Technostress in Relation to Job Satisfaction and Organisational Commitment among IT Professionals

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Abstract- This present study aims to find out the impact of technostress on job satisfaction and organizational commitment among IT professionals. For this purpose, Computer Hassles Scale (Hudiburg), Job Satisfaction Scale (Singh and Sharma, 1971), Organizational Commitment Scale (Dhar et al. 2001) is administered to sample of 80 IT professionals from IT park Chandigarh in age range of 20-30 years. Pearson product moment coefficient of correlation is used for statistical analysis of the results. Results clearly revealed that technostress is negatively correlated to job satisfaction and organizational commitment.

Index Terms- Technostress, Job Satisfaction, Organizational Commitment, IT professsionals.

I. INTRODUCTION

It is an undeniable fact that technology has become an integral part in today's society. Technological revolution in organization has improved efficiency, but at the same time as technology is rapidly changing, it has caused a lot of employees to suffer from technostress.

Technostress has been defined as "modern disease of adaptation caused by an inability to cope with new computer technologies in a healthy manner"(Brod 1984) and as a "state of arousal observed in certain employees who are heavily dependent on computers in their work" (Arnetz and Wiholm 1997).
Basically, technostress is the general feeling of anxiety and the negative impact on thoughts, behaviours, attitudes, and body when a person is expected to deal with technology (Kupersmith, 1992; Weil & Rosen, 1997).

Tarafdar et al., (2007) described technostress as a problem of adaptation as a result of a person's inability to cope with or to get used to information and communication technologies (ICT). Additionally, they have identified five components of technostress, also known as technostress creators,which are:

1. Techno-overload: A situation where ICT users are forced to work faster and longer.

2. Techno-invasion: A situation where ICT users felt that they can be reached anytime or constantly "connected" which caused a blurring between work-relatedand personal contexts.

3. Techno-complexity: A situation where ICT users feel that their skills are inadequate due to the complexity related to ICT. As a consequence, they are forced to spend time and effort to learn and understand the various aspects ofICT.

4. Techno-insecurity: A situation where ICT users feel threatened that they willlose their job, either being replaced by the new ICT or by other people who are better in ICT compared to them.

5. Techno-uncertainty: A situation where ICT users feel uncertain and unsettled since ICT is continuously changing and need upgrading.

IT jobs are most coveted in modern era and the most brilliant section of youth are working for it but these jobs are mostly contractual with less job security but high pay and entail strong competitiveness, along with a globalize life style (Lim & Teo, 1990). The working environment exposes the software professionals to high strain, uncertainty, lack of proper personal development opportunities as well as greater imbalance of work activities (Computer World, 2006).

Committed employees can be described as those who have high involvement with their organizations and very much like to remain part of the organizations. Having committed employees is advantageous to organization as they are less likely to resign or to be absent, and are more willing to share and make sacrifices for the sake of their organizations (Greenberg, 2005). In addition, individuals who exhibited higher commitment to their organizations were also found to have higher loyalty and lower work stress (Muthuveloo & Rose, 2005), higher performance (Boshoff & Mels, 1994), and were much more willing to accept organizational change (Vakola & Nikolaou, 2005).

Dawis and Nestron (1984) defined job satisfaction as the result of the workers appraisal of the degree to which the work environment fulfills the individuals needs. The term job satisfactions refer to the attitudes and feelings people have about their work. Positive and favorable attitudes towards the job indicate job satisfaction. Negative and unfavorable attitudes towards the job indicate job dissatisfaction (Armstrong, 2006).

A number of studies had also focused specifically on the relationship between organizational commitment and job stress (Boshoff & Mels, 1994; Dale & Fox,2008; Lee & Jamil, 2003; Lopopolo, 2002; Mathieu & Zajac, 1990; Meyer et al., 2002; Omolara, 2008;Vakola& Nikolaou, 2005). According to Omolara (2008), employees with low level of stress were more committed to achieving organizational goals and reported higher level of commitment towards the organization.

Strains due to "technostress" can be psychological or behavioral. Psychological strains are emotional reactions to stressor conditions and include, among others, dissatisfaction with the job, depression, and negative self-evaluation. Behavioral

strains include reduced productivity, increased turnover and absenteeism, and poor task performance (Tarafdar et al., 2010).

II. OBJECTIVES

The purpose of this study was to study technostress in relation to job satisfaction and organizational commitment.

HYPOTHESES

Based on the objective of present study, following hypotheses have been formulated:
- Technostress was expected to be negatively correlated with job satisfaction.
- Technostress was expected to be negatively correlated with organizational commitment.

Method

- **Sample**: A random sample comprised of 80 IT professionals in the age range was 20- 30 years. Sample was collected from IT park Chandigarh.

Tests and Tools:
- **Computer Hassles Scale (Hudiburg, 1992)**
- **Job Satisfaction Scale (Singh and Sharma, 1971)**
- **Organisational Commitment Scale (Dhar et al. 2001)**

III. RESULTS AND DISCUSSION

As per the requirement of the hypotheses, the raw data was processed and means, SDs and inter-correlation was calculated and shown in table 1 and table 2 respectively:

Table 1: Mean and SD for the sample (n=80)

	Mean	SD
Technostress	55.5	9.13
Job Satisfaction	63.8	13.09
Organizational Commitment	26.2	3.81

Table 2: Inter-correlations matrix for the sample (n=80):

Variables	(1)	(2)	(3)
Technostress (1)		-.276*	-.267*
Job Satisfaction (2)			-.269*
Organisational Commitment (3)			

*value of correlation significant at 0.05 level = .250
**value of correlation significant at 0.01 level= .325

A perusal of the correlation matrix for the sample indicated that technostress was founded to be negatively related with job satisfaction (r=-.276), organizational commitment (r=-.269).

Results revealed that all hypotheses were upheld.

Technostress is linked to reduced job satisfaction. Professionals who experience and attempt to cope with technostress creators are likely to have negative appraisals of their jobs.(Ragu-Nathan, Tarafdar, Ragu-Nathan, & Tu, 2008).

As far as technostress is concerned, recent study was found to investigate the influence of technostress on organizational commitment. In this study which was conducted among the end users of Information and Communication Technologies (ICT), the existence of technostress creators were found to lead to a decline in job satisfaction, which in turn led to a decrease in organizational and continuance commitment while technostress inhibitors led to the opposite trend (Ragu-Nathan, Tarafdar, Ragu-Nathan, &Tu, 2008).

Weil and Rosen (1997), Brod (1984) reported that there is practitioner evidence that technostress results in perceived work overload, demoralized and frustrated users, information fatigue, loss of motivation, and dissatisfaction at work.

Corbett et al. (1989) found work changes resulting from the use of computer-based manufacturing technologies to be associated with decreased job satisfaction.

These authors stated that users experience "technostress" due to information overload, IS invasion of personal life, inability to deal with uncertainty and complexity of IS, and a sense of insecurity due to rapid advances in IS ."technostress" may significantly reduce job satisfaction, commitment, innovation, and productivity (Tarafdar,Tu, Ragu-Nathan, and Ragu-Nathan, 2011).

A consequence of technostress is job dissatisfaction, which promotes low productivity and high employee turnover in organizations (Alleyne & Demonte, 2012)

IV. CONCLUSION

Previous literature is indicative of fact that there exists negative impact of technostress on job satisfaction, organizational commitment; this has been proved in the current research also. Technostress leads to negative appraisals of job, reduced productivity, increased turnover and absenteeism, and poor task performance resulting in job dissatisfaction and lower organizational satisfaction. Management of technostress depends on how one perceives techno changed interprets it. Positive attitude and involvement in job work may help software professionals to cope up with technostress.

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