

## Techno-Stress And Job Satisfaction Among It Employees In Chennai

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### Abstract

Everywhere in the world, technology is in use. Humans were using technology-based products in the current scenario. A scientific formula is used to determine the required sample size. For this study, 238 respondents were used as a sample. It was discovered that the benefits of using new technologies, a responsive help desk to end-user requests, an emphasis on teamwork in dealing with new technology-related problems, tight time schedules, adapting to new technological developments, and sacrificing my personal time are all high-level respondent opinions on Techno-stress.

**Keywords:** Techno-Stress, Job Satisfaction and Technologies

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### Introduction

Techno-stress was coined by clinical psychologist Craig Brodin in 1984, and he characterized it's been considered as a modern adaptation sickness caused by an inability to cope with new computing technology in a healthy way. Technology is an essential component of modern life. Changes in the workplace have been a result of the technology revolution. The unfavourable psychological relationship between individuals and new technologies is known as techno-stress. Techno-stress has been linked to negative attitudes, ideas, behaviours and body psychology, according to Weil & Rosen (1997).

Technology has dominated in the business sectors. Especially the information technology industry has prominent role of employment, economic and future generation scope. Technology is not only dominated in IT sectors it is spread at all level of society day to day activities. After the few years, without technology the human will not do it is nothing.

Craig Brodin, a clinical psychologist, created the term techno-stress in 1984, defining it as a modern disease of adaptation caused by a failure to cope with new computer technology in a healthy manner. The gloomy mental connection between humans and the display of new innovations is known as techno stress. Inability to cope with the demands of corporate computer usage causes stress. Understanding how these cognitions affect users' happiness is important given the user's key position in organizational information processing and completing application-enabled task routines. It is the result of new work habits and collaborative efforts that have emerged as a result of the usage of modern technology breakthroughs in the workplace and at home. As a result of new advances, it has become an unwelcome marvel. Job satisfaction, authority responsibility, and profitability all suffer as a result of techno stress. An ongoing assessment is necessary to determine the extent to which this pressure is affecting workers and supervisors. Technostress is a term for the stress that end users in businesses face (Ragu-Nathan et al., 2008). Anxiety, behavioural strain, feelings of exhaustion, mental fatigue, poor concentration, physical diseases, and insomnia are all symptoms of techno-stress, which has a number of negative consequences, including decreased productivity, job satisfaction, and organisational commitment, as well as increased employee outcomes (absenteeism and turnover) (Tarafdar et al., 2010; Ayyagari et al., 2011; La Torre et al., 2019). Tarafdar et al., (2007) identified five components of techno-stress are as follows:

#### **Techno-overload**

Users are compelled to work quicker and for longer periods of time. Techno-overload is a term used to describe situations in which people are forced to work more and faster as a result of their use of computers.

#### **Techno-invasion**

Users thought that they could be reached anywhere, at any time, or that they were always connected, and that the lines between business and personal life were dissolving. Invasion of technology "describes the state of being "always exposed," in which people may be contacted anywhere and at any time and feel compelled to be connected. The ordinary workday is prolonged, office work is done at all hours, and it is nearly difficult to get a good night's sleep slash away.

#### **Techno-insecurity**

Users were concerned that they might lose their jobs, either to be replaced by the new or by superior people. "Techno-insecurity" refers to instances in which people are concerned about losing their jobs to others who are more knowledgeable about new technologies and computing systems.

#### **Techno-uncertainty**

Users felt insecure and uneasy since the organization is always changing and requiring upgrades. The term "techno-uncertainty" refers to the limited lifespan of computer systems. People do not get an opportunity to gain experience with a system because it is constantly changing and upgrading. People are disturbed by this since their knowledge swiftly deteriorates and they are forced to re-learn things on a regular basis.

#### **Review of literature**

Purisiol, Bauwens, and Batistic (2020) investigate the impact of technological stress on 196 childcare workers in the Netherlands. It looked into its impacts on happiness and performance, as well as the possible moderating influence of social support. This research adds to the existing literature by distinguishing between the sources of social support, specifically supervisor and coworker support,

when examining the role of social support. Techno-stress has a negative influence on employee well-being, creating low job engagement and significant emotional tiredness, as well as a drop in performance in terms of quality of care offered, according to the findings. Furthermore, well-being can assist reduce the impact of techno-stress by mitigating these negative effects. Users have begun to experience stress as a result of technological stress, which has harmful repercussions for individuals.

Kanimozhi and Buvanewari (2019) examine the impact of technostress on job performance of employees in IT sector. The sampling technique that will be applied in this study is a convenience sampling technique. The sample size for this study is the 200 IT/ITES employees in Chennai. Convenience sampling technique is used. The study revealed that techno-uncertainty has a significant and positive impact on the performance of the IT/ ITES employees in Chennai City. Also, working hours had a significant influence on techno-stress. Furthermore, the study suggested that techno-stress can be minimized by coping strategies such as giving more technical support to the employees, provide training programs, offer a flexible work environment, stress management programs, arranging a short-vacations, and motivation will help to lessen the problem of techno-stress.

Balamurugan and Selvalakshmi (2019) looked into the link between organisational success and worker job stress (techno stress). The textile industry is extremely important to the economy because it adds to income, employment, and GDP. Poor physical and mental health, poor and stressful working circumstances, and facilities relating to labourer productivity are among the issues that employees face. The research was carried out on a sample of 100 employees and supervisors from private textile industries in Madurai and Rajapalayam, using multi-stage sampling methodologies. It was discovered that 76 percent of survey participants believed their professional prospects will be impacted as a result of the pressure. 79 percent of CEOs said they would be less likely to hire a candidate if they suspected they were prone to pressure, while 87 percent said they would be less likely to promote an existing employee if they had doubts about their ability to deal with pressure.

### **Research gap**

This research has contributed to fulfilling the gap among the techno stress among employees.

### **Statement of the problem**

The digital technology is influencing all areas of life. In the last decade, technology has been exploding in growth and due to the easiness of technology, and as Rayler (2010) states the availability of video-meetings has been growing as well. In today's modern life, stress plays a large role since the complexity of life is increasing, causing stress to increase simultaneously (Varma, 2016; Winter & Koger, 2011). With technology today, it is hard to be "off work" and the regular workday is often extended. This, in turn, could lead to problems regarding work-life balance, since it can be hard to see the difference between the time work should be conducted and the time one should be off work and socialize with family (Gaudioso, Turel, & Glimberti, 2017).

### **Objectives of the study**

- To examine the employee perception towards techno stress.
- To compute the employee opinion towards job satisfaction.
- To test the relationship between techno stress and job satisfaction.

- To check out the factors influence the techno stress on job satisfaction.

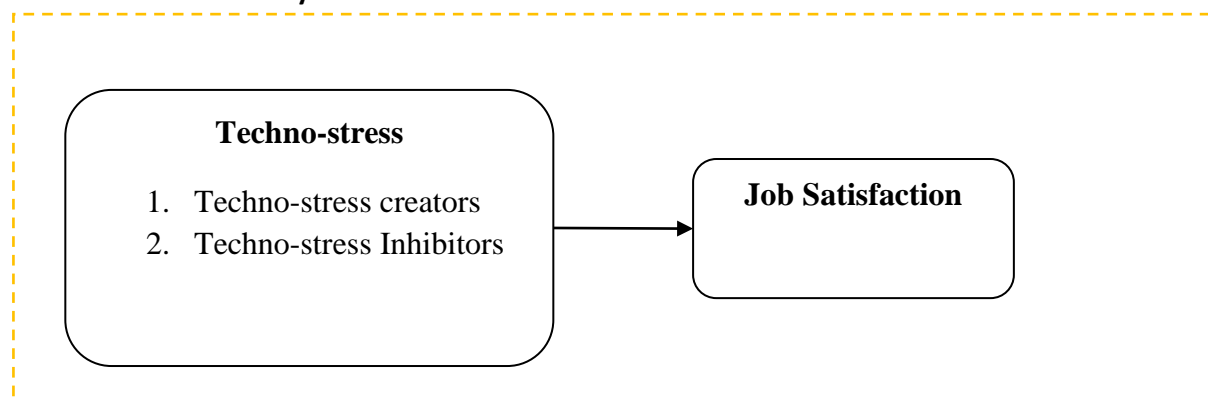
### Hypotheses of the study

- ↻ There is no relationship between techno stress and job satisfaction
- ↻ There are no factors influence the techno stress on job satisfaction

### Scope of the study

Techno-stress can be alleviated by implementing user-friendly software, educating workers about new technology, and improving job-related reassurance, patience, stability, and communication. To minimize and eradicate the problem of techno-stress, stress management practices including as exercise, meditation, progressive muscle relaxation, positive self-talk, keeping healthy, and eating a good diet are used. Techno-stress can be reduced by employing coping mechanisms such as providing greater technical support to employees, providing training programmes, providing a flexible work environment, stress management programmes, scheduling short vacations, and motivating staff. Technology is increasingly becoming a fundamental element of every organization, contributing to both individual and organisational success. Working with rapidly evolving technology, on the other hand, might improve or degrade performance.

### Frame work of the study



### Research methodology

In this study examine the Techno-Stress and Job Satisfaction among IT Employees in Chennai. Descriptive research technique is applied to know about the IT employee’s stress. The required sample size is determined using scientific formula. Samples of 238 respondents are considered for this study. This study examines the relationship independent variables and dependent variable towards the outcome variable. Further, descriptive statistic, correlation, regression is applied.

### Analysis and interpretation

**Table-1 Respondent’s opinion towards the Techno-stress**

Techno-stress	Mean	S.D
<b>Techno-stress creators</b>		
Due to my job, I'm required to work under extremely tight deadlines.	3.51	1.62
I am forced to change habits to adapt to new developments in technology.	3.48	1.33
To stay current on the latest technologies, I have to sacrifice my own time.	3.47	1.35
Company seems to be invading my personal life.	3.21	1.17
I don't have enough time to study and improve my technological abilities.	3.61	1.44

<b>Techno-stress Inhibitors</b>		
Our company provides comprehensive instructions on how to use new technology.	3.78	1.29
In coping with emerging technology-related difficulties, our organization stresses teamwork.	3.73	0.96
End-user requests are handled quickly by our technological help desk	3.19	1.13
Our company offers incentives for adopting new technologies	4.13	1.12
Before introducing new technology, our organization consults with us.	3.42	1.47

Source: primary data computed

Table-1 explains the respondent’s opinion towards their Techno-stress. The researcher has been identified 10 statements measured in five-point scale where five stand for strongly agree and one stand for strongly disagree. The calculated mean value is ranged between 4.13 and 3.19. The calculated standard deviation value is ranged between 1.74 and 0.96. Techno-stress is classified in to two types like Techno-stress creators and Techno-stress Inhibitors. It means value of Techno-stress creators, it is indicating that due to my job, I'm required to work under extremely tight deadlines. (3.51) I'm being forced to adjust my routines in order to keep up with technological advancements (3.48), to stay current on the latest technologies, I have to sacrifice my own time (3.47), Company seems to be invading my personal life. (3.21), I don't have enough time to study and improve my technological abilities (3.61). Further, itmean value of Techno-stress Inhibitors, it is indicates that Our company provides comprehensive instructions on how to use new technology (3.78), In coping with emerging technology-related difficulties, our organization stresses teamwork (3.73), End-user requests are handled quickly by our technological help desk (3.19), Our company offers incentives for adopting new technologies (4.13), Before introducing new technology, our organization consults with us. (3.42). It was found that the benefits of using new technologies, a responsive help desk to end-user requests, an emphasis on teamwork in dealing with new technology-related problems, tight time schedules, adapting to new technological developments, and sacrificing my personal time are all high-level respondent opinions on Techno-stress.

**Table-2 Respondent’s opinion towards the Job satisfaction**

<b>Job satisfaction</b>	<b>Mean</b>	<b>S.D</b>
I enjoy doing what I do at work	3.58	1.34
I am proud of what I do for a living	3.52	1.44
My job is enjoyable	3.55	1.57

The respondent’s opinion towards their Job satisfaction is explained in table-2. The researcher has been identified 3 statements measured in five-point scale where five stand for strongly agree and one stand for strongly disagree. The calculated mean value is ranged between 3.58 and 3.52. The calculated standard deviation value is ranged between 1.57 and 1.34. it is observed mean value, I enjoy doing what I do at work (3.58), I am proud of what I do for a living (3.52), and My work is enjoyable for me (3.55). it is revealed that the respondents are given positive opinion about the like to do work, pride in doing work and enjoyable of their job.

**Table-3 relationship between Techno-stress and Job satisfaction**

<b>Techno-stress</b>	<b>Job satisfaction</b>	
	<b>r-value</b>	<b>P-value</b>
<b>Techno-stress creators</b>	0.652	0.001*

<b>Techno-stress Inhibitors</b>	0.783	0.001*
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Source: Primary data computed

Ho: There is no relationship between Techno-stress and Job satisfaction

The above table discusses the relationship between Techno-stress and Job satisfaction. Pearson correlation analysis has been applied. The correlation value like Techno-stress creators (0.652) and Techno-stress Inhibitors (0.783) are related with Job satisfaction. It is found that the Techno-stress creators and Techno-stress Inhibitors are positively related with Job satisfaction.

**Table 4 Factors influencing the Techno-stress on Job satisfaction**

R	R Square	Adjusted R Square	F	P-Value
0.710 <sup>a</sup>	0.504	0.494	50.244	0.000 <sup>a</sup>

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	11.363	2.570		4.422	0.000
Techno-stress creators	2.000	0.492	0.220	4.063	0.000
Techno-stress Inhibitors	2.892	0.732	0.239	3.953	0.000

Table-4 lists out factors influencing the Techno-stress and Job satisfaction. In the analysis, Techno-stress creators and Techno-stress Inhibitors are considered as independent variables and Job satisfaction is treated as a dependent variable.

The purpose of regression analysis is to figure out how exploratory factors affect the dependent variable. The calculated adjusted r-square value is 0.494. The exploratory variables have a 49.4 percent influence on the dependent variable.

The strength of the link between the dependent and exploratory variables is indicated by the unstandardized co-efficient beta values. The following equation is used to express it:

$$\text{Job satisfaction} = 11.363 + 2.892 (\text{Techno-stress Inhibitors}) + 2.000 (\text{Techno-stress creators})$$

It is found that Techno-stress creators and Techno-stress Inhibitors influence the Job satisfaction.

**Conclusion**

The goal of this research is to investigate at Techno-Stress and Job Satisfaction among Chennai IT workers. Techno-stress generators and inhibitors have an impact on job satisfaction. A lack of well-being can be costly in terms of both human and financial costs. Poor work performance has been connected to depression, inebriation, low self-esteem, and hypertension. Techno-stress causes job dissatisfaction, which contributes to low productivity and high employee turnover in academic businesses.

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