceptions of elements that are likely to produce stress

1. Tehno-overload: A situation under which, users of ICT are forced to work more and with more speed.
2. Techno-invasion: A situation under which, users of ICT feel constantly “connected” or that they can be reached anytime, leading to a blurring of a line between personal and work-related context.
3. Techno-complexity: A situation under which, users of ICT feel that, they need to spend their time and make efforts to learn various aspects of ICT because of not possessing enough skills to deal with the complexity related to ICT.
4. Techno-insecurity: A situation under which, users of ICT fear they either they may be replaced by technology (i.e. they will lose their jobs) or they will be replaced by someone, who knows ICT more then they.
5. Techno-uncertainty: A situation under which, users of ICT feel that they are uncertain and unsettled due to the fact that, ICT is continuously changing and one needs to upgrade accordingly.



Ragu-Nathan et al., 2008

Technostress inhibitors (Ragu-Nathan et al., 2008) Technostress inhibitors are factors that decrease the impact of technostress on employees, either directly or indirectly

1. Technical Support: Technical support provision refers to the technical and help desk support that the IT team provides to end-users when new IT are implemented
2. Literacy facilitation refers to the facilitation and dissemination of IT knowledge in organization to encourage users to better understand the benefits of using IT.
3. User involvement refers to encouraging and involving users in different phases of implementing new IT, to alleviate their technostress

The complex mechanisms generated by technological innovation has led to changes that help to trace the signs identifying the technostress risk: Constant use of the smartphone even in social gatherings, The subject never turns off the phone etc. (Chiappetta, Marta. (2017). IT training aimed at mitigating teleworkers' perceptions of IT complexity and presenteeism should be provided to teleworkers with low IOT (Intensity of Teleworking)(Ayoung Suh, Jumin Lee, 2017)

Physical Symptoms of Technostress

(<https://online.king.edu/news/technostress>)

Headache

Difficulty sleeping

Sore muscles in neck, back, and shoulders

Inability to relax

Illness

Insomnia

Solutions for dealing with Technostress:

1. Take breaks from smartphones and other digital devices – find “technocation (techno+vacation)” time
2. Turn off the e-mail notifications and other not-so-necessary notifications on phone and desktop
3. Focus on one thing at a time – avoid too much multitasking and distraction
4. Do not try to learn “everything” which is there to learn in terms of technology. Learn only “relevant” technology.
5. Back up your important data on cloud and offline too.

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