

# The Impact of Instant Messaging Software on Work Stress and Work and Family conflict and Pressure

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## Abstract

Work and family life are the most important part of life for men and women in today's workplace. The individuals are required to take the responsibilities of work and family roles. However, the development and popularization of information technology results in the time of division between work and family life becomes blurred trend. The message and information of work dumps to us by ubiquitous transmission technique everywhere and everytime even afterwork. Information technology not only increases efficiency of work, but also induces pressure. It really interrupts our leisure time and bothers our life. This study will examine the impact of work stress, job conflict and stress effects, and further explore the effect of communication with the instant messaging software using intelligent mobile devices to work with job stress and workplace conflicts. This study uses a web-based questionnaire to collect sample data and send a questionnaire through community sites, instant messaging tools, and e-mail. This study is intended to pressure theory and work-family conflict model, coupled with the technical pressure to do the relevant factors. The data analysis method was used to model the structural equation, and SPSS and Smart PLS were used as the main statistical analysis tools to verify the causal relationship between the variables in the research model. The results are as follows:

- (1) The work pressure will "positive" affect the work-family conflict.
- (2) There is no positive correlation between work load and work-family conflict.
- (3) Scientific and technological violations will "positive" affect the work-family conflict.
- (4) There is no positive correlation between the overloading of science and technology and Work-family conflict.
- (5) Work-family conflict "negative" affects job satisfaction.
- (6) Work-family conflict "negative" affects family satisfaction.
- (7) Work-family conflict will be "negative" affect the work of physical and mental health.

**Keywords:** Work Pressure, Technical Pressure, Work-Family Conflict, Pressure Effect

## Introduction

In recent years, Taiwan's society has been affected by globalization and technology, and companies have applied microcomputer technology and digitalization to their daily work communication channels. This development has increased market competitiveness, but has also brought greater work pressure to employees. This means that these technologies allow employees not to work in formal workplaces but can be extended to work after work. This type of work is called supplementary work under technology [1]. ICTs that can take work away are also called work-related technologies, such as mobile phones, BlackBerrys, laptops, personal digital assistants (PDAs). Companies pursue progress, but they often neglect the health and quality of life of employees. Pay attention. Most of the research and development organizations of mobile technology import organizations have shown positive results, such as reducing costs (communication aging) and improving organizational performance (work efficiency), but they have brought about the impact of life and psychological pressure (work-family conflict). It is less concerned; therefore, does the application of instant messaging software cause

personal work and life impact? How to maintain the balance between the industrial and private sectors? Don't let private life interfere with work? These are topics worth discussing for the development of mobile technology.

The results of research conducted by Middleton and Cukier [2] show that mobile communication devices cause work to be ubiquitous. Since the usage rate of smart phones has increased and the popularity of various communication softwares, it is possible for mobile phones to receive work information whenever they receive a signal. However, the demarcation between work and life is increasingly blurred because of the increased probability of working and working outside the company and at home [3].

One of the most important roles in life is working and family. As technology advances, the demarcation between work and life becomes increasingly blurred. Individuals must simultaneously take into account the distinct roles and responsibilities of the work and the family. When family roles are incompatible or competitive with each other, causing conflict between work and family, there is pressure [4]. Work-family conflict, also referred to as "work and family conflict," is a feeling of stress arising from the imbalance

between the roles of the simultaneous work and family [5]. The impact of work-family conflicts on individuals, family members, and even organizations cannot be ignored. Past research has found that when individuals spend more time on work, the situation of job conflicts becomes more serious; therefore, the issue of work-family conflict is equally important to the functioning of families or organizations [6]. Workloads are generated as a result of longer working hours, resulting in family time erosion, conflict between work and family, and increased frustration [7]. Job and family satisfaction has deteriorated.

These negative effects that come with the work also pose a threat to the physical and mental health of the employees; work stress not only has an impact on the physical and mental health of the individual, but also causes a loss of work organization.

### Methodology Study design

This study is based on stress theory and occupational conflict construction. The source of pressure is mainly divided into two major constructs in the field of work and scientific and technological field variables. The occupational conflict is used as an intermediary variable, and the pressure effect variable is included again. The personal and physical health of the study, the construction of this research model shown in Figure 1.

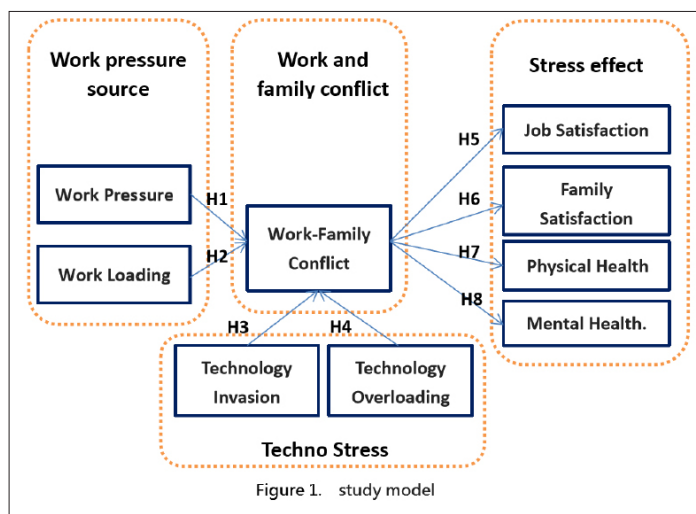


Figure 1. study model

### Research objects and survey methods

The research area of this study is in Taiwan. Subjects surveyed are employees of the workplace who use instant messaging software to conduct business communications. The purpose of this study is to investigate the pressure effects of mobile technology software and instant messaging software for workplace communication or business. This study uses a web questionnaire to collect sample data (245 valid respondents) are received and send a questionnaire through community sites, instant messaging tools, and e-mail. This study is intended to pressure theory and work-family conflict model, coupled with the technical pressure to do the relevant factors. The data analysis method was used to model the structural equation modeling, and SPSS and Smart PLS were used as the main statistical analysis tools to verify the causal relationship between the variables in the research model.

According to the scale in the reference, a simple and easy-to-understand questionnaire was developed based on the context of the study. This study adopts a structured questionnaire design. According to the scale in the reference literature, it adopts the Likert scale

grading design on the seventh grade, and fills in the questionnaire according to the cognitive level of the research object. Since some of the questionnaires were designed from foreign relevant documents, they were properly translated into suitable questionnaires for the study without losing the original intention. The questionnaire contained three parts. The first part is about the status of business communication using the instant messaging software within the testee's organization; the second part is the research variables, and the third part is the investigation of the demographics and work experience of the respondents, including gender, Survey of eight background variables such as age, marital status, family members, education level, current unit years, job class, and occupation type. After the questionnaire design is completed, it is first reviewed by experts in the field of information management. After confirming that the semantics of the questionnaire and its corresponding questions are correct, the questionnaire is pretested (Pretest). The pretest target is a master student of the Institute of Information Management and has a total of 20 subjects. Both of these 20 employees need to use instant messaging software to conduct business communications within their units, conduct tests in an open manner, and modify the questionnaire based on their test results.

### Data Analysis

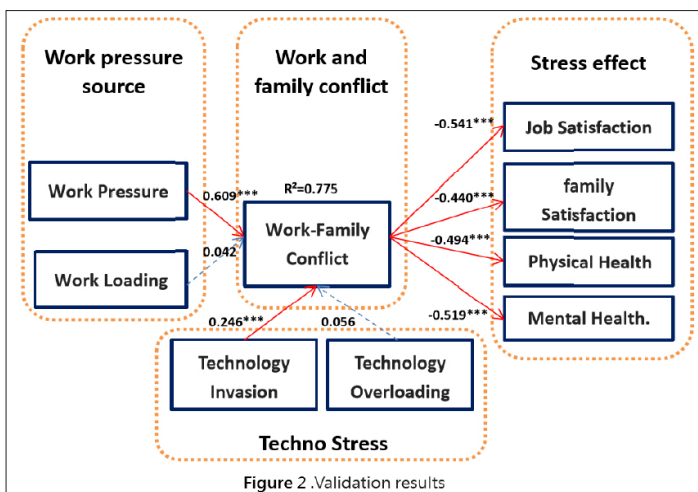
In this study, questionnaires were distributed to "workers who use instant messenger software for business communication". The survey questionnaires were sent via social networking sites (individual FBs and kick kicking workshops), instant messaging, and e-mail tools. Survey Cake was also used. Online electronic (internet) questionnaires collect sample data. The sending and receiving time of the online questionnaire was from May 21, 2006 to May 28, 106 years, Republic of China, for a period of 7 days. A total of 273 questionnaires were collected, and invalid questionnaires were deleted, including invalid answers and 28 questionnaires that did not meet the target of distribution. There were 245 valid questionnaires, and the effective rate of the questionnaire was 89.7%.

This study was conducted through an online questionnaire survey after retrieving the sample questionnaire. Data has been analyzed by using SPSS version 22. In descriptive statistics frequencies and percentages have been calculated for nominal and ordinal data where is mean and standard deviation have been calculated for continuous variables.

Use Structural Equation Modeling (SEM) was used to test the structure of the study and validate the related hypothesis because SEM can test two or more interdependent dependencies at the same time and verify the causality between variables, and Detect the significance between the variables and verify that the research hypothesis is significant based on the results.

### Results

1. The work pressure will "positive correlation" affect the work-family conflict ( $r=.609, p<.001$ ).
2. Technology invasion will "positive correlation" affect the work-family conflict ( $r=.264, p<.001$ ).
3. Work-family conflict "negative correlation" affects job satisfaction ( $r=-.541, p<.001$ ).
4. Work-family conflict "negative correlation" affects family satisfaction ( $r=-.440, p<.001$ ).
5. Work-family conflict will be "negative" affect the physical and mental health ( $p<.001$ ).



## Discussion

The issue of work-family conflict is increasingly being emphasized. Western studies are mostly based on the psychological pressure model of work, while domestic research is dominated by business management scholars. The focus is on the welfare of the employees. Originating from the concern of European and American cultures for the quality of work and life, Taiwan has long been under the cultural mindset of work-oriented culture and has long neglected the phenomenon of work-family conflict. From the perspective of stress theory, the impact of work on the family will lead to problems in the family, and will ultimately respond to the impact on their work.

stress has both positive and negative implications, and the “pressure” in the workplace can be viewed as a dynamic process of the physical and mental adaptation of the workplace environment to the workers.

“Pressure” can motivate its motives, reduce conflicts in the workplace, and increase work efficiency; but on the contrary, it causes pressure on the role. The results of this study show that when the work pressure is high, individuals must work overtime, often exhausted and stressful after work, and thus cannot complete the requirements of the family role, that is, resulting in occupational conflict. As a result, work stress is positively affecting work-family conflict. And it is up to standard, which is consistent with the research results of Baroudi [8].

Mobile communication devices cause work to be ubiquitous. Since the increased usage of smart phones and the popularization of various communication software, as long as the mobile phone receives a signal, it may receive work information. His instantness reduces communication time and costs. However, the division between work and life is becoming increasingly blurred. Therefore, the results of this study confirm that the use of instant messaging software as an communicator within an organization will cause ubiquitous technology features, prompting employees to quickly complete the custodian service and keep abreast of work information, leading to work. The prolongation of time creates work pressure and creates a role conflict that causes work-family influence. It is felt that private life has been violated and work-related information must be “accepted” at any time. Therefore, high technology intrusion causes high levels of occupational conflicts and work pressures; the increase in technologically assisted workloads encourages employees to work longer hours and must be faster. The increase in work load generated by the employees resulted in a positive effect and was significantly consistent with the theoretical results of Tarafdar et al. [9].

Work-family conflict is mainly due to the pressure caused by work demands, a role conflict that hinders the performance of family-related responsibilities, and the related consequences of foreign-family conflict research are mainly job-related (eg job satisfaction) and non-work-related. (eg, life satisfaction), stress-related (eg, depression) [6]. The results of this study are negatively negative and are significantly consistent. Therefore, job-family conflicts have a significant negative correlation with job satisfaction, family satisfaction, mental health, and physical health.

## Conclusion

Work stress is positively correlated with family conflict, and work-family conflict is negatively correlated with job satisfaction; it means that when the work-family conflict is higher, job satisfaction will be lower. Scientific and technological pressures are positively related to family conflicts. Work-family conflict is negatively related to physical and mental health. It means that when the work-family conflict is higher, physical and mental health will be worse. With the development of information technology and network technologies, had to using instant messaging software such as mobile phones after get off work continued, which not change personal life, but also increases the load of work. Correct use of information technology to improve work efficiency, we should also plan after get of work standby mechanism and jobs. It is suggested that enterprises should review their information technology supportive policies to avoid overtime of work and affect the quality of life and the physical and mental health.

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