

IMPACT OF TECHNOLOGY ON EMPLOYEE MENTAL HEALTH (IT) WITH SPECIAL REFERENCE TO THOOTHUKUDI DISTRICT

Shajusnow.J* and P.Jayamary,

Department of Commerce, St. Mary's College (Autonomous), Thoothukudi,
Affiliated to Manonmaniam Sundaranar University, Thirunelveli, Tamil Nadu, India

ABSTRACT

Technology plays a crucial role in modern workplaces, significantly impacting employee mental health. This study explores both the benefits and challenges associated with workplace technology, analysing its effects on stress levels, work-life balance, and overall well-being. While technology enhances productivity, communication, and efficiency, it also contributes to increased stress, anxiety, and burnout due to long working hours, high-pressure deadlines, system downtimes, and digital fatigue. A survey revealed that 71% of employees experienced heightened stress due to technological demands, yet 69.9% acknowledged its positive impact on mental health. Statistical analysis indicated no direct correlation between technology use and mental well-being; however, ANOVA results suggest a significant relationship between technology-related challenges and stress levels. To mitigate negative effects, organizations should implement strategies such as flexible work hours, realistic deadlines, regular system updates, and digital wellness initiatives. AI and automation can further reduce workload, while mental health programs, mentorship, and recognition efforts can support employees. The findings emphasize the need for a balanced approach, ensuring that technological advancements improve workplace efficiency without compromising employee well-being. Effective management of digital tools and workplace policies can foster a healthier and more productive workforce.

Keywords: Technology, Mental health, Stress, IT Employee

INTRODUCTION:

Technology has become an important part of our daily lives, changing the way we communicate, work and receive information. The rapid advancement of technology has transformed the modern workplace, offering numerous benefits such as increased efficiency, productivity, and connectivity. However, this digital revolution has also introduced a new set of challenges that affect employee mental health.

It has brought many benefits, such as improved communication and increased access to mental health resources, and has changed the way we approach mental health care. Online therapy systems, mental health apps, and virtual support communities are expanding access to mental health services, especially for people who are remote or underserved. This technology has been shown to be effective in treating and preventing mental illness, leading to better care and reducing the stigma surrounding mental illness. The widespread adoption of technology in the workplace has led to a profound impact on employee mental health, with far-reaching consequences for individuals, organizations, and society as a whole. On one hand, technology has brought numerous benefits, including increased flexibility, improved communication, and enhanced productivity. However, the constant connectedness and digital demands of modern work have also created a culture of perpetual alertness, where employees feel pressure to be constantly available, responsive, and productive.

However, there are concerns about the negative effects of technology on mental health. Over use of technology, especially social media and browsing, is associated with negative mental health conditions such as anxiety, depression, and stress. Constant connectivity via smartphones and other devices blurs the lines between work and personal life, leading to stress and burnout. To improve the relationship between technology and mental health, it is important to be mindful of our use and involvement of technology in our daily lives, activities and awareness, as well as our physical health. By doing this, we can benefit from the advantages of technology while avoiding its Disadvantages. The impact of technology on mental health and wellbeing should be further investigated and strategies should be developed to reduce negative effects.

As the modern workplace continues to evolve, it's crucial for organizations to acknowledge the potential risks and benefits of technology on employee mental health. By implementing strategies to promote healthy technology use, supporting employee well-being, and fostering a positive work culture, employers can help mitigate the negative impacts of technology on employee mental health.

OBJECTIVES

- To study the socio economic profile of employees
- To explore the mental health of employees
- To examine how technology affects employee benefits

- To evaluate adopting technologies impacts employees job performance
- To examine the relationship between technology use and stress level.
- To examine the impact of technology on employee mental health.

STATEMENT OF THE PROBLEM

The increasing use of technology in the workplace has led to a significant impact on employee mental health, resulting in rising levels of stress, anxiety, burnout, and decreased overall well-being. Despite the benefits of technology in improving work efficiency and productivity, the constant connectedness, social media pressures, and blurring of work-life boundaries have created a toxic work environment that threatens the mental health and resilience of employees. Employees are expected to be constantly available, responsive, and productive, leading to increased stress and anxiety levels.

RESEARCH METHODOLOGY:

Sampling design	Simple random sampling method
Period of study	December 2024- March 2025
Data used	Primary and Secondary data
Test for Analysis	Percentage analysis, Likert Scale Ranking, t-test, ANOVA, Correlation

LIMITATIONS OF THE STUDY

- ❖ Employees may not always give correct answer.
- ❖ The research was conducted within limited duration. So a detailed and comprehensive study could not be included.
- ❖ The study is confined to a sample size of 93 only which may not have revealed the accurate results.
- ❖ The replies from the respondents may be biased and might be reluctant.

RESULTS AND DISCUSSIONS:

TABLE 1
MENTAL STRESS DUE TO TECHNOLOGY

Mental Stress Due To Technology	No.Of Respondents	Percentage
Yes	66	71.0
No	27	29.0
Total	93	100.0

(Source: Primary Data)

Inference:

The above table 3.20 shows that 71.0% of the respondents reveals that increased in stress due to technology, 27% of the respondents reveals that decreased in stress due to technology.

Therefore the major proportion 71.0% of the respondents reveals that increased in stress due to technology.

TABLE 2 IMPACT OF TECHNOLOGY

Impact Of Technology Both Positive And Negative On Mental Health	No. Of Respondents	Percentage
Positive	65	69.9
Negative	28	30.1
Total	93	100.0

(Source: Primary Data)

Inference:

The above table 3.22 shows that 69.9% of the respondents have positive impact on mental health by using technology, 30.1% of the respondents have negative impact on mental health by using technology.

Therefore the majority 69.9% of the respondents have positive impact on mental health by using technology.

TABLE 3
INDEPENDENT SAMPLE T-TEST

NULL HYPOTHESIS (H₀): There is no significant relationship with age and mental health on employees.

ALTERNATIVE HYPOTHESIS (H₁): There is a significant relationship with age and mental health on employees.

MENTAL HEALTH	MALE MEAN RANK	FEMALE MEAN RANK	S.D MALE	S.D FEMALE	T VALUE MALE/ FEMALE	P VALUE
Aware of the importance of mental health in the workplace	4.4524	4.4706	1.19353	1.15504	-.075 -.074	.913
Understand how to recognize the signs of mental health issues	4.0000	4.1176	1.01212	1.03242	-.552 -.553	.653
Access to resources (e.g. counselling, wellness programs) to support mental health at work	3.6905	3.4510	1.13671	1.18851	.986 .991	.827
Believe that taking care of mental health essential to overall well being	3.8333	3.5686	1.01011	1.26894	1.096 1.120	.021

(Source: Primary Data)

Inference:

- ❖ The mean rank for females (4.4706) is slightly higher than that of male (4.4524). The P value (.913) is very high, indicating no significant difference between males and females regarding this awareness.

- ❖ The mean rank for females (4.1176) is slightly higher than that of male (4.0000). The P value (.653) shows no statistically significant difference between the two groups.
- ❖ Males have a slightly higher mean rank (3.6905) compared to females (3.4510). The P value suggests no significant gender based difference in access to these resources.
- ❖ Males have a slightly higher mean rank (3.8333) compared to females (3.5686). The P value (.021) is significant, indicating a meaningful difference between males and females.
- ❖ There is no significant difference between males and females in their awareness, understanding and access to mental health resources.
- ❖ However males shows a significantly stronger belief that taking care of mental health is essential to overall wellbeing compared to females.

TABLE 4 ANOVA

NULL HYPOTHESIS (H₀): There is no significant relationship with Technology related challenges and Technology use by the respondents.

ALTERNATIVE HYPOTHESIS (H₁): There is a significant relationship with Technology related challenges and Technology use by the respondents.

VARIABLE		MEAN	F	SIGNIFICATION VALUE
Technology use	Between Groups	7.698	.622	.539
	Within Groups	12.384		

		MEAN	F	SIGNIFICATION VALUE
	use technology frequently for work related tasks /Technology use	1.336	.987	.377
	spend more than 6 hours a day using technology for work related tasks /Technology use	1.439	1.409	.250
	often feel anxious or stressed when using technology for work related tasks / Technology use	2.542	2.660	.075
	Technology use increases stress levels / Technology use	1.693	1.357	.263
	The constant notification from work related apps and emails are significant source of stress / Technology use	.590	.554	.577

(Source: Primary Data)

Inference:

The above table ANOVA shows, The significance value for Technology use is 0.539, which is greater than 0.05. This indicated no statistically significant difference in technology use between the groups. Since all P values are greater than 0.05, there is no significant difference between technology related challenges and technology use.

TABLE 5

CORRELATION

Correlations				
		Mental health	Technology use	Technology on employee mental health
Mental health	Pearson Correlation	1	-.182	-.159
	Sig. (2-Tailed)		.081	.129
	N	93	93	93
Technology use	Pearson Correlation	-.182	1	.148
	Sig. (2-Tailed)	.081		.156
	N	93	93	93
Technology on employee mental health	Pearson Correlation	-.159	.148	1
	Sig. (2-Tailed)	.129	.156	
	N	93	93	93

(Source: Primary Data)

Inference:

- Correlation values is -0.182, significance value is 0.081 which is greater than 0.05. There is no statistically significant relationship between mental health and technology use.
- Correlation values is -0.159, significance value is 0.129 which is greater than 0.05. No significant relationship between mental health and technology's effect on employee mental health.
- Correlation values is 0.148, significance value is 0.156 which is greater than 0.05. There is no significant relationship between technology use and technology's effect on employee mental health

SUGGESTIONS:

- To promote flexible working hours to reduce stress from long work hours.
- Encourage employees to take regular break and avoid overtime.
- To implement realistic deadlines to reduce pressure.
- Regular system updates and maintenance to ensure smooth operations.
- To encourage email and notification management strategies.
- Train employees on effective digital communication to minimize unnecessary emails and meetings.
- Offer training sessions to help employees adopt to new software or tools.
- Use AI tools for repetitive tasks to reduce workload.
- To implement chatbots and virtual assistants to handle routine queries.
- Conduct periodic surveys to assess technology's impact on mental health.
- Use employee feedback to improve workplace policies and systems.
- Foster a positive work environment where employees can openly discuss mental health concerns.
- Implement mentorship programs to help employees navigate workplace challenges.
- Acknowledge employees efforts with incentives, appreciation or mental health leave.

CONCLUSION

The findings of this study highlight the dual impact of technology on employee mental health, showing both its advantages and challenges. While technology significantly enhances productivity, communication, and efficiency in the workplace, it also contributes to increased stress, anxiety, and work-life imbalance.

The study reveals that factors such as long working hours, high pressure to meet deadlines, and frequent system downtime negatively affect employees' well-being. Moreover, excessive use of digital devices, particularly for extended hours, leads to mental fatigue, sleep disturbances, and increased stress levels. Despite these challenges, many employees recognize the positive role of technology in improving work processes, facilitating collaboration, and increasing overall job efficiency. However, to maximize these benefits while minimizing negative effects, organizations must implement strategies such as mental health support programs, flexible work policies, digital detox initiatives, and ergonomic workplace solutions.

Encouraging work-life balance, reducing digital overload, and providing proper training on technology use can help create a healthier and more sustainable work environment. The study emphasizes the need for a balanced approach to technology adoption—one that prioritizes both productivity and employee well-being, ensuring that workplace technology remains an enabler rather than a source of stress.

REFERENCE:

- Dr.S.Manju, Divyadharshini B, Muthuvaishali S (2024) :Impact of technology on mental health and wellbeing, International Journal of Research Publication and Reviews.Vol (5), Issue (3), March (2024), Page -6794-6797
- Ann GaceriKaaria, Selerina Samba Mwaruta (2023) :Mental Health Ingenuities and the Role of Computer Technology on Employees' Mental Health: A Systematic Review, East African Journal of Health and Science,Volume 6, Issue 1.
- AyeshUdayangaNelumdeniya, BAKS Perera, KDM Gimhani (2023) Usage of digital technology in improving the mental health of workers on construction sites,ISSN: 1471-4175.
- Shreyasi Paul (2022) Perceived Stress, Coping and Mental Well-being in Information Technology Professionals, Indian Journal of Health and Well-being,13(2), 137-142.
- Ramya,dr.pandian.r, sudhakara (2016): psychological distress and burnout among information technology professional in India-A pilot study, , Asian journal of research in social science and humanities,volume 6 issue 7.
- Dr. Manoj A.S(2013) An analytical study on employee stress with special reference to information technology (it) companies in technopark – a Kerala experience, International Journal of Advanced Research in Management and Social Sciences,ISSN: 2278-6236.
- K Mahalakshmi, S Ally Sornam (2012): Perception of Technology: A Study on Library Professionals of Anna University of Technology, journal of information and knowledge, volume 9,issue 3.