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Techno Stress and Resilience amongst Single Parent in Healthcare Sector

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ABSTRACT: The variation in degree and intensity of technostress and its related experiences in employees is a widely occurring phenomena that most individuals tend to face at least once in the journey of their organizational endeavours. With this era being flooded with an extreme influx of technological innovations and new age family structures, certain stressors related to occupational stress can induce occurrences of technostress. This paper highlights the integration of concepts of resilience, stress, communication technologies (ICT) and the interplay of technostress impacting the life of single parents in healthcare sector to create an effective balance between technological overwhelm and their personal life is extensively explored and assessed as part of this study. Through incorporating an extensive literature review methodology and a meticulous analysis of the past studies, this study presents the correlation of technostress impacting the single parent employees. In order to build an in-depth and healthy understanding of the concept of relationship between technostress and resilience amongst single parents working in an organization, this analysis is curated. This paper explores the correlation between the stress, anxiety and overwhelming feelings experienced due to technological overload, ICT and the resilience amongst individuals, primarily focussing upon the single parent population working in an organization, to assist us with drawing understandings with respect to the family structure and at home life, post exposures of incidents involving technostress. Through exploring the relationship between the concepts of technostress and resilience, this research paper contributes the findings and evidences of technostress and resilience affecting single parents and highlights building a better and more holistic understanding of the challenges undergone by individuals in such surroundings and situations for single parents.

INTRODUCTION

The concept of techno stress can be understood as a form of occupational stress that can be linked to information and communication technologies, such as the internet, mobile devices and social media. This phenomena can be observed at a variety of levels in an organization, comprising affected individuals to experience anxiety, stress and overwhelming thoughts and emotions (APA, 2018). In accordance with recent patterns of corporate and organizational structures, the prevalence of individuals facing or having faced the episode of stress or anxiety due to an overwhelm of technology. This is a relatively new concern with its emergence outlining an inability to cope with the new technology and the effect it creates on the individual employee's mental health (Giorgia, 2020). The recent dynamic of an organizational structure tends to vastly involve an abundant usage of technology and technological tools employed and demanded by the organization in the form of effective work related research and submissions. Most of the tasks an individual employee accomplishes are seamlessly intertwined with the abundant usage of technology in the form of internet, social media, academic and research websites, applications and many more. The concepts of theories of transactional models of stress and coping presented by Lazarus and Folkman outline and correlates well with the stress experienced as well as the ever

increasing demands of the technological demand and the coping techniques required to combat the overwhelm experienced by single parent employees.

With the increasing technological overload, most individuals present a rising need to build resilience and balance their personal life as well as life stressors. The theory of resilience by Dr Garmezy can be closely related to the concepts of building a greater level of resilience amongst the single parent employees in organizations who experience and aim to cope with technostress. The ability to bounce back from difficult situations and cope with technostress can be understood better with the theory proposed by Zimmerman et al. (2013) Resiliency Theory: A Strengths-Based Approach to Research and Practice for Adolescent Health, outlining a structure and framework for resiliency.

CHALLENGES OF THE STUDY

The stress induced by excessive use of and exposure to technology and information and communication technology (ICT) can be referred to as technostress. It has emerged as a prominent concern for both domains of personal as well as professional (Tarafdar et. al., 2010). As the prevalence of digital platforms become greatly integral in our day to day functioning, the concerns related to technostress end up gaining increased prominence, particularly among the working single parents, those who tend to attempt balancing their work and personal life of the individuals. In spite of the relevance it signifies, the concept of technostress is yet to be extensively researched. (Brooks and Claiff, 2017)

A variety of contributors add to the technostress, mostly referred to as the “technostress creators” (Krishnan, 2017). Some of those involve techno-overload, techno-invasion, techno-complexity, techno-insecurity, and techno-uncertainty, as highlighted by Tarafdar et. al. (2007). The phenomena of techno-overload signifies a situation wherein individuals, chiefly single parents, are bombarded with excessive information, which tends to be more than what one can effectively process. It leads to degradation and loss of their time and energy, making it tough to evaluate the value of the information received.

The concept of techno-complexity is observed to arise from the emergence of modern technology. As single parents, who can be pressed for time already, such a scenario of complexity as a result of technology can be quite a challenge. There exists a fear of being left behind or outpaced by the technology and its advancements. It can serve as a feeling of threat or insecurity or even incompetency in certain situations. The continuous rapid shift in technology paired with a feeling of uncertainty regarding the future tends to further contribute to stress, chiefly for technologically reliant work setups.

The concept and functioning of ICT has undoubtedly amplified the efficiency and meticulous nature of working, yet with all the upsides of the techno influx, there does exist an undeniable existence of the stressors as a result of the technology, it disproportionately affects the single parents (Gabr et al., 2021). As remote working became a normalised method of working with more digital platforms being relied upon due to COVID-19 pandemic, these issues observed a heightened existence (Kaushik and Guleria, 2020). The recent shift towards the ‘work from home’ models tend to alter the structure and functioning of organisations, with most often work being done digitally or via the assistance of technology.

With an increase in the dependence on technology as a result of the covid pandemic and the recent technological dependence, it highlights the importance for further research in concepts of technostress, as it tends to connect with the professional experiences and their impact on the single parents. As part of this review paper, those concepts are explored in detail to understand and highlight the effects on single parents, sharing an insight on future research recommendations as well as suggestions. It is vital to understand the concepts of technostress and resilience to help navigate through it effectively to support healthy living and holistic well-being of single parents.

LITERATURE REVIEW

With the upheaval of tech and ICT along with its influx of technostress amongst individuals, (Giorgia Bondanini et. al. 2020), wherein the dark side of technology in the workplace is examined in a scientometric method of analysis. It reveals to us, the exponential growth and increase in the levels of technostress amongst the population. It does however leave

a significant amount of exploration to be made further upon this foundation with regards to the findings of the exponential rise of incidents of technostress and its related studies required.

The studies collectively offer certain insights into the concepts of single parenthood and the stressors of work atmosphere. A study by (Donna M. Rice et. al. 2022) presented on the single parenthood challenges especially for the single parents in leadership roles. They tend to face episodes of discrimination and even marginalised during times of promotions which can be as a result of an impending concern for ability to effectively manage the dual roles of leadership positions and single-handedly managing the family. The research aims to draw our attention towards the theories of spillover, attribution and self-efficacy, which further highlights the importance of cultivating policies which can be single parent family friendly as well as striving towards building an inclusive organisation culture.

As we explore the concepts of technostress, a study by (Agnes Akwa Nde, 2022) highlights the burnout in employees while exploring combined effects of technostress and work-life balance, chiefly researched in the banking sector employees. Furthermore, various levels of burnout can be observed in the organisation. With the study being based in the continent of South Africa, it opens up avenues for further detailed researches and findings.

As we explore the research and find the understandings of individuals, it is important to note that the stressors due to technology are rising and a variety of silent stressors as part of an individuals and their family setup can create certain difficulties in those having a single parent households. The banking sector, corporates and even the top most companies shall have their employees having to exhibit skills of resilience and enhanced coping abilities.

Furthermore, another research by (Harunavamle M. et. al. 2022) was critically examined and we collected that for various remote working employees, the technostress and techno stressors can be certain demands imposed due to online work mode as a result of the covid-19 outbreak, further emphasising the perceived organisational support and work life balance act as resources to uplift and improve upon the emotional, psychological and subjective well-being which can also be viewed as workplace flourishing. The study certainly explains ample about the concepts of work-life balance amongst the employees especially post the pandemic period. However as the study enlightens us about effective balance in life and work and employee well-being endeavours of the company.

The correlation of technostress and resilience can be analysed and highlighted in a study presented by (Wenting Mi et. al. 2024) emphasising upon the ability of university students to cope and be resilient towards technostress and its stressors. It gave an awareness of the coping mechanisms and strategies that play a vital role in dealing with technostress. The resultant yields that there was a significant impact of resilience and coping strategies on technostress among the Chinese students.

A study presented by (Giriskan, 2021) about understanding work-life balance, resilience and emotional endurance of single working mothers in the workplace to share insights about single mothers exhibiting feelings of being exhausted and drained amongst balancing work as well as children at home. In this quantitative study conducted in turkey comprising of 32 private sector employees as participants, it was revealed that resilience greatly impacts their work and performance, highlighting the influences that can affect their capabilities to execute work and family requirements in an effective manner.

As the concept of technostress and the effects as a result of it on the psycho-physical health and work family interface tends to impact the workers in post covid pandemic in Italy. A study by (Sommovigo et. al. 2023) highlights the positive correlation of psycho-physical distress and work-family conflict, as a result of their impacts with technostress during the time of pandemic of Covid-19, which draws the attention to a fright of the pandemic and the increased load of work that arbitrate their effects. Also outline the effects that losing a beloved can further deteriorate the health in physical as well as psychological aspects, and the resilience can help cope with the difficulties faced while multitasking work and family with the responsibilities.

In another research the technostress is explored to a greater extent with respect to the pandemic in the lives of the lecturer's in domains of their work-family balance and quality of work by them as a result of technostress in the Italian education system. It was founded by (Decataldo et. al. 2022) via structural equation modelling (SEM) that it tends to impact the work exhaustion via work-family balance, created by techno-overload and creating a techno-insecurity for the lecturer's especially in aspects like gender, parenthood, digital availability and their relationship status.

Additionally, a study by (Dutta et. al. 2024) investigates the detrimental effects of on pandemic which impact the employees in a remote work setup in several industries in India. Through surveying the employees, to identify techno-overload, techno-complexity and the techno-invasion acting as chief stressors. It also outlines the unintended repercussions of ICT adoption, notably in a non-voluntary remote setup of working and asks organisations to re-evaluate their policies and strategies of enhancing the everchanging work environment.

Another study on technostress affecting the quality of care in childcare settings, especially as a result of emotional exhaustion, and assess the moderating part played by the empowering leaders. This was conducted by (Bauwens R et. al. 2021) examined 339 Dutch childcare workers and found that techno-invasion and techno-overload greatly adds to the excessive emotional exhaustion and can yield a decrease in care quality. It also highlights a need for organisations of childcare to focus on effective measures of ICT ill-effect control on the well-being of their workers and to adopt practices of leadership and creating a balance for empowering staff with respect to difficulties due to technostress.

Upon explored and learning further, a study for tackling the technology and their social connect was highlighted by (Malviya S., 2022). It talked about the investigation of technostress and socio-connect stressors as a result of video conferencing amongst employees working in a remote setup in Singapore, post covid. It also sheds light on continuous and prolonged usage of videoconferencing fatigue as a prominent concern, specifically for work for home structure and certain recommendations for organisational assistance for employees, their well-being even in a remote working setup was brought to light.

Further a study examining the growth in technostress in Italy as a result of greater remote working in the covid-19 pandemic time. It supports the Italian version of brief technostress creators scale and it was discovered that there exists a relationship between technostress, workload, work-family conflict and behavioural stress within remote workers as observed in the study by (Molino et. al. 2020). The concluded results share an empirical insight in domains of managing the technostress and fostering well-being in remote work setups for employees working in such structures.

Another study by (Morán, 2023), highlighted the effect of remote working in the covid-19 scenario of pandemic which can impact the stress as a result of work in a systematic review. It also revealed, post a analysis of 17 researches from the years 2020 till 2023, the noteworthy influential factors such as organisational environment, isolation in social setups, usage of digital platforms, the autonomy of work and changes in the workplace, which can together add up to increased levels of stress. The study also aims to shed light on possible need for addressing such concerns as well as efforts to improving well-being in remote work environments.

With an understanding of technostress and its emergence, (Stana, 2022) presented findings of technostress being created in workplaces, especially in environments that are greatly digitalised. This found through case studies of Danish private organisations, revealing that the old work norms persisting even in the digitalised era, added stress for the employees in areas and roles such as juggling that of being a worker and a citizen. The study presents suggestions, requesting further researches and possible solutions to deal with the optimistic and even the critical aspects of the digital takeover on workers, their work and society in general.

Another study analyses and reviews technostress within the workplace at the time of covid lockdown. (Bahamondes, 2023) stressed on the cause and effects as a result of it, keeping in consideration, the key stressors found, including techno-invasion and techno-overload along with techno-fatigue found to be the prominent variants of stress. The paper sheds lights on the effects of increased remote work and shared findings that it had significant impact on the well-being and productivity of workers.

The intertwined understanding of workplace pressures coupled with stress, mental well-being and resilience in employees in response to covid in Singapore was studied by (Ditchburn, 2024), highlighting the effect of increased work pressure and greater stress yielding a severe regression in the mental well-being, however the resilience aids in moderating and balancing those effects. It also presents suggestions aimed at resilience focussed interventions and possible policies to promote work-life balance and better mental well-being during online work transitions for employees in remote work setups.

The impact of IT mindfulness on the technostress and well-being of employees in the media agency was explored by (Intapuniya, 2022), stating that employees working for long duration on a remote working environment tend to display higher levels of technostress. The study incorporated a structural equation model analysis (SEM) to understand the relation and the possible effect it can have on the well-being and job satisfaction of the employees. It also contributed to future literature and experimentations in utilising IT mindfulness and its aspects to navigate as well as manage work stress, assisting in developing new learnings for media and tech firms to allow implementation of the programmes for mindfulness at organisational as well as individual level.

Alternatively, another study by (Duong, 2022), highlights how the concept of information security can cause stress distress as well as positive stress amongst the employees for altering their actions towards security practices. It also enables one to think and implement suggestions for coming up with managing security concerns and requirements. Aiming to reduce unhelpful behaviours and optimise positive security actions, sharing deeper insights, adding to the vast literature in the domain of information security management and overall knowledge.

RESEARCH OBJECTIVES

This review paper has the following research objectives

1. To understand the effects of technostress and resilience amongst working single parents.
2. To identify and highlight the gaps in existing research.
3. To formulate recommendations and suggestions for enhancing resilience and decreasing technostress amongst working single parents.

METHOD

The study involved the process of reviewing and analysing a number of research papers. From the vast expanse of literature, a total of 118 papers were selected and further analysed. The database of paper collection and analysis ensured the inclusion of 'technostress', 'resilience', 'healthcare sector employees' with a preference and attempt to focus on the population of working single parents.

The studies collected and explored were within a timeframe of past five years of publishing. All the papers were reviewed based on their results, findings, conclusions and analysis of the acceptance or rejection for the hypothesis, assisting with an analysis and overall effective review.

PROCEDURE:

The study involved the process of reviewing and analysing a number of research papers. From the vast expanse of literature, a total of five papers were selected and further evaluated. The database of paper collection and analysis ensured the inclusion of 'technostress', 'resilience', 'employees' with a preference and attempt to focus on the population of working single parents.

The studies collected and explored were within a timeframe of the past five years of publishing. All the papers were reviewed based on their results, findings, conclusions and analysis of the acceptance or rejection for the hypothesis, assisting with an analysis and overall effective review.

Result and Conclusion

This review paper on “Technostress and Resilience amongst Working Single Parents” exhibits prominent findings while ensuring to recognise the significant limitations, particularly for the single parent population in the Indian context with an underexplored domain of the work from home structure. In this study the distinct challenges met and experienced by single parents, navigating through the pressures of personal as well as professional concerns amid the emerging and constantly evolving pressures of technology are highlighted. The research states and signifies that technostress, chiefly navigated by techno-overload and techno-invasion, tends to have an intense influence on the working single parents. The continuous requirements of being available most of time while connecting for an quick online meeting, balancing the overwhelming information, and a constant struggle of multitasking the work and family demands, creating increased levels of stress experienced.

It is observed that those working in leadership roles and positions tend to experience pronounced stress in their case. As a matter of fact, it was also revealed that many single parents working in organisations tend to be skipped upon during times of consideration for higher leadership roles in the organisational setups. A prominent and significant aspect uncovered is the effect on the work-life balance of single parents. The single parent, especially with respect to the Indian context of work setup, tend to struggle in sustaining healthy work-life balance.

A severe lack of such a balance can yield to one feeling burnout and reduced job satisfaction. The dynamic of work as well as home duties all amalgamating into a burden and mental strain for some. As for some, the work from home dynamic tends to further create a blur in the personal and professional constructs, making single parents feel an inherent stress and pressure as a result of the technological invasion. Herein, the concept of resilience emerges as a strong and evident factor, depicting that single parents with higher levels of resilience are more adept in handling stressors and sustaining their well-being. Several resilience building strategies such as constructive time management, having a social support system and ensuring to upkeep a positive outlook on life. These assist in minimising the repercussions of technostress, providing them with strength to endure and sustain in such environments.

Despite the salient role of resilience, the shortcomings and notable gaps in an organisational structure cannot be overlooked, especially for the single parent. The existing policies at workplaces time and again tend to fail to handle the challenges faced by them in particular. Overall there is a severe lack of policies, interventions or solutions aimed at their concerns to assist in minimising the technostress experienced or even promoting resilience or that matter.

It is moreover accurate in the context of the Indian culture that tends to portray a structure of work-life balance wherein an individual spending long hours at the workplace, even exceeding the required hours of working is a system the Indian organisations tend to normalise. This is undoubtedly a burden for many single parents as spending time with family while being the sole breadwinner as well as primary caregiver, such a work setup dynamic can be greatly detrimental.

As a result of all this, there exists an added burden on the single parents. There is observed an inherent and foremost need to build and implement supportive policies for their needs. The flexibility and support offered on behalf of organisations is vital to help cope with technostress and address healthy resilience levels to be sustained. Through addressing these concerns, organisations can develop and build an inclusive and productive environment for work. The dynamic of work from home with its sudden shift from the conventional is an area is underexplored.

Though it is perceived that the work from home setups offer a sense of flexibility however it also introduces a sense of increased stress as a result of technology causing hinderances in life and affecting their mental health. The recently emerged work from home trend also unveils how the attempt to introduce convenience for employees ends up affecting single parents differently. Though it offers a certain level of flexibility but it also add to the prolonged technological exposure and technostress, as a result of the meshed lifestyles of work and personal life of single parents. Many even report feeling trapped in an ongoing and everlasting work mode. It tends to overburden the single parents creating them to have to be more resilient as the stressors as a result of the technology tend to increase every now and then.

LIMITATIONS AND RECOMMENDATIONS

Upon examining and evaluating the existing literature, certain limitations were observed and highlighted. The limitations gathered are

1. Few or limited number of researches on the working single parent population.
2. Limited number of researches on the concept of technostress in the Indian perspective.
3. The effects of the modes of technostress exposure are relatively less explored.
4. Preventive methods and policies development can be worked further in detail for overall employee well-being.

As the outline of limitations highlights our challenges and difficulties faced, there are certain recommendations as suggested.

Given the discovering of the conclusions based on studies, it is observed that there exists an urgent and important need for better targeted studies, researches and methods of intervention, especially in the context of Indian population of single parents. It shall be greatly beneficial for future studies to ensure the research of the technostress amongst single parents is explored in contexts wider than the just the western cultures, ensuring a greater generalising ability of the findings, along with taking into account, the cultural and social factors shaping their experiences and struggles.

Moreover, the prolonged exposure and impacts on single parent's mental health, job performance and their overall life satisfaction must be studied further and can be extensively insightful. It is vital for organisations to ensure formulating and implementing appropriate strategies and policies to make them feel included and provide to them a safe space for working and thriving. Ensuring to provide flexible hours coupled with scheduled techno breaks, offering suitable mental health resources, support networks and designated breaks during off season of work can help working better for them. These steps can contribute towards improved performance for single parents and an overall better job satisfaction and reduced turnover and potentially prolonged job loyalty.

Overall, there is an urgent and necessary need for adopting a holistic approach in order to help with the concern of technostress amongst working single parents. Through collaborating research, specific interventions and an overall supportive work atmosphere and practices, the work environment dynamic can significantly contribute towards single parents thriving and growing in terms of professional as well as personal domains.

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