

The Impact of Digital Technology on Employee Job Stress: A Business Psychology Review

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Abstrak

Perkembangan teknologi yang semakin pesat telah memudahkan manusia dalam melakukan aktivitas, baik itu dalam pekerjaan, interaksi sosial, hingga mengakses informasi. Namun, dampak teknologi digital tidak selalu positif bagi kesejahteraan manusia, terutama dalam konteks stres kerja pada karyawan. Penelitian ini bersifat kualitatif. Teknik pengumpulan data meliputi menyimak dan mencatat informasi penting untuk melakukan analisis data melalui reduksi data, display data, dan penarikan kesimpulan. Dalam penelitian ini, akan dilakukan tinjauan psikologi bisnis mengenai dampak teknologi digital terhadap stres kerja pada karyawan, dengan tujuan untuk memberikan pemahaman yang lebih baik tentang masalah ini dan memberikan rekomendasi untuk mengurangi stres kerja pada karyawan. Hasil studi menunjukkan teknologi digital memainkan peran yang semakin penting dalam lingkungan kerja saat ini. Namun, penggunaan teknologi digital yang berlebihan dapat menyebabkan tingkat stres kerja yang lebih tinggi pada karyawan. Maka, penting bagi organisasi untuk mempertimbangkan strategi untuk mengatasi stres kerja yang disebabkan oleh teknologi digital seperti memberikan pelatihan kepada karyawan tentang cara menggunakan teknologi digital yang efektif dan efisien.

Kata kunci: *Teknologi, Digital, Stres Kerja, Karyawan, Psikologi Bisnis*

Abstract

The rapid development of technology has made it easier for humans to carry out activities, be it in work, social interaction, to access information. However, the impact of digital technology is not always positive for human welfare, especially in the context of work stress in employees. This research is qualitative in nature. Data collection techniques include listening and recording important information to conduct data analysis through data reduction, data display, and conclusion drawing. In this study, a business psychology review of the impact of digital technology on work stress in employees will be conducted, with the aim of providing a better understanding of the issue and providing recommendations to reduce work stress in employees. The study results show digital technology plays an increasingly important role in today's work environment. However, overuse of digital technology can lead to higher levels of occupational stress in employees. Thus, it is important for organisations to consider strategies to address work stress caused by digital technology such as providing training to employees on how to use digital technology effectively and efficiently.

Keywords: *Technology, Digital, Job Stress, Employee, Business Psychology*

INTRODUCTION

Digital technology is now an integral part of everyday life (Ausat, 2023). The rapid development of technology has made it easier for humans to carry out activities, be it in work, social interaction, to access information (Kamar et al., 2022). However, the impact of digital technology is not always positive for human well-being (Kraugusteeliana et al., 2022), especially in the context of work stress in employees (Muhamad et al., 2023) and (Paganin & Simbula, 2021).

Employees who constantly use digital technology may experience work stress that can affect their mental and physical well-being (Wikansari et al., 2023). Digital technologies such as email, instant messaging and social media allow employees to connect with colleagues and clients quickly and efficiently (Ausat & Suherlan, 2021), but can also trigger unhealthy work stress (Ter Hoeven et al., 2016).

In the context of business psychology, work stress can negatively impact employee productivity, their mental and physical health, and overall organisational performance (Chen et al., 2022). Therefore, it is important to understand the impact of digital technology on work stress in employees, so that companies can take appropriate measures to minimise work stress and improve employee well-being. In this research, a business psychology review of the impact of digital technology on work stress in employees will be conducted, with the aim of providing a better understanding of this issue and providing recommendations to reduce work stress in employees.

METHOD

In this study, instead of going to the field to collect data, the researchers went to the library and read various resources that helped in the smooth running of the research. The literature for this topic, which focuses on digital technology, employee work stress, and business psychology, was drawn from online media and databases hosted by journal portals that matched the keywords relevant to this topic. When listing relevant references, the authors did not limit themselves to narrow sources such as Emerald Insight, ResearchGate, or Elsevier journal portals. In order not to distract from the main focus of this article on the impact of digital technology on employee work stress from a business psychology perspective, we limited our search to these terms. The majority of the journals, articles and magazines consulted had a publication date range from 2015 to the present. For this evaluation, we will only include articles that discuss digital technology and employee work stress from a business psychology perspective.

This study relied on qualitative research techniques. One method of data collection was to listen and record relevant information, with subsequent analysis involving data reduction, data display, and conclusion drawing. Data was verified using source triangulation.

RESULT AND DISCUSSION

Nowadays, we cannot ignore that the use of digital technology in the work environment can have a negative impact on employees' work stress levels. This is due to several factors, including:

1. *Information Overload*: Employees often feel stressed because the amount of information they have to process every day is too much. Digital technologies such as email, instant messaging, and social media can generate a lot of information that must be processed in a short period of time (Ausat et al., 2022).
2. *Lack of boundaries*: In some cases, the use of digital technology has no time and place restrictions (Konca, 2022). This means that employees often feel the need to be available to receive and respond to incoming messages and emails, even outside of working hours. This can result in employees finding it difficult to separate work time from rest time.
3. *Time Pressure*: Digital technology can speed up workflows, which in turn increases time pressure on employees (Tarigan et al., 2023). This can make employees feel stressed and anxious because they feel like they can't get their work done on time.

4. *Distractions*: Digital technologies such as instant messaging and social media can cause unwanted distractions during working hours (Subagja et al., 2022). This can make it difficult for employees to concentrate on their tasks and result in decreased productivity.

Job stress caused by the use of digital technology in the workplace can have a negative impact on employees and the organisation as a whole (Azzahra et al., 2022). In a business environment, work stress can reduce productivity, increase absenteeism rates, and increase employee turnover (Daniel, 2019). Therefore, it is important for organisations to consider strategies to address work stress caused by digital technology.

Some strategies that can be done include:

1. *Provide Training*: Providing training to employees on the effective and efficient use of digital technology can help reduce work stress levels. This can help employees to more effectively manage their time and prioritise the most important tasks.
2. *Setting Limits*: Organisations can set limits on the use of digital technology outside of working hours to help employees separate work and rest time. This can help employees to feel calmer and improve work-life balance.
3. *Provide Support*: Providing psychological support to employees experiencing work stress can help reduce stress levels. This can include support from supervisors, such as providing positive feedback and ensuring employees feel valued, or employee wellbeing programmes that provide mental and physical health support.
4. *Establish Clear Policies*: Organisations by setting clear policies regarding the use of digital technology in the workplace. This can include policies on email and social media use, rules on acceptable response times, and limits on the number of messages that can be sent at a time.
5. *Raising Awareness*: Raising employee awareness about the negative impact of digital technology on work stress can help reduce stress levels. Organisations can provide training or seminars to raise employee awareness on how to manage stress and how to use digital technology more effectively.

In essence, the use of digital technology can have a negative impact on employees' work stress levels. Therefore, it is important for organisations to consider strategies to address work stress caused by digital technology. Possible strategies include providing training, setting boundaries, providing support, establishing clear policies, and raising employee awareness. By doing this, organisations can help employees to feel calmer and improve their work-life balance, as well as increase productivity and overall well-being.

CONCLUSION

Digital technology plays an increasingly important role in today's work environment. However, overuse of digital technology can lead to higher levels of work stress in employees. High job stress can have a negative impact on productivity, well-being and overall organisational performance. Therefore, it is important for organisations to consider strategies to address work stress caused by digital technology.

In order to reduce work stress caused by digital technology, organisations can do several things including: First, provide training to employees on how to use digital technology effectively and efficiently. Second, set limits on the use of digital technology outside of working hours. Third, provide psychological support to employees who experience work stress. Fourth, establish clear policies on the use of digital technology in the workplace. Finally, raise employee awareness about the negative impact of digital technology on work stress. By doing these things, organisations can help employees to reduce the level of work stress caused by the use of digital technology. In addition, organisations can also improve employee performance, productivity and overall well-being.

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