

The Antecedents and Impacts of Mobile Technostress in the Workplace

Research-in-Progress

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Abstract

The prevalence of mobile information and communication technologies (MICTs) has aroused widespread concern from both practitioners and academics. Organizations have benefitted a lot from the increasing improvements to work efficiency and effectiveness by the use of MICTs. Simultaneously, MICTs also bring some unexpected negative consequences, such as technostress, which have also gradually become a serious issue in organizations. Although researchers have explored the effect of mobile technostress, it is still not well understood that how and which characteristics of mobile technologies result in technostress. In this study we propose a conceptual model to investigate the underlying mechanisms of the overall process of mobile technostress. The proposed research model identifies three mobile technology characteristics: presenteeism, invisibility and compatibility. Based on the person-environment fit model, we analyze the relationship between mobile technology characteristics and mobile technostress creators, i.e., techno-overload and techno-insecurity. We further explore the impact of mobile technostress creators on individual job satisfaction. Finally, the initial methodology design is illustrated. The contribution and potential implications of the study are also discussed.

Keywords

Mobile Technostress; Mobile Information and Communication Technologies; Mobile Technology Characteristics; Mobile Technostress Creators; Job Satisfaction