

Factors affecting employees' technostress and burnout during remote work

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ABSTRACT

Remote work offers various advantages of efficiency and productivity for employees, especially IT professionals, business travelers, and freelancers. However, some drawbacks of remote work, such as distractions, isolation, and technology dependence, could elicit stress and burnout - which have negative effects on employees' well-being. This research aims to gather factors affecting remote work burnout by differentiating stress into technostress - stemming from the use of technology, and work stressors - related to work overload and work-life conflict by employing the Technology - Organization - Environment (TOE) framework and Technostress. A survey instrument was used to gather data from 446 valid responses and examine the research model. Data was analyzed based on Partial Least Squares (PLS). The findings reveal the significantly positive impacts of technostress and work stressors on remote work burnout. Additionally, technology complexity and security requirements have important impacts on technostress, whereas home environment characteristics, including distractions and social isolation exacerbate work stressors. This research can be a reference for policymakers to place greater emphasis on corporate social responsibility in the remote work setting.

Keywords:

Remote work burnout, Technostress, Work overload, Work-life conflict, Corporate social responsibility.

影響員工在遠距工作期間技術壓力與職業倦怠的因素

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摘要

遠端工作可為企業員工，特別是具有資訊科技專業者，以及商務旅行者與自由工作者，提供了效率與生產力許多不同的優勢。然而，遠端工作的一些缺點，如分心、孤立感與對科技的依賴，可能引發壓力與職業倦怠，進而對員工的福祉產生負面影響。本研究旨在通過區分技術壓力(源於技術使用)與工作壓力(與工作超負荷及工作—生活衝突相關)，採用技術—組織—環境(TOE)框架與技術壓力理論，探討影響遠端工作職業倦怠的因素。本研究使用問卷調查工具，收集 446 份有效回應數據以檢驗研究模型，並基於偏最小二乘法(PLS)進行數據分析。研究結果顯示，技術壓力與工作壓力對遠端工作職業倦怠具有顯著的正向影響。此外，技術複雜性與安全要求對技術壓力有重要影響，而家庭環境特徵，包括分心與社交孤立，則加劇了工作壓力。本研究可作為政策制定者的參考，促使其在遠端工作環境中更加重視企業社會責任。

關鍵字：

遠端工作職業倦怠、技術壓力、工作超負荷、工作—生活衝突、企業社會責任