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The Mediating Effects of Resilience on Technostress Creator and Employee's Well-Being in Financial Industries Within Klang Valley

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ABSTRACT

The rapid advancement of technology has led to the emergence of technostress, a significant issue in organizations, particularly among technology-illiterate employees. The financial industry, in its quest for operational efficiency, has embraced information and communication technologies (ICTs) extensively. While these technologies have brought about numerous benefits, they have also given rise to technostress, a phenomenon that can adversely affect employee well-being. This study is significant as it examines the mediating role of resilience in the relationship between technostress creators and employee well-being within the financial industry. The study will be conducted in the financial industry, a sector that has been particularly impacted by the rapid digitalization of business processes and the increased reliance on technology. The findings of this study will contribute to the existing literature on technostress and employee well-being by providing empirical evidence on the role of resilience in mitigating the adverse effects of technostress. Additionally, the study's implications will offer practical insights for organizations in the financial industry to develop and implement strategies that promote employee resilience, thereby enhancing their overall well-being and productivity.

1. Introduction

The rapid growth of the Information Technology (IT) industry has changed work conditions, created new employment, and reconfigured the labour market. It has connected people from every continent, making it simple to communicate in virtual environments. It has benefited businesses, but there have also been significant adverse effects on employee well-being. Most organizations have dealt with several critical issues in recent years because of poorly handled technical interventions.

As a result, it is now harder to distinguish between work and personal life. Never ending workdays are now commonplace because of employee accessibility. Technostress and workplace cyberbullying are two

examples of recent work-related stresses that have surfaced. Resolving these issues is a significant task for specialists from diverse scientific domains. The goal of scientific research must be to identify strategies for reintroducing technology into the workplace, enhance productivity, promote employee enthusiasm for the digital age, and improve human welfare. Past studies have shown that employees are now struggling to deal with fast technology changes in work task performance (White et al., 2020).

According to Wang et al. (2023), employee well-being is an essential outcome in organizational studies, referring to overall affective experience and functioning in the workplace. It includes high-level positive emotions, low-level negative emotions, and overall satisfaction with life. most of the research addresses the idea in terms of both positive and negative effects, such as job satisfaction, work engagement, stress, and burnout (Orsila et al., 2011)

In organizational research, workplace well-being has grown in importance (K. Danna, 1999). Research has demonstrated a robust relationship between employee well-being, organizational performance, and productivity (Cooper & Worrall, 2007). Research in the financial services industry has focused on employee well-being and its contributing elements, such as stress, fatigue, and depression (Giahi et al., 2015). Most of these studies consider how the financial services sector's setting changes. In the financial business, the primary causes of declining employee well-being are the economic crises and their cycles. The financial services sector is particularly vulnerable to externalities (Tsao & Chan, 2011). Throughout the world, the COVID-19 pandemic has had a great deal of impact on a variety of industries (Choudrie et al., 2021). IT utilization in the workplace has influenced an organization's work culture. However, the advent of technology has brought out new issues in the workplace. Technostress results from people feeling more and more pressure to utilize modern technologies due to rapid developments in computer operating systems and applications. One may feel uneasy about competing in the technological sphere due to the continuous technological changes. Additionally, some people experience stress because of having access to too much knowledge because of widespread technology. The negative psychological association that people have with embracing new technology is known as technostress. It is a disorder that develops when someone is stressed out by too much information and constant use of computers or other electronic devices. When individuals cannot healthily cope with modern technology, it leads to technostress. People often develop a kind of inferiority attitude because they cannot adjust. Many of us feel stressed out by technology. Despite the significant challenges, it is expected that everyone in society will be able to control their use of technology responsibly and reap the benefits.

This research aims:

1.1 To examine the relationship between technostress creator and employee well-being

1.2 To examine the relationship between technostress creators and resilience.

1.3 To examine the relationship between resilience and employee well-being.

The study on the relationship between technostress and employee well-being, mediated by resilience, is significant because it highlights the impact of technology on employees' well-being and the role of resilience in mitigating these effects. The theoretical significance of technostress towards employee well-being, mediated by resilience, is a crucial area of study in organizational psychology. Technostress induced by ICTs can harm employees' job satisfaction, performance, and organizational commitment (J Groeneveld, 2021). Ioannou A. (2023) explained that it is characterized by fatigue, loss of motivation, inability to concentrate, dissatisfaction at work, and reduced productivity. Based on Sommovigo et al. (2023), resilience, as a personal resource, plays a vital role in moderating the impact of technostress on work-family conflict and counterproductive work behavior. Sommovigo et al. (2023) found that research indicates that resilient employees are better equipped to handle stressors and overcome challenges effectively. Resilience can positively influence stress levels and facilitate recovery from stressful work events, ultimately mitigating the adverse effects of technostress on employee well-being.

2. Literature Review

Technological advancements have revolutionized the workplace, enabled remote work, and enhanced productivity. However, this digital transformation has also given rise to a novel challenge known as

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technostress, which can have significant implications for employee wellbeing. Technostress, the stress experienced by individuals due to their interaction with technology, has been a growing concern in organizational settings, as it can potentially impact various aspects of employee health and performance. This study aims to investigate the relationship between technostress creator and employee wellbeing, focusing on the mediating role of resilience. Resilience, the ability to adapt and thrive in the face of adversity, has been recognized as a crucial factor in mitigating the harmful effects of technostress. The research will draw upon the transactional model of stress and the conservation of resources theory to provide a theoretical framework for understanding the dynamics between technostress, resilience, and employee wellbeing. Quantitative data will be collected through a survey of employees from various financial institutions, examining the extent to which technostress creators, such as techno-overload, techno-invasion, and techno-complexity, influence employee well-being and how resilience mediates this relationship.

The relationship between technostress creators and employee wellbeing has garnered significant attention in recent years, particularly with the growing reliance on technology in the workplace (Srivastava et al., 2015). Technostress, a phenomenon characterized by the stress experienced by individuals due to the use of information and communication technologies (ICTs), has been found to have a detrimental impact on employee wellbeing. Resilience, defined as the ability to adapt and thrive in the face of adversity, has emerged as a potential mediating factor in this relationship, providing a buffer against the harmful effects of technostress. This research paper aims to provide an overview of the existing literature on the relationship between technostress creators and employee wellbeing, focusing on the mediating role of resilience.

The extant literature on technostress creators, which encompass various aspects such as techno-overload, techno-invasion, techno-complexity, techno-insecurity, and techno-uncertainty, has consistently demonstrated their negative impact on employee well-being (Zhao et al., 2020) (Wang et al., 2021) (González-López et al., 2021) (Kim & Lee, 2021). Technostress creators can lead to increased burnout, decreased job satisfaction, and poorer mental health outcomes, ultimately impacting employee well-being (Rohwer et al., 2022) (Zhao et al., 2020) (Bondanini et al., 2020) (Wang et al., 2021) (Tarafdar et al., 2017)

On the other hand, resilience has been identified as a crucial factor in mitigating the adverse effects of technostress on employee wellbeing. Resilient individuals can adapt and cope effectively with the challenges posed by technostress, allowing them to maintain a higher level of well-being. Several studies have found that resilience can mediate the relationship between technostress creators and employee well-being, with resilient employees better able to manage the demands and stressors associated with technology use in the workplace.

The existing body of research has provided valuable insights into the complex interplay between technostress creators, resilience, and employee well-being. The findings suggest that organizations should develop strategies to enhance employee resilience, such as providing training and support programs, to mitigate technostress's negative impact on employee well-being (Upadhyaya & Vrinda, 2020). Furthermore, the research highlights the importance of addressing the root causes of technostress, such as excessive technology use, poor work-life balance, and lack of support, to create a more sustainable and healthy work environment.

The existing literature on the relationship between technostress creators and employee well-being has identified several important factors that influence this dynamic (Salimzadeh et al., 2021) (Liu & Liu, 2020) (González-López et al., 2021) (Zhang & Peng, 2019). One key factor explored is the mediating role of resilience (Tarafdar et al., 2017) (Srivastava et al., 2015). Researchers have found that an individual's ability to bounce back from the demands and challenges of the technology-driven work environment can play a crucial role in determining the impact of technostress creators on their overall well-being (Saleem et al., 2021) (González-López et al., 2021).

However, gaps in the existing research still need to be addressed (González-López et al., 2021) While past studies have identified familiar technostress creators such as techno-overload, techno-invasion, techno-complexity, techno-insecurity, and techno-uncertainty, the specific mechanisms through which these factors influence employee well-being are not fully understood (González-López et al., 2021) (Wang et al., 2021). Additionally, the role of resilience as a mediator in this relationship has been explored to some

https://doi.org/10.24191/abrij.v10i2

extent. However, the contextual factors that may enhance or diminish the buffering effect of resilience require further investigation.

For instance, recent research has highlighted the importance of considering the organizational and environmental conditions that may exacerbate or alleviate the negative impact of technostress creators (Rohwer et al., 2022). Factors such as role ambiguity, role overload, and lack of control over technology use have been found to amplify the detrimental effects of technostress on employee well-being. Furthermore, individual differences, such as self-efficacy, may also significantly determine an employee's ability to cope with technostress and maintain their overall well-being (Kim & Lee, 2021)

To address these gaps, future research should adopt a more holistic and contextual approach to understanding the relationship between technostress creators and employee wellbeing. This could involve examining the interplay between technostress creators, resilience, organizational factors, and individual characteristics in shaping the well-being outcomes of employees. By delving deeper into these complex interactions, researchers can contribute to a more comprehensive understanding of this crucial issue and inform the development of effective interventions to enhance employee well-being in the face of the ever-evolving technological landscape (Zhao et al., 2020).

3. Methodology

According to Pawar Neelam (2020), a comprehensive framework for explaining the overall strategy for carrying out research work is known as research design. A research design is a research strategy determining how to collect and analyze data. It is a blueprint of a scientific study that includes research methodologies, tools, and techniques to conduct the research. Research design is the plan for connecting the conceptual research problems to the pertinent and achievable empirical research. It is an inquiry that provides specific direction for procedures in research (Creswell, 2014). It specifies goals, data collection and analysis techniques, work hours, costs, responsibilities, conclusions, and actions. In every research study, the design is considered a vital section for the analysis. The research design is known as a general plan of how to answer the research question. Besides that, the research design contains objectives derived from the research question. Correlational research was the research design for this study. According to Busk (2005), correlation research is a form of descriptive research. Correlation designs are used extensively in educational research to access relationships between two or more variables. The researcher investigates the relationship between technostress creators and employees' well-being and the mediating effects of resilience.

The researcher applied basic techniques to integrate this study's primary and secondary data. According to Hamed (2016), a sampling frame is a list of cases from which a sample will be drawn. The sampling frame must be representative of the population. The sampling frame used in this study is the list of employees working with Financial Institutions in Klang Valley.

After the above sampling frame, the sampling technique applied in this study is convenience sampling. Convenience sampling refers to collecting information from members of the population who can conveniently provide it. As far as researchers are concerned, convenience sampling falls under the non-profitability sampling technique sub-28. According to (Sundram et al., 2016), subjects are selected because it is readily available and convenient.

Sekaran (2006) described that a sample size is the total number of subjects specified as a sample that reflects population characteristics. The sample size for this study was determined by using G*Power software. Thus, the researcher calculated the sample size using the G*Power 3.1.9.4. This study's setting was: effect size f2: 0.15, α=0.05, and the number of predictors=7 (Technostress Creator: Techno Overload, Techno Invasion, Techno Complexity, Techno Insecurity, and Techno Uncertainty; Employee Well-Being and Resilience) The power was set at 95%. Therefore, for this study, the sample size required was 153. Figure 3.1 below shows how to determine the sample size using the G*Power 3.1.9.4 software.

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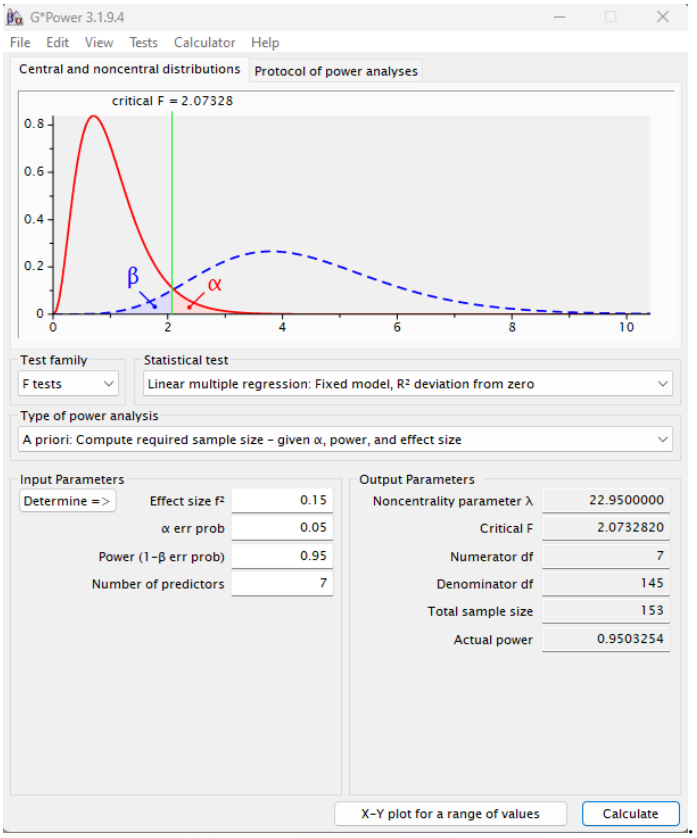

Figure 3.1 The sample size using the G*Power 3.1.9.4 software.

4. Conclusion

This study highlights the profound impact of technostress on employee well-being within the financial industry, with a particular focus on the Klang Valley. Technostress, which arises from the constant use of technology and the pressure to adapt to new technological advancements, has been shown to significantly affect employees' mental and physical health. The study reveals that employees experiencing high levels of technostress often report increased levels of anxiety, burnout, and job dissatisfaction, which can lead to decreased productivity and higher turnover rates.

A key finding of the study is the importance of resilience as a mediating factor that can mitigate the adverse effects of technostress. Resilience, defined as the ability to adapt and recover from stress and adversity, plays a crucial role in helping employees cope with the challenges posed by technostress. By fostering resilience among employees, organizations can enhance overall well-being and productivity. This can be achieved through various means, such as providing training programs that focus on stress management techniques, promoting a supportive work environment, and encouraging a healthy work-life balance.

The findings of this study provide valuable insights for developing strategies to manage technostress and promote a healthier work environment. Organizations can implement policies and practices that reduce the sources of technostress, such as offering flexible work arrangements, ensuring adequate technical support, and promoting a culture that values employee well-being. Additionally, investing in employee development programs that enhance resilience can help employees better manage the demands of their roles and maintain high levels of performance.

Future research should continue to explore the complex interplay between technostress, resilience, and employee well-being to further understand and address these challenges in the rapidly evolving technological landscape. Longitudinal studies could provide deeper insights into how technostress and resilience evolve over time and their long-term effects on employee well-being. Moreover, examining the role of organizational culture and leadership in shaping employees' experiences of technostress and resilience could offer valuable guidance for creating more supportive and resilient workplaces

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