THE IMPACTS OF TECHNOSTRESS TOWARDS WORKERS

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Abstract
The aim of this paper is to study the impact of technostress among workers at any kind of organization. In this paper, it will focus on the factors, causes and the impacts of technostress among the workers. The study also explores of how technostress would affect the workers on their job performance and job satisfaction as well as how it can be related to the health issues. Therefore, it is important for us to be more aware about technostress in this 21st century.
Kewords: *Technostress; job performance; job satisfaction; health issues; Information, Communication and Technology (ICT)*

INTRODUCTION

A silent revolution is occurring in our groups, working life and through the effect of diffuse innovation developed in our life. The way we communicate, connect, learn, play and work is changing rapidly expanding Information and Communication Technology (ICTs). The use of technology has enabled workers to be more productive and efficient to complete the tasks given. However, workers are resisting change due to familiar and comfortable with the use of manual method in a daily task. The challenge to accept new technologies that can lead to job dissatisfaction at work and affect the performance of workers in an organization. Furthermore, when technology is becoming increasingly complex and difficult to understand, the workers will become uncomfortable with their new specific technology that is not known. The problem appears when workers against using the new system caused by anxiety and fear of technology. This statement supported by Hayashi A. (2011) the concerns to change to ICT occurs when workers become amazed and afraid about using technology

Therefore, from there it's really creating pressure technology among workers because of the situation like this. In addition, there are some terms that have been synonymous with technostress identified by other researchers including technophobia, computerphobia, computer anxiety and stress with the computer.

RESEARCH ISSUE

Not a few years ago, the technology is something new, but it is part of our daily life nowadays and we can't seem to function without it. The emergence of today's technology has brought many wonders and makes life easier. Many institutions today rely on a revolutionary technology to perform tasks that are boring and repetitive, so boredom at work can be reduced. Though indeed there is no denying that there are people who feel comfortable and really gain from the usage of

technology, but there are also many workers hard to adapt with technology. One main reason is that the technology requires people to change but to adapt with technology is not easy. Inability to cope with technology can lead to technostress with physiological and psychological complications. Therefore, it is important to recognize the concerns related to technostress to assist the individual to adapt well to the challenges. This will ultimately enhance the private as well as professional well-being.

RESEARCH OBJECTIVES

1) To investigate the factors and causes of technostress among workers
2) To ensure how technostress can influence workers on their job performance job satisfaction
3) To know whether technostress relate to health issues

RESEARCH QUESTIONS

Based on the research objectives above, it can identify three different questions that might be important in this research. The research questions are:
1) What the factors or causes of technostress among workers?
2) How do technostress influence workers on their job performance and job satisfaction?
3) Did technostress can be related to the health issues?

LITERATURE REVIEW AND PURPOSED FRAMEWORK

Stress at the workplace is commonly happen when there is a lot of tasks that need to be completed at a certain time and sometimes it has become part of our daily life. Stress is defined by Webster's dictionary as a mental or emotional condition can interfere or disappointment occurred in response to adverse external influences and able to affect physical health, usually characterized by increased heart rate, increases blood pressure, muscle tension, anxiety and depression.

However, technostress is on the other category of stress and the word of technostress is come from the combination between technology and stress. The term of technostress was created in 1984 by a clinical psychologist, Dr. Craig Brod, who drafted it as a modern disease of adaptation caused by an inability to deal with new computer technology in a healthy manner. It manifests itself in two different but related ways: in the struggle to accept computer technology, and in the form of more specific to the introduction to computer technology (Brod, 1984 ; Frances O. and Simeon, 2011).

- **Technology creators**

Today, there are so many advancements of technology and most people right now cannot run from using the technology. Some people who love with technology can take it as an advantage for them while the other who not really can adapt with technology, it can be a problem for them and that was one of the reasons why technostress occur right now.

According Tarafdar M., Tu Q. And Nathan T.R., (2011) said that the construct of technology creators has relate to the use of ICT and it can be divided into five components that create technostress which are Techno-overload, Techno-invasion, Techno-complexity, Techno-insecurity and Techno-uncertainty. (a) Techno-overload explains a situation where ICT forces users to work faster and longer. (b) Techno-invasion explain an invasive effect of ICT in terms of creating a situation where potential users can be accessed any time, employees feel the need to always "connected", and no touching between the context of work-related and personal. (c) Techno-complexity describes a condition in which the complexity related to ICT make users feel inadequate as far as the skills they are concerned and they are forced to spend time and effort in learning and understanding the various aspects of ICT. (d) Techno-insecurity is a situation where users feel threatened about losing their jobs to automation resulting from new ICT or others who have a better understanding of the ICT. (e) Techno-uncertainty refers to the context in which ongoing changes and improvements in ICT interfere with users and create uncertainty for them because they are concerned about continued learning and educating themselves about the new ICT.

However, technostress cannot occur easily without the reasons because there is no problem in this world that can occur without the causes. In terms of the problem in technostress, according to Ennis L. A. (2005) and Jena R. K and Mahanti P. K. (2014), there are five major causes of technostress which are the quick change technology, lack of good training and awareness, an increase in workload, lack of standards, technology and reliability of hardware and software and the provision of appropriate and sufficient. This is also supported by Yuan Z. et. al (2013) says that the main stressors were investigated in general is like work overload, the role ambiguity, work or home balance, organizational climate, personal responsibility, unsafe work, interpersonal relationships and daily hassles.

- **Workplace Stress and Job Performance**

In the 21st Century, the use of Information and Communication Technologies (ICTs) or technology has become a requirement and importance in every individual's life. While in the previous era, the interaction between technology and works in the organization is mostly limited but with the advancement in technology, the interaction now applied into the organization and worker's environment. The main objective of creating technology is to make the work to be more easier to the workers and organizations and automatically it will reduce the work stress and enhance the job performance. This is supported by Ragu-Nathan et. al (2008) and Jena R.K. (2015) says that the main organization where ICT facilities used massively to increase procurement knowledge and productivity.

Many researches show that between stress and job performance, there is a relationship between them because of the fast changing technology innovations. Ragu-Nathan et al. (2008) and Jena R. K. (2015) told that there is a negative relationship between technostress and job satisfaction. This means that the increase of technostress in the workplace can reduce job satisfaction significantly.

Recent study from Kayastha, Adhikary, and Krishnamurthy (2012) and Saganuwan M. U. et. al (2015) shows the effect of the reforms brought about by the technology at work launched a professional occupational stress. Their findings show that the introduction of technology in the workplace has added additional stress for professionals and its impact on them have adverse effects on job satisfaction and their performance. This proved that technostress can decrease the job performance due to almost researcher found when doing research that the workers who have technostress during working will affect the job performance of those workers.

- **Technostress and Health Issues**

When doing the work in the stress condition, early maybe it can be accepted by the workers but when it comes into long period, it actually can create a health issue among workers or anybody who suffer with this technostress. Increased heart rate, blood pressure and skin conductance level (SCL) has been observed in people who carry out computer (Muter et. al, 1993 ; and Frances O. and Simeon O. K., 2011). Another researcher found that up to 75% of all visits to the doctor are the result of stress related diseases. Their study concluded that high blood pressure, coronary heart disease, headaches, asthma, gastrointestinal diseases and many skin diseases are all related. This shows that most of the health issue that can be related with the technostress are more on the internal disease of the body.

In addition, the symptoms of technostress actually can be related to the health issue. Brod (1984) and Coklar A. N. (2011) express the most important symptom of technostress as concern over computer technology. In other words, the concerns will be given as a result of technostress. Brod also lists the physical symptoms such as muscle cramps, headaches, joint aches, and lack of sleep or insomnia. This indicates that outsiders cannot facilitate think technostress that is just simple and common illness but need to do more detailed research of the effects of this technostress in term of health issues.
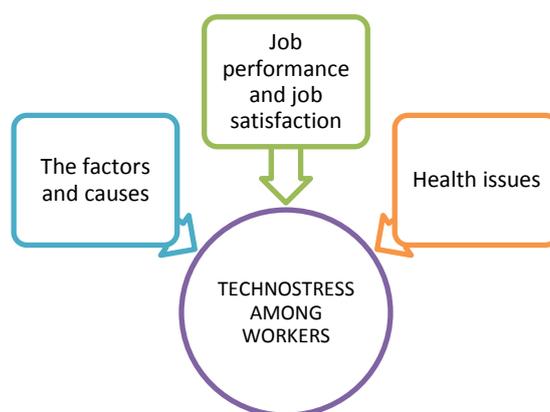

Figure 1: Research Framework

Based on the framework above, the study discovers a few variable of the study which are the factors and causes, job performance and job satisfaction and health issues. In this research, it tried to find out what the main factors and causes that

make technostress occur and how it can influence the job performance and job satisfaction during working. Meanwhile, this research also want to discover what types of illness that always happen because of technostress. In this research framework, there are two variable which are independent variable and dependent variable. The independent variable in this research is technostress among workers while the dependent variables in this research are the factors and causes, job performances and job satisfaction, and health issues.

CONCLUSION

In conclusion, ICT's in today's world can make people connect between them at anywhere at anytime. By using ICTs in the organization, it gives many benefits such as it can make the work easier, more productive and efficient and also at the same time it can reduce the cost of operation. However, organization also cannot escape from having the problem when using the ICTs and one of the problems is it makes the creation of technostress occur among workers. There are a few reasons of why technostress happen such as fast changes in technologies, lack of sufficient training, increasing job pressure and etc. Whether we are noticing it or not before this, technostress actually can affect the job performance and job satisfaction of workers directly or indirectly. The more higher technostress occur among workers, it will make the job performance and job satisfaction among workers become more decrease. Besides, technostress also can relate and influence with health issues such it can increase blood pressure, hypertension, headache, asthma and etc. So we cannot take it easy about technostress because mostly it will relate to internal disease and internal disease is quite dangerous rather than external disease because sometimes we not really realize and notice it.

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