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ABSTRACT

Despite its importance, the process of technostress remains significantly unstudied in MIS research. Here we review the relevant literature on technostress and synthesize the coping model of user adaptation (Beaudry and Pinsonneault, 2005) with transaction based models of technostress to align these theories with referent models of stress, appraisal and adaptation. We posit that technostress should be studied as a dynamic, unfolding process, not as an assumed, static black box. We present a dynamic process model of technostress as it was intended by Caro and Sethi (1985), which reconciles technostress with more than 60 years of stress research.

Keywords

Technostress, coping, appraisal, adaptation.