

## The Influence of Technostress on Productivity among OPJGU Library Professionals

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### Abstract

The purpose the paper is to analyze the technological Stress among the Library Professionals. It is analysis of effects, causes and symptoms. Questionnaire was prepared for data collection from library professionals of university library. It was analyzed Frustration, confusion and irritation is the main psychological symptoms and neck pain, head pain and lack of sleep is the main physical symptom in JGU Library Professionals. Lack of Technical Skills was also major techno stress. Proper training programme better seating arrangements and a learning and healthy environment at is suggested for Library Professionals.

**Keywords:** Technostress; Information Technology Stress; Communication Technology Stress; Technological Stress in Library Professionals; Library Technostress.

### Introduction

Technostress is our reaction to technology and how we are changing due to its influence. Lack of feeling happiness is called stress. Similarly lack of working with computer technology on a daily basis is called Technostress. There are many Library Professionals who are working at computer and unaware of unnecessary muscle tension and other physical and mental daises. Technostress is a negative effect of Information and communication technology on human thoughts, behavior and personality especially for those who work on computer. It is person's inability to cope up with ICT. Craig Brod, describes technostress as "a modern disease of adaptation caused by an inability to cope with new technologies in a healthy manner" (Brod 1984:16). Technostress is both psychological and physical negative effects between people and new technologies. It affects personnel's mentally and physically both. It creates many psychological effects

like anxiety, fatigue, fear, Job Insecurity, hopelessness, irritation, Information Overload, and confusion. It also affects physical stress such as eye strain, Migraine and Cervical, back ache JGU library is using Information and Communication Technologies for providing library services. These ICT have created many challenges to library professionals. E-Resources related services are increasing in JGU Library. Due to ICT uses in library services, Technostress is increasing among JGU Library Professionals.

### Objectives

1. To identify the technological stress among JGU Library Professionals.
2. To analyze affect of technostress among JGU Library Professionals.
3. To examine physical and psychological symptoms of technologies among the library professionals.
4. To assess cause of technological symptoms of technostress among the library professionals.

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### Review of Literature

There are various studies on technostress. Craig Brod (1984) defined technostress, in his book

Technostress: the Human Cost of the Computer Revolution, as “a modern disease of adaptation caused by inability to cope with new computer technologies in a healthy manner”. Kupper-Smith (1992) mentioned several Stress Management techniques in his article on “technostress and the reference librarians”. Isiakpona, Chidi & Oyeronke (2011) found that technostress affects the level of job among the library professionals of Covenant University Library. Ofua & Pereware (2011) suggested that technostress can be avoided by librarians by purchasing user friendly environment, Regular staff Training on ICT and developing positive attitude toward technology and so forth in their study on effects and measure of Technostress among the librarians in University libraries in Nigeria. Ahmad, Ungku Norulkumar Ungku., Amin & Ismail (2012) found that the relationship between the Technostress creators and organizational commitment among academic librarians.

### Research Methodology

The purpose of this paper is to analyse the impact of information technologies on JGU Library Professionals. For the present study a survey method was adopted using questionnaire. Required data

for this study was collected from JGU Library Professionals. Structured questionnaire for data collection was distributed personally by the author to selected Twelve library professionals working in JGU Library. On the basis of responses received data was tabulated and analyzed using MS Excel. Some library Professionals have also some technostress and put forward some suggestion to overcome technostress.

### Data Analysis and Interpretation with Findings

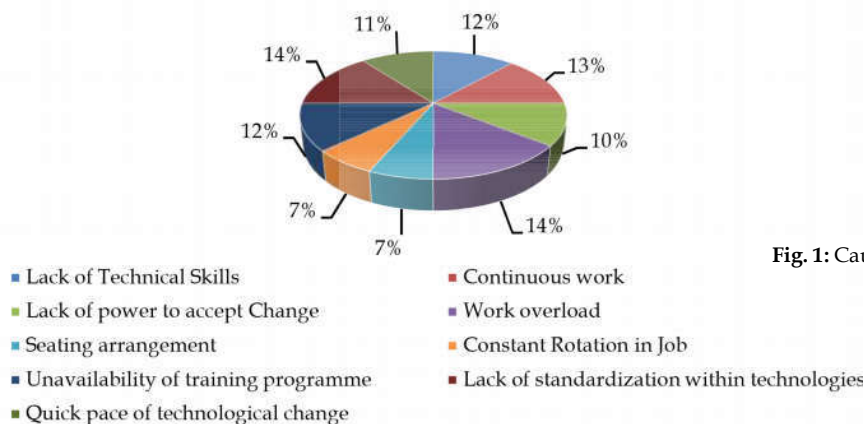
The paper provides information about JGU Library Professionals who initially find difficulty with new technology and feel anxiety and other mental physical problems. Data analysis and its interpretation with findings are as follows:

Work overload, Lack of standardization within technologies, Lack of power of accepting the change, Continuous work and in availability of training programmes, work overload is the main factors that are lead to technostress in library. JGU Library professionals were asked to indicate the causes of technostress and the responses are presented in Table 1. It is revealed that a good number of the library professionals indicate over workload in the libraries is the main causes of technostress.

**Table 1:** Causes of Technostress

Sl. No.	Causes of Technostress	No of Respondents
1	Lack of Technical Skills	9
2	Continuous work	10
3	Lack of power to accept Change	8
4	Work overload	11
5	Seating arrangement	5
6	Constant Rotation in Job	5
7	Unavailability of training programme	9
8	Lack of standardization within technologies	11
9	Quick pace of technological change	8

Note: Respondents could choose more than one option



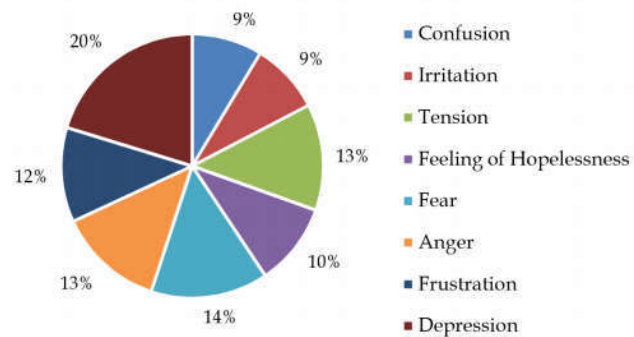
**Fig. 1:** Causes of Technostress

Technostress affects both physical and mental health of the library professionals. Psychological symptoms include computer irritation, anxiety, tension and confusion. In table 2; it is revealed that a few library professionals responded positively and they have the psychological symptoms like Fear, confusion, irritation, tension and anger, anxiety and depression. It is found that the library professionals do not have adverse psychological symptoms of technostress.

**Table 2:** Psychological symptoms of technostress

Sl.No.	Psychological symptoms	No of Respondents
1	Confusion	06
2	Irritation	06
3	Tension	09
4	Feeling of Hopelessness	07
5	Fear	10
6	Anger	9
7	Frustration	8
8	Depression	14

Note: Respondents could choose more than one option



**Fig. 2:** Psychological symptoms of technostress

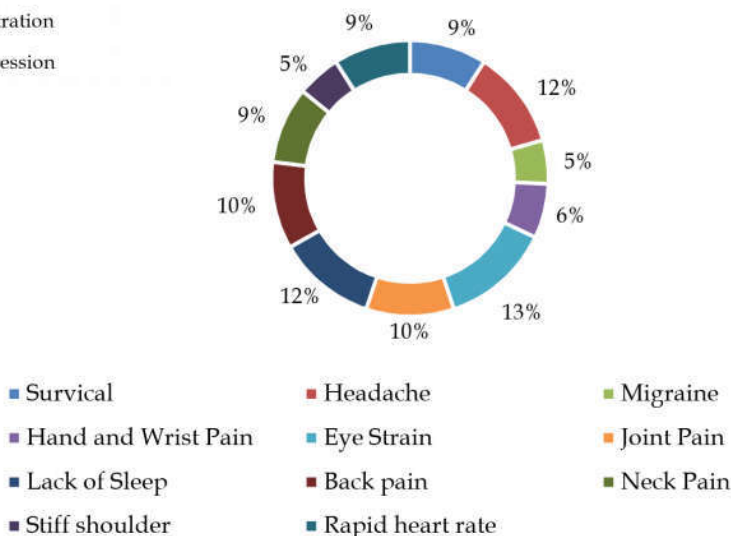
The main physical symptoms of technostress are eye strain, headache, Lack of sleep, Back pain and joint pain among library professionals in JGU Library. The JGU Library professionals were asked to indicate the physical symptoms of technostress and the responses are seen in the Table 3. It is found that a majority of the library professionals suffer eye strain due to technostress. A good number of them suffer neck pain, rapid heart rate and survival.

Various factors including repetitive nature of library working contribute increased level of technostress. Some perform a big role in technostress like work overload, computer hardware problems and time spending in front of computer etc. The JGU Library professionals have indicated that the causes of increased level of technostress is work overload,

**Table 3:** Physical symptoms of Technostress

Sl. No.	Physical symptoms of Technostress	No of Respondents
1	Survival	7
2	Headache	9
3	Migraine	4
4	Hand and Wrist Pain	5
5	Eye Strain	10
6	Joint Pain	8
7	Lack of Sleep	9
8	Back pain	8
9	Neck Pain	7
10	Stiff shoulder	4
11	Rapid heart rate	7

Note: Respondents could choose more than one option



**Fig. 3:** Physical symptoms of Technostress

computer hardware problems followed by constant changes in technology, Adoption of new software, the time spending in front of the computer and job insecurity. (Table 4).

**Table 4:** Cause of Increased level of Technostress:

Sl. No.	Cause of Increased level of Technostress	No of Respondents
1	Work overload	9
2	Constant changes in Technology	9
3	Adoption of new software	7
4	Slow computer speed	5
5	Time spending in front of the computer	8
6	Computer hardware problems	9
7	Due to Job Insecurity	8

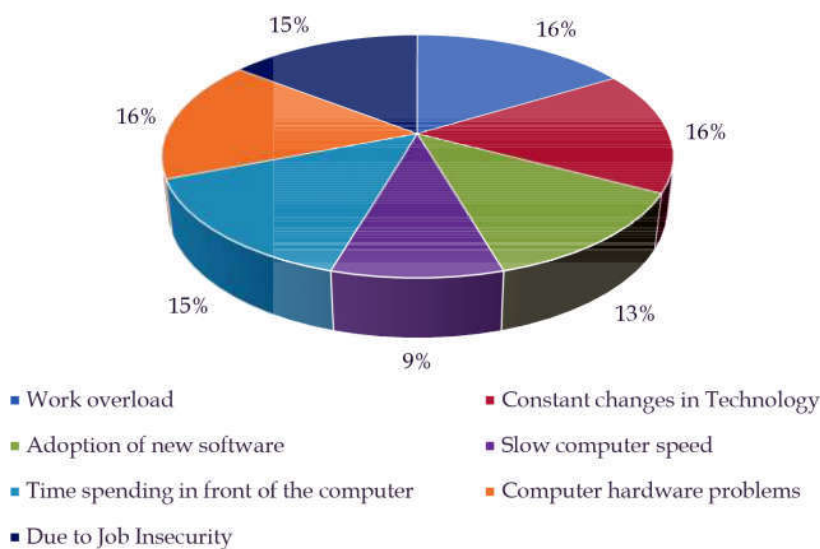
Note: Respondents could choose more than one option

Technostress affects works in various manners like less efficiency of work, tiredness, less accuracy, low speed in work etc. The JGU Library professionals were asked to indicate how technostress affects their work and the response is depicted in Table 5. Most of the JGU Library professionals indicated that they feel lack of concentration, tiredness and low speed followed by lack of inters in work and very tired in their work due to technostress.

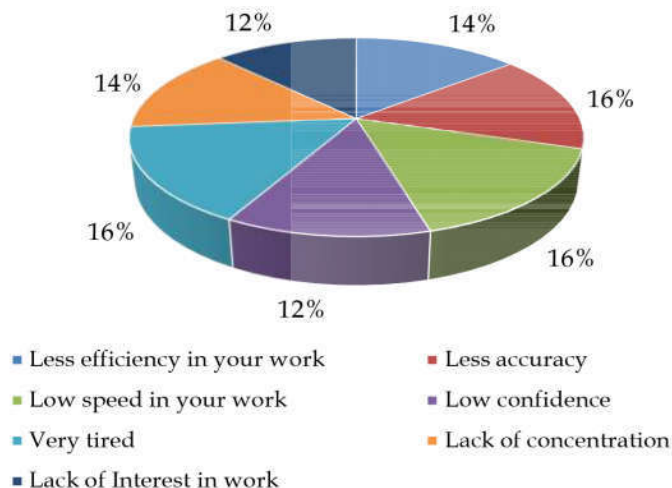
**Table 5:** How Technostress affects work

Sl. No.	Effects of Technostress	No of Respondents
1	Less efficiency in your work	8
2	Less accuracy	9
3	Low speed in your work	9
4	Low confidence	7
5	Very tired	9
6	Lack of concentration	8
7	Lack of Interest in work	7

Note: Respondents could choose more than one option



**Fig. 4:** Cause of Increased level of Technostress

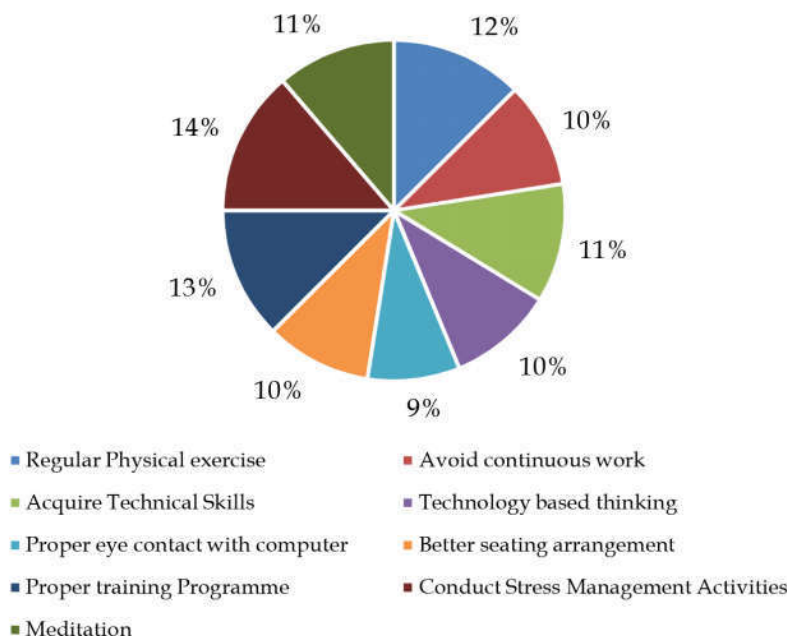


**Fig. 5:** How Technostress affects work

**Table 6:** How to Overcome Technostress

Sl. No.	Overcome Technostress	No of Respondents
1	Regular Physical exercise	10
2	Avoid continuous work	8
3	Acquire Technical Skills	9
4	Technology based thinking	8
5	Proper eye contact with computer	7
6	Better seating arrangement	8
7	Proper training Programme	10
8	Conduct Stress Management Activities	11
9	Meditation	9

Note: Respondents could choose more than one option



**Fig. 6:** How to Overcome Technostress

Some different techniques are available to avoid the technostress including continuous work, better seating arrangement and organization of proper training programmes. The JGU library professionals responded regarding how they mitigate technostress, they responses as illustrated in above Table 6. It is found that maximum JGU Library professionals suggests that they can overcome their technostress by Regular physical exercise, proper training programs and by attending stress management activities. It is observed that all the opinions were related to healthy working environment of the library professionals.

*Suggestions*

Due to technostress many professionals frequently begin to avoid contact with IT and computers; but it sound very impractical in today’s IT Environment to avoid ICT. There is a great need to analyze various

aspects and causes of Technostress so that library professionals can be trained to overcome technostress. Some suggestions to overcome technostress are as follows:

1. Create a system of Training Programmes and education to new and old Technologies
2. Provide computer related knowledge within the organization
3. Motivate employee to innovate and experiment in the context of ICT use
4. Encourage people to communicate, discuss, and share their knowledge about computers
5. Conduct stress management activities
6. Physical Exercises, like deep breathing, and yoga
7. Go for muscle relaxation massage frequently
8. Have a proper diet and Routine physical check up
9. Stay calm and Take frequent breaks

10. Listen to music and Maintain a sense of humor
11. Do Meditation and Self-counseling
12. Effective time management
13. Establish a teamwork relationship
14. Increase positivethoughts in your mind
15. Have an awareness of technostress
16. Correct arrangement of chair, computer, Mouse, light etc. for avoiding physical discomfort and arm and shoulder muscle stiffness
17. Library Professionals must adapt to new technologies but they must be remembering that it is not necessary to know it all.
18. Get user friendly software
19. Develop better communication skills
20. Enhance acceptance power, patience, and stability.

### Conclusion

Although JGU library have very healthy environment yet a good number of library professionals pointed out that maximum library professional feel technostress while using computer or new technology. They suffer various symptoms of technostress like back pain, eyestrain, head ache, confusion, irritation etc. It is found continuous work, over work load and lack of technical skills increases Technostress. After using computer continuously in the library, they become very tired and get less effectiveness and accuracy in their work. The Technostress affects their personal and professional both life. Proper training programmes and the activities like meditation or yoga can be practiced in order to avoid technostress. These types of activates are more helpful to the library professionals to decrease the level of technostress. To reduce employee technostress, JGU library managers must encourage Library Professionals to learning new technologies. More over rather than worrying excessively about Technostress; they should adopt the change. The library managers should discuss the advantages of new technologies with library professionals to increase the wellbeing of library professionals and also must be aware from the hazards of Technostress time to time. If library professionals feel serious difficulties in adapting to new technology, then, there may be a provision to redesign job. Library Managers should identifying the training needs of Library professionals suffering from technostress and Management development programmes should be organized for Library

Professionals for avoiding Technostress; because training is the most useful direction for library professionals to becoming comfortable with new technology.

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