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IMPACT OF TECHNO-STRESS ON IT SECTOR EMPLOYEES OF  
BENGALURU CITY

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## ABSTRACT

Present-day life is filled of troubles, targets, obstructions, and stresses. Owing to enormous changes in occupational world workforces have become the main element for accomplishment in various establishments and consistently the stress amongst the workforces likewise has sharply amplified which has given rise to an obligatory life. The information technology field is not an exclusion from this situation, hence every employee in the IT industry is undergoes techno-stress in their occupational life and techno-stress has turned out to be portion of employees' life. The usage of swift changing and renewing technologies generate pressure among the IT professionals where they cannot survive without technology awareness. This study analyzes the factors affecting the technostress among Indian IT employees. This research is conducted on 557 IT Managers from Bengaluru, India using an online questionnaire. With the help of statistical analysis the findings, recommendations, conclusions and scope for future research are discussed in detail.

## INTRODUCTION

Human Resource is the main strength of any organization and the workforces must get the opportunity to be involved in their job to improve the organization. In Human resources, stress has turned out to be a part and parcel in any individuals' life impacting the well-being of both, the workforces plus the organization. Simply one can say that stress means a person's responses to any disturbing element in the atmosphere. Stress is pressure, weakness, tautness, prominence, struggle, collapse, nervousness, downheartedness (Tucker J, Sinclair R, Mohr C, Adler A, Thomas J, Salvi A, 2008). A man's lifespan

nowadays encounters all categories of trials and difficulties which hinders their regular operations, besides many a time, the stress is excessively difficult to manage (Kumari, et al., 2009). When a person is anticipated to fulfill the fluctuating demands, he / she undergoes stress.

Stress is a sense of expressive or physical pressure (Mental Health America, 2018). It can originate from a little happening or thought which makes one feel unsatisfied, irritated, or troubled. Stress is an employee's physical response to a trial or demand (Schmidt AJM, 2003). In short eruptions, stress could be constructive, like when it facilitates a person to encounter risk or meet a time limit (Sapolsky, Robert M. 2004). However, when stress persists for a longer period, it could harm a person's well-being. Stress is a normal sense of not being capable of to handle with particular demands and actions. But, stress could become a long-lasting illness if an individual doesn't take measures to handle it (Simmons SP, Simmons JC, 1997 & Sapolsky, Robert M. 2004). Such difficulties could originate from job, interactions, financial burdens, and other circumstances, however whatever that positions a threat to an individual's happiness could root stress. Stress could be an instigator, besides it could also be vital to existence. The physical ability to fight-or-flight device expresses an individual as to at what time besides in what way to retort to threats. But, once the body turns out to be activated too definitely, otherwise there are excessively numerous stressors at once, it could damage a person's psychological and bodily health along with turning out to be unhelpful for the organization.

### **GOOD STRESS & BAD STRESS**

**Stress is not all the time a bad mechanism.** Stress is just the body's reaction to alterations that generate taxing hassles. There exists a dissimilarity amongst **eustress**, which expresses **positive stress**, and **distress**, which signifies **negative stress**.

**Eustress**, or positive stress, has these features namely it **encourages, emphasizes energy, is temporary, is observed as contained by our coping capabilities, feels thrilling and increases performance** (Tucker J, Sinclair R, Mohr C, Adler A, Thomas J, Salvi A, 2008). On the contrary, **Distress**, or negative stress, has these features that is to say it **roots anxiety or worry, could be temporary or longstanding, is observed as separate of our coping skills, feels disagreeable, declines performance and could lead to psychological and bodily complications**.

### **STRESS IN VARIOUS SECTORS**

Stress is visibly seen in almost all the sectors in the society, whether it is manufacturing (Keerthi & Arulraj, 2011), education (Anjali Rana, Renu Gulati & Veenu Wadhwa, 2019), Information Technology (Arasu SK, Dhivakar R, Chakravarthi JC, Kausik M, Kumar MA, 2019; Bhatt S, Pathak P, 2010), service industry (Pamela Gray-Toft, James G. Anderson, 1981), take anything and every

sector employees undergoes stress. Stress could happen not only due to not meeting the demands but mere lack of rest also leads to stress (Sharma, P., Davey, A., Davey, S., Shukla, A., Shrivastava, K., & Bansal, R. 2014). Every employee and employer encounters stress in their own ways depending on the expectations & demands by the various stake holders, and type of job. In various sectors stress is the latest problem which the employees are facing due to heavy competition due to which fulfilling the expectations becomes a challenge in itself. When the demands enhances obviously the supply also should enhance, in meeting the raising demands the individuals in workplaces face stress.

### **WHAT IS A TECHNOSTRESS?**

Technostress has been well-defined as “modern disease of adaptation caused by an inability to cope with new computer technologies in a healthy manner” (Brod, 1984) besides as a “state of arousal observed in certain employees who are heavily dependent on computers in their work” (Arnetz and Wiholm, 1997). Technostress is the outcome of improved practices of work and relationship that are being brought about because of the usage of up-to-date information technologies at workplace and home circumstances. Individuals experience technostress once they cannot adjust or cope through information technologies in a vigorous way. The person senses irrational about being linked and involving in continuous updates, sense involuntary to reply to job-related facts instantaneously, and involve in practically typical multi-tasking.

### **IMPACT OF TECHNO STRESS**

Techno stress leads to lot many problems among various professionals employed in various industries which is applicable to people who are employed even in the IT industry. The various problems that could happen to any employee are of four types namely bodily, expressive, behavioral and mental aspects.

- a. Bodily aspects comprises eye straining, back pain, headaches, rigid shoulders, neck pain, joints soreness, throat and mouth dryness, muscle strain, stomach uneasiness, keyboard linked injuries, chest pain, speedy heart rate, irritable bowel syndrome, rise in blood pressure and breathing difficulties.
- b. Expressive aspects consists of irritability, losing temper, anxiety of increased state when disconnected from computer screen, sense of unresponsiveness, frustration, deficiency of appreciation, melancholy, guiltiness, feeling terrible, paranoia that makes one to evade computers and undesirable outlooks.
- c. Behavioral aspects involves feeling exaggeratedly contented with computers, lavishness on computers, sleeplessness, lack of support and reluctance, applying computer terminologies in non-computer discussions, smoking, societal withdrawal in support of terminal time, visiting computer stores and consuming liquor.

- d. Mental aspects includes information excess to discover, examine, assess, and use it in the precise context with relevant evidences, underwork and monotonous works leads to frustrations when underemployed or when the job carried out comprises only mundane procedures, job safety, where employees are panicked that computers could substitute human roles, occupational jealousy caused because of technological proficiency, demotivation because of lengthy duration of some technological actions, vagueness about work role due to an augmented duration functioning with technology.

## TECHNO STRESS IN I T SECTOR

The term “technostress” was primarily devised by clinical psychologist Dr.Craig in 1984 and clearly explained as:

***“Technostress is a modern disease of adaptation caused by an inability to cope with the new computer technologies in a healthy manner. It manifests itself in two distinct but related ways: in the struggle to accept computer technology, and in the more specialized form of over identification with computer technology.”***

It is factual that primarily investigators observed at technostress as a sickness. However, far ahead investigators deliberated it as additionally as an incompetence to familiarize the variations brought by Information and Communication Technology (ICT). Davis-Milis (1998) found technostress as a burden to accustom to the novel technology particularly once there is shortage of the technology standard besides training backings. Nevertheless, Clark and Kalin (1996), opine that the reason of technostress is the incompetence to manage using the technological modifications in the business. They established that technology is never accountable for technostress, however technostress is a usual response towards the technology. Therefore, to accomplish and lessen technostress, every workforce must be prepared to embrace the novel technology. Technology has altered very quickly ever since 1988, once the word technostress was primarily invented by Dr.Craig. The exploitation of information and communication technologies (ICTs) in present day data driven world is an ornate essential. There is definitely no significant professional and economic progress and improvement could be imaginable devoid of its application. Numerous advantages like enhanced productivity, efficacy, accurateness, space economy besides mundane are derivable from appropriate application of ICTs. Alternatively, technostress is transforming as an un-avoiding chunk of technology usage and various elements have remained recognized to describe technostress additionally exact. Tarafdar, RaguNathan, and Ragu-Nathan (2007) explained technostress as a concern of adaptation because of an individual’s incapability to manage through or to become accustomed to the technology. They recognized five mechanisms of technostress as under:

1. Techno-overload: A condition where technology (ICT) operators are required to work quicker and lengthier.

2. Techno-invasion: A condition where technology (ICT) operators sensed that they could be grasped anytime or continuously “connected” which instigated a distorting amongst job and individual circumstances.
3. Techno-complexity: A condition where technology (ICT) operators sense that their talents are scarce because of intricacy linked with the procedure of technology. Consequently, they are obligated to devote time and struggling to acquire knowledge and comprehend numerous elements of technology.
4. Techno-insecurity: A condition where technology (ICT) operators sense vulnerable. They feel that they would lose their employment either being replaced by the technology or by other individuals who are much better in operating technology when compared to them.
5. Techno-uncertainty: A condition where technology (ICT) operators sense indefinite and worried as technology is uninterruptedly varying with time.

## **RESEARCH PROBLEM**

Generally in Information Technology sector techno-stress is a key element to minimize the workforces’ productivity in the aim of the management similar to, little involvement on sustaining and delighting the clientele. The stressed employees might not achieve the aims of the organization (Omolar, 2008). It might impact the business’s mission and vision pronouncements. Hence the management requires to recognize the degree of techno-stress amongst the workforces, its impact and how to lessen it to enhance productivity.

## **NEED OF THE STUDY**

Techno-stress is typically a negative term. It is understood to be instigated by few bad thoughts. There are several reasons of work stress which are accessible which upsets the employee employed in various organizations. It is significant to measure the stress levels amidst the workforces and to recognize the elements accountable for the stress to reduce its influence on workforces’ job. At present maximum of the person are severely attributed by stress. The individuals who are employed in private sector and mixed government are particularly impacted by the techno-stress because of their administration & various individual consequences. The researcher has done this study to facilitate the needy individuals who require remedy from such stress.

## **OBJECTIVES OF THE STUDY**

1. To understand the relationship between techno-stress and family cohesiveness.
2. To understand the impact of techno-stress on work load.

## **LITERATURE REVIEWS**

### **TECHNO-STRESS**

1. **Jena & Mahanti (2014)** have conducted a study on techno-stress among Indian academicians and the findings reveal that there are considerable

impact of knowledge about technology and the duration of service on technostress. Considering the swift fluctuating information and communication technology development and an increasingly quick-paced stressful working conditions, it seems quite reasonable to provide active training and wellness series to diminish the stress levels and to increase their technological know-how and personal worth in the Indian situations.

2. **Owusu-Ansah, Azasoo, & Adu, (2016)** have done a research on effects of techno-stress on employees performance of banking staff. The findings depicted that the information and communication technologies have created psychological stress, anxiety feeling and pessimism, as they have to match with the quick advancing pace of the novel information and communication technologies. The techno-stress has a negative influence on employees' performance and suggests that the commercial banks management and IT professionals should give a better atmosphere, substitute power supply and sufficient training programs to enable the employee become technology savvy. Such things would make the employees feel comfortable in handling the developed technologies and could deliver much better in their jobs.
3. **Tarafdar, Tu, Q., Ragu-Nathan, & Ragu-Nathan, (2007)** have conducted a study on the impact of technostress on role stress and productivity among information and communication technology utilizers. The findings of the study revealed that technostress is inversely linked to individual employee productivity, role stress is inversely linked to individual employee productivity and technostress is directly linked to role stress. This research contributes in three manners. Firstly, the various dimensions of technostress recognized here adds to the prevailing notions on stress faced by employees in organizations. Secondly, by depicting that technostress could counterbalance the anticipated enhancement in productivity. Thirdly, authentication of the affirmative link amongst technostress and role stress provides a novel link amongst technology and organizational roles and structure.
4. **Garima Fageria (2016)** in her study on effect of technology on work life balance of employees has done her research among the hospital staff. The findings depicted that the utilization of technology like mobile phones, tablets, etc have adverse effect on the personal life of professionals due to the feel of connectivity to job or even apprehension about job even when a person is not in the workplace makes professionals not permitted to devote time with their family. Professions which think that technology is not obstructing their work life balance is greater than those who think that technology is obstructing their personal life. Most of the professionals devote more than 53% of their time per day in workplace activities which depicts that they devote more time on their job than on their domestic events which could be the primary cause behind work life imbalance.
5. **Rajesh Kumar, Roshan Lal, Yashu Bansal & Saran Sharma (2013)** in their research on the influence of technostress on job satisfaction and organizational commitment among the IT employees found that technostress led to undesirable appraisals of job, diminished productivity,

enhanced turnover and absenteeism and worst task deliverance leading to job discontentment and lesser organizational commitment. Handling technostress depends as to in what way one looks techno changes. The study suggests that affirmative outlook and job engrossment could facilitate software professionals to manage technostress.

6. **Bharathy.A. (2015)** in her study on mediation of techno stress among BPO/ITES organizations in Chennai and Pondicherry, India. The findings reveal that the stress at BPO/ITES industry is at modest degree. Even though it was found from the study that BPO/ITES workstations are more systematized in manners which deteriorates employee prospects and augments the probability for management control, besides loss of control is normally comprehended as a significant element of work linked stress and we could treat this as techno stress as it is prompted additionally by the category of technology intricate in the work.
7. **Katherine Walz (2012)** in her research on stress related issues due to too much technology effects on working professionals. The results reveal that “technoinsecurity” meaning when an employee senses insecurity in their degree of comprehending information communication technologies and such an insecurity is not sustained rather the person would be expected to have the sufficient talent to comprehend the technology. Only 73% said that they had the required talents to comprehend the technology whatever they were using in their jobs and the rest felt anxious that they lack cell phone, and 58% regularly checked their mobile phones as to what alerts are there for them or any incoming texts or emails. On the whole, the phenomenon called technostress prevailed among the working professionals.
8. **Ayodeji, Akinlolu Agboola, Omoneye Olufunke Olasanmi (2016)** in their study on technological stressors in developing countries found that technological stressors could lead to ergonomic dangers, that are harmful to the employees and in their workplace because of low level of productivity. It is suggested that enhanced information communication technology training, workshops and stress management measures are significant for augmenting personal and professional happiness to evade technostress and ergonomic dangers.
9. **Krishnan (2010)** in his study on technological change and employment relations in India. The study gives a summary of the impact of technology modifications on occupation link in India. The findings depicted that invasion of novel technology has made it compulsory to the requirement in order to account to the competitive business situations. In the past two decades Indian industry has been able to actively account to the business demands and incorporate considerable alterations.
10. **Priyanka Das, Alok Kumar Srivastav (2013)** in their investigation on stress among employees of public sector banks in Asansol, WB, India. The aim of this study is to understand the elements of occupational stress among bank professionals. The results depicted that there was statistically no noteworthy variance in the degree of occupational stress by age, gender, status, educational qualification and job negativity. But the organizational

aspects have significant association with occupational stress levels. It was found that on the whole the level of occupational stress among the bank employees were moderate in nature.

## FAMILY COHESIVENESS

1. **Leung Benjamin, Chun-hung, Wong Thomas, CHU Cindy & CHAN Anita (2003)** have exposed in their research on the Hong Kong family that family solidarity is recognized (or critiqued) not for its individual purpose, but as a method to understand other values and objectives. The researchers claim that it is no different even in social cohesion. It is demanded that any policy argument of social cohesion certainly comprises values or goals that the discussants think to be vital. The researchers support the view that social cohesion inevitably encompasses values, goals or ends.
2. **Jaggiwan Kaur (2013)** in this investigation has explained the parent adolescent insight of family atmosphere and to display the metamorphosis in their insight. The findings reveal that regardless of multiple service associated stressors, the defence adolescents and their parents regardless of their section of service have an acceptable insight about their family atmosphere. There is insignificant inter service metamorphosis in the majority insight about the aspects of family atmosphere. The parents and adolescents in the defence families observe dimensions of expressiveness and cohesion which is enormously more, competitive framework, moral focused and organization at more than average levels and independence & recreational focus at average levels. Remarkable variance in comprehension prevails only in moral orientation and competitive background, besides the understandings of adolescents seems to be better than their parents.
3. **Villarreal-Zegarra.D. & Paz-Jesis.A.(2017)** in their study have analyzed if there are substantial dissimilarities amongst family cohesion and adaptability pertaining to the category of family structure like nuclear, extended, single parent and non-nuclear. The findings reveal that there lies remarkable variations amongst emotional bonding amongst members of the family which is the ascertaining cohesion alleged by the adolescents from joint and nuclear families.
4. **Ana Magdalena Cruz-Ramos, Yolanda Heredia-Escorza, & Bertha Y. Cannon-Diaz (2017)** in their research have abridged the results to understand the linkage amongst academic efficiency and family cohesiveness. It is proved from this study that there lies a reasonable affirmative relationship amongst family cohesiveness and academic efficacy. If there is unhealthy family dynamics it not only damages the family group but even effects the workplaces in which the family members would have to render their services. Reduced the family cohesiveness, the academic efficiency is obviously little in nature.
5. **Paula M. Caligiuri, Mary Anne M. Hyland, and Aparna Josh (1998)** in their investigations have explained the model for probing expatriate families' changes adopted when they are on global projects as an originator to expatriates' fluctuates to functioning in a host nation. The results



recommend that family features like the family support, family communication system, family adaptability levels were linked to expatriates' fluctuates to their functioning in the host country.

6. **Reeta Sonawat (2001)** in her investigation has explained the concept of family development among the Indian families. The family structure is intellectualized as the framework of role, power, status and relationships in the family which is dependent on the families' socio-economic situations, family forms, and the influence of urbanization. It was found that the marriage observations are influenced covering aspects like marriage outlines, choice of marriage spouse, age at the time of marriage, age at consummation of marriage, marriage rules and regulations, financial links and divorce. In spite of growth and development in the present-day Indian culture, the family institution remains to play a vital part in the lives of individuals. Family has been identified as a fundamental constituent of the society and remains as an association amongst individuals and community. The family structures continue to be male-controlled. A numerous variation has been observed in the patterns of marriage like age at marriage, inter-caste marriage, and others. A relative augmentation is depicted in divorce issues in urban areas.
7. **Nese Aslan (2009)**, in her research indicates positive relationships between family leisure involvement and satisfaction with family life among families. Considering that the families are undergoing social change and during such process of change, it is suggested that leisure and especially family leisure involvement, be augmented in an effort to maintain higher levels of family satisfaction, and to support family cohesion, stability, and adaptability. It was found that the family leisure involvement was clearly related to family satisfaction among families. In addition, this relationship suggests that family leisure involvement may add to the ability of traditional family values and norms to influence satisfaction with family life.
8. **Ragini Mishra, Shabnam Ansari & Sudha Mishra (2012)** in their study explored the fluctuating family configuration, edifice and observances in the urban regions. The findings reveal that development of families are uninterruptedly instigating for change in structure, configuration and observances of family nevertheless still family ceremonies, care for young and older ones in the family, assisting the employed/unemployed member and few of the family observances are intact even transformation has been added to families. Crimes similar to financial conversation all through wedding is as well prevailing in maximum of the families. There is necessity to provide awareness amongst families concerning the status of combined families, family edifice and observances.
9. **Wachitha & Uma Devi (2015)**, in their investigation have explained that whether family communications is solidly related to the family relationships and in which the mothers do play a vital role. Mothers and daughters do have the greatest degree of mutual exposure as far as parent-adolescent family connections. Daughters have high level of sources of material and emotional backing from the mother as she is the one who does the role of

initial teachers and counsellors. If the parents display the inclination to give ears to their child, then the child in return could display the likeliness to pay attention in further interpersonal atmospheres. On the contrary when the parents do not incline to hear to their children, then automatically the children will also not want to share anything with parents. Owing to the personalities, morals, thoughts, attitudes, past-aims, and actions; mothers and daughters get manifold suggestions into their communications. Hence, they get multiple opinions of paying attention in their relationship. It is understood that the freedom varies for both mothers and daughters according to their age factor and priorities decided accordingly.

10. **Callan S (2014)** in her research emphasizes that wide-ranging family policy that considers a comprehensive dealings and effects should look to be a demand for superior and unnecessary disturbance into the family life. The two concepts family policy and family life could be thought in pressure by comprehending that robust families associated with dedicated and caring relationships which are maintained and nurtured by a tradition that denotes enough time and revenue, would require less, not high participation from governmental or any other establishments. Whenever parenting concept is insufficient, negligent or unmannerly, social workers and other statutory bodies have to come to rescue in such circumstances. The children who are the victims of such conditions may at the end required to be detached from their parents' care and taken care by the state body.

### **Hypotheses of the Study**

Two sets of hypotheses are framed based on the objectives of the study and extensive literature reviews.

#### **Hypothesis 1**

H0 – there is no significant impact of techno-stress on family cohesiveness

H1 – there is significant impact of techno-stress on family cohesiveness

#### **Hypothesis 2**

H0 – there is no significant impact of techno-stress on work load

H1 – there is significant impact of techno-stress on work load

### **RESEARCH METHODOLOGY**

This study evaluates the present circumstance of techno-stress and family cohesiveness among IT employees in Bangalore. And an attempt has also been made to evaluate the relationship between techno-stress and family cohesiveness amongst various age groups of selected IT employees as the researcher wanted to conduct a deep study on such professionals only. Hypotheses: The following hypotheses 1 with reference to variables namely techno-stress and family cohesiveness and hypotheses 2 with regard to variables namely techno-stress and work load have been tested in the study. The sample size for the study is 557 IT Managers of IT companies of Bengaluru city who are the respondents of the

study. The research tool used to collect the data is the questionnaire technique in which a structured questionnaire was designed for obtaining the data from the targeted sample population that is the Managers of the IT sector. The questionnaire had 30 questions totally to get the data for analyzing it, arrive at findings and conclusions with the help of which the recommendations are made. Chi-square technique is the statistical tool used for analyzing the primary data collected from the targeted respondents and to interpret whether the hypotheses arrived at are being accepted or rejected. The detailed results are interpreted.

**LIMITATIONS**

1. The study is limited to employees of IT sector and hence the findings cannot be generalized to all the sectors.
2. The study is based on Bengaluru, Indian employment conditions and hence cannot be generalized to all other geographical working circumstances.
3. The study is conducted on Managers and hence the findings may not be relevant to all other designations and in similar sector or any other sector.

**DATA ANALYSIS**

The data analysis for both the hypotheses are done with the help of Chi-square technique. Like all other statistical tests, chi-squared test assumes a null hypothesis and an alternate hypothesis. The general practice is, if the p-value that comes out in the result is less than a pre-determined significance level, which is 0.05 usually, then we reject the null hypothesis.

<b>Variables</b>	<b>Techno-stress</b>	<b>Family Cohesiveness</b>
<b>Scores</b>	1	4
2	42	0
4	0	63
5	0	80

data: df\$technoStress and df\$familycohesiveness  
 X-squared = **185**, df = 2, p-value < 2.2e-16

**Table 1 : Depicting technostress impact on family cohesiveness**

For Hypothesis 1 the chi-squared value is 185. Since we get a p-Value less than the significance level of 0.05, we reject the null hypothesis and conclude that the two variables techno-stress and family cohesiveness are in fact dependent on each other. Thus it is interpreted that there is significant impact between techno-stress and family cohesiveness. The techno-stress has impacted the respondents in not maintaining appropriate family cohesiveness. There is adverse effect on family cohesiveness as the technology stress is making them pay less attention to the family activities and hence family cohesiveness is affected.

Variables	Techno-stress	Workload
Scores	2	4
3	34	0
4	0	91
5	0	0

data: df\$technostress and df\$workload

X-squared = **334**, df = 4, p-value < 2.2e-16

### Table 2 : Depicting technostress impact on workload

For hypothesis 2 the chi-squared value is 334. Since we get a p-Value less than the significance level of 0.05, we reject the null hypothesis and conclude that the two variables techno-stress and work load are in fact dependent on each other. Thus it is interpreted that there is significant impact between techno-stress and work load. Due to stress caused by technology the employees are unable to accomplish their work load and they are expected to be aware of the technology with which they are doing their jobs.

### FINDINGS

The major findings of this study suggest that techno-stress aspect has impacted the IT employees in not maintaining appropriate family cohesiveness. This aspect is supported by the study conducted by Garima Fageria (2016) emphasize that the utilization of technology devices like tablets, mobile phones, etc have conflicting consequence on the personal life of professionals because of the fact that the feel of connectivity to work or even feel uneasiness about job even when an individual is not in the workstation makes professionals not permissible to dedicate time with their family. As stated by Harris et al. (2015), the amplified quantity of information accessible, pooled to the likelihood of being extended almost directly by utilizing information and communication technologies generates a scenario described by forceful overload to workforces. Hence, the feel of being uninterruptedly linked to the company leads to enhanced moans about personal and acquainted lives (Lee et al., 2016).

Employees are not satisfied with the aspect of stress caused due to technology and the employees are unable to accomplish their work load. This aspect is supported by the study conducted by Lieli Suharti & Agung Susanto, (2014) highlight that there is noteworthy link amongst workload and employee performance which is obstructed by techno-stress. In order see that employees are well aware about the technology in which they are doing their job and the employees are expected to have technology proficiency without any compromise. Many a times the level of technology know-how and the workload assigned to them has an adverse impact on the employee performance. Owusu-Ansah, S.,Azasoo, J.Q. and Adu, I.N. (2016) also state that techno-stress experienced by the employees had an undesirable influence on employee

performance and they suggest that the management should provide an improved atmosphere, alternative power sources and sufficient training programs to the employees to ensure that the employee performance is augmented. This paper is an attempt to comprehend how techno-stress has impact over family cohesiveness and upon employee work load among the IT employees of Bengaluru.

## **RECOMMENDATIONS**

Technostress can be treated by getting user friendly software and enlightening people regarding novel technology and constructing a better level of guarantee, tolerance & steadiness and communication inside the work atmosphere. Other choice is evade or limit utilization of technology. Techniques to eradicate technostress are channeling stress management events to minimize and exterminate the issue of technostress like workout, meditation, progressive muscle easing, optimistic self-talk, remaining healthy and consuming healthy food. Taking repeated pauses from technology, having a timetable, counseling, having cognizance of technostress, creating a teamwork association with coworkers may benefit.

## **SCOPE FOR FUTURE RESEARCH**

The study was limited to Bengaluru, hence similar studies could be carried out in other IT hubs of India in order to get a detailed analysis. Sample size could be varied to get much expansive understandings with some more objectives and variables that are relevant for the specific industry type and profession. Sample size could be extended to other metro cities in India to get a broader view regarding achieving the objectives of the study. The study could be done on other types of industries also.

## **CONCLUSIONS**

The invention of computers and many other rapidly fluctuating information technology devices and their often used in various industries for their needs to carry out their business more efficiently had induced stress called technostress. Technostress is the undesirable mental relationships amongst individuals and novel technologies. Technostress is the end result of fluctuating practices of job and relationship because of utilization of latest information and communication technologies at places of work. They are mandated to accomplish their tasks as the work load is quite high and the expectations are to be met in the stipulated deadline. Employees encounter technostress when they are not skillful to cope up with information technologies in a distress free and vigorous way. While the employees attempt to accomplish their work assignments they are unable to spend time with their family leading to family non-cohesiveness and many other family issues. They sense uncontrollable regarding being linked to job-associated information in actual time and involve in customary multi-tasking way. They feel forced to do their job quicker due to information pours quicker, and have less time to dedicate on persistent thinking and innovative analysis. This study was done to understand the impact of technostress on family

cohesiveness and the relationship of technostress on workload among IT employees. Results revealed that technostress had adverse impact on family cohesiveness among the employees. Technostress had adverse influence on the work load of employees. Due to the stress the employees were unable to accomplish the work load in time. Owing to the stress the employees were unable to get an appropriate anticipated family cohesiveness. It is hoped that the results of this study provides an opportunity for the IT industries to address the technostress issue. Owing to the quick fluctuating IT development and an interminably more fast-paced stressful work atmosphere, it looks realistic to provide effective training and wellness courses to diminish the stress levels among employees and to upsurge their sense of technological familiarities and individual standards in the Indian circumstances.

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