### Info sheet about Technostress

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**Examples of Definitions:**

* Technostress can be defined as stress when individuals use IT systems.
* users build up Technostress through active use of IT systems.

**Technostressors:** A technostressor is a condition a person perceives as hindering or harmful, exceeding their capabilities. Possible technostressors and their triggering conditions include:

* Techno-Overload: Multitasking, interruptions, overload due to excessive information.
* Techno-Invasion: Constant accessibility
* Techno-Complexity: Applications that are difficult to master, many different applications
* Techno-Uncertainty: Technological progress combined with fears of younger employees being replaced
* Techno-Insecurity: Technological progress requires constant development of personal skills
* Techno-Unreliability: Technology failures, non-uniform technology, poor technology performance
* Dependency: Real-time information, applications combining various functions
* Privacy Concerns: Disclosure of private information
* Demo Effect: Problems with technology that must be solved under the observation of students

**How Technostress Develops:** It is important to note that technostress does not simply arise when a person uses an IT system; users actively build technostress through their usage behavior. When introducing an IT system, such as a social network like Facebook, Instagram, etc., users orient themselves to the manufacturer's predetermined usage scheme or patterns set by other users, such as friends or relatives. Increasing the number of contacts accompanies the joy of receiving real-time information at any time. Often, not only one social network is used, but many others. As a result, the user gets more and more notifications, increasing the duration and frequency of use. The user's usage behavior expands and intensifies, bringing joy and costs. Users must expend their resources, such as attention, when receiving messages. Attention is diverted from other activities, such as work, to the smartphone. When resources are depleted, stressors and technostressors can occur.

**Consequences/Effects of Technostress:** The consequences of technostress can affect work performance and health. Consequences affecting work performance include increased role overload, decreased job satisfaction, decreased innovation capability, decreased productivity, dissatisfaction with IT use, and reduced commitment to the values and goals of the organization. Consequences affecting health include decreased concentration and headaches.

**Strategies for Coping with Technostress:** For the mentioned technostressors, various strategies can be employed to address coping. For the technostress Invasion, characterized by receiving too many notifications and constant accessibility, there are two strategies. In device settings, such as smartphones, notifications can be adjusted. Annoying notifications can be quickly muted. In the second strategy, individuals can set times when they are available. For the technostressor Overload, there are two strategies. The first strategy is IT Usage Autonomy, which means a person controls how IT is used. For example, students can choose which program to write a text. The second strategy is Time-Related Boundaries. This refers to a set period in which individuals, for example, check their emails and take calls. This allows individuals to work undisturbed during the rest of the time. For the technostressor Complexity, there are two strategies. The first strategy, IT Usage Autonomy, is also suitable for this technostressor. The second strategy is the development of IT usage skills. This involves individuals continuously developing their skills in handling digital technology to keep up with technological progress. The strategy also applies to the technostressor's uncertainty, insecurity, unreliability, and demo effect. For the technostressor Dependency, there are several strategies. In this case, IT usage can be modified, for example, by muting notifications. In the second strategy, switching to an alternative IT system, the stress-inducing service is replaced by an alternative. In the third strategy, temporary usage pause, an attempt is made to reduce stress by temporarily stopping usage. In the fourth strategy, permanent usage stops, and the IT service is wholly discontinued. For the technostress privacy concerns, IT usage can either be modified to protect personal data better or switched to an alternative application that already provides better data protection. The strategies should be tailored to the individual situation.