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Techno-Invasion: Are Blackberries Blurring the Line Between Work and Home
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Abstract:
This paper investigates the psychological costs of mandating information and communication technology (ICT), specifically Blackberries, in the workplace. Based on the literature on work-family conflict and technostress, we explore whether Blackberries have caused workers to feel techno-invaded, thus interfering with the boundary between work and family. Using survey data from 76 workers at an eastern organization, we use regression analysis to test whether techno-invasion mediates the relationship between work-family conflict and work exhaustion. Results of the survey confirm that negative attitudes are arising from Blackberry usage. However, supplemental qualitative data counteracts this negative finding, suggesting that positive adjustments can advance the benefits of Blackberry usage while minimizing the costs. We end with implications for research and practice.