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The moderating effect of employee resilience on technostress and counterproductive work behavior

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In the past decades, technological innovation has gained momentum far beyond our anticipations. Therefore, there is an increasing perception that despite all the advantages accrued to the use of technology by organizations, technology is responsible for inducing stress in the lives of its users, this type of stress is referred to as technostress. This rapid technological innovation has created a knowledge gap for employees, increased workload, multitasking, and work-family conflict. Researches have demonstrated that technostress can affect an employee's job satisfaction, performance, and organizational commitment. However, the relationship between technostress, resilience and counterproductive work behavior (CWB) has not been examined. Thus, the major aim of this present study is to explore the moderating effect of employee resilience on technostress and counterproductive. The P-E fit theory of stress is used as underpinning theory for technostress, while resilience and CWB are supported by social exchange theory. A systematic literature review was utilized in this study and the result reveals that resilience can have a positive effect on stress, while stress can have a negative effect on resilience. Employees who are resilient are better able to deal with stressors and overcome challenges. Additionally, resilience can facilitate recovery from stressful work events. Accordingly, stress can result in employees exhibiting counterproductive (CWB) attitude, like absenteeism, theft, and destruction of the company's property. Thus, it can be concluded that resilience can moderate the relationship between technostress and CWB. To minimize the effect of stress on CWB, it is important that employees remain resilient to various stressors and challenges. Also, management should positively influence resilience through supporting factors like; transformational leadership, health and safety and work-life balance.

Biography

Deborah Okolo is a PhD candidate at Universiti Technology Malaysia (UTM) Azman Hashim International Business School (AHIBS). She obtained BSc in Public Administration from the University of Jos, Nigeria, MBA (Specialized in HR) from INTI International University Nilai Malaysia and Masters of Art in Management from University of Hertfordshire UK. She has worked in the Nigerian banking sector for 8 years. Her research interest is in Organizational Behavior and occupational health and safety. (Technostress, Leadership, Job satisfaction, CWB, Job design and Employee, engagement).

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