

Can mindfulness reduce technostress in the workplace?

Technostress (i.e., stress induced by technology usage) can severely affect individuals at work, causing fatigue, loss of motivation, inability to concentrate, job dissatisfaction and reduced productivity among others. Dr Athina Ioannou investigated the role of mindfulness in reducing technostress experiences and its negative consequences within the workplace. Through semi-structured interviews with knowledge workers, the study explores how mindfulness, as a malleable personality trait, alleviates technostress within the workplace, by investigating the experiences of more mindful employees and learning from their practices.

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Findings offer a deeper insight into the relationship of mindfulness and technostress, revealing a toolkit of the underlying strategies that more mindful individuals deploy as well as their perceptions during technostress experiences at work, shedding light on the path between mindfulness and technostress. The study contributes both to academia and practice, offering important implications to managers and practitioners that strive to improve employee well-being within organisations.

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About the author

Dr Athina Ioannou is a Lecturer in Business Analytics at Surrey Business School, University of Surrey. Her research revolves around privacy and personal data, and the implications of the

adoption / use of emerging technologies both from the business and consumer perspective. She has a particular interest in mindfulness and its role in decision making.

THE ROLE OF MINDFULNESS IN REDUCING TECHNOSTRESS WITHIN THE WORKPLACE

Dr Athina Ioannou

This research examined mindfulness as a technostress inhibitor to alleviate the adverse effects arising from extended ICT usage in the workplace. Findings offer important insights into the relationship between mindfulness and technostress, revealing the specific underlying strategies that more mindful individuals deploy during technostress experiences at work, uncovering how mindfulness really affects technostress, that has been neglected by prior studies. Strategies used by more mindful individuals include prioritization, focus of attention, acceptance as is, acting to resolve and adaptation to different contexts among others.

The research highlights the role of mindfulness to protect individuals against the negative impact of stressful events that occur due to IT within the workplace. A more mindful individual is able to adapt and cope more effectively with technostress conditions that arise daily due to the extended use of organizational IT. As a result, a higher degree of mindfulness can alleviate the unsettling feelings of technostress.

Either in the form of an intervention program embedded in workplace settings or as a personal educational training, mindfulness can contribute to protecting as well as enhancing employees' well-being while at the same time indirectly contribute to the reduction of workplace costs and boosting of the overall performance and success of the organization.

Publications:

Ioannou, A. (2023). Mindfulness and technostress in the workplace: a qualitative approach. *Frontiers in Psychology, 14*, 1252187.

Ioannou, A., Lycett, M., & Marshan, A. (2022). The role of mindfulness in mitigating the negative consequences of technostress. *Information Systems Frontiers, 26*(2), 523-549.



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