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How Information Technology Influence IS/IT Workers' Job Burnout in Chinese Society?

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Abstract

As organizational utilization of (and dependence on) information systems (IS) and technology continues to grow, information technology (IT) pervades work as well as personal lives in the 21st century, and organizations have gained abundant advantages in productivity efficiencies and effectiveness of their workers through the implementation of IT. Due to the speedy development of the Internet, how to develop a robust IS to support the globalization of enterprises is the critical issue since the financial crisis in 2008. For this reason, usage of IS/IT to perform work is a necessary ability of most employees. However, these requests for employees, indeed, increased their job burnout and work exhaustion, in turn, positively associated it with turnover intentions. Therefore, how an organization can retain valuable employees is likely to become a critical factor in the attainment of their strategic goals.

Workers who need to use IS/IT have higher stress as they are expected to keep the technologies working and the computer applications functioning around the clock in organizations, and can be on call 24 hours a day, seven days a week (24/7). The situation will increase the individuals experiencing technostress by having lower productivity and job satisfaction, and a decreased commitment to the organization. This conceptualization essentially black boxes the technostress phenomenon, creating the boundaries and relationship between the technology characteristics and stress ambiguous. This situation will increase job burnout and work exhaustion of the IS/IT workers. Although exhaustion can occur in various work environments, the popular press and the research literature suggest that the IS/IT workers are of increasing concern. For these reasons, work exhaustion in the IS/IT workers is particularly worthy of investigation because it may well be contributing to the increased turnover among these workers. Although scholars believed that the IS/IT characteristics can induce the antecedents of the work exhaustion of employees. However, they did not explore how the IS/IT characteristics, and the antecedents to stressors will induce the work exhaustion of the IS/IT workers, and increase their burnout?

Meanwhile, national cultures have been shown to have different norms for emotional expressions, and vary in their expectations for regulating and expressing these emotions in the workplace; such differences are part of the emotional culture of those beliefs. Therefore, it is necessary that research on the cultural impact on job burnout and work exhaustion goes beyond Hofstede's cultural dimensions to investigate the specificity of certain cultures that may have a more imminent impact on job burnout and work exhaustion. Due to China not only being the second largest economy in the world, but also is the significant market to all global enterprises. Chinese employees have a higher commitment to organization due to Chinese culture, thus, they will sacrifice individual well-beings for group harmony, and this, in turn, induces a higher job burnout level. Meanwhile, in Chinese society, *guanxi* is one of the major dynamics where business/individual exchange revolves. *Guanxi* captures the relational orientation in Chinese society and distinguishes Chinese culture from Western culture. Those from the East respect social harmony and consensus, perceiving individual initiative and creativity to be less important than the willingness to merge one's personal identity in the pursuit of long-term relationships and *guanxi*. In light of this, how *guanxi* induce/reduce factors of the IS/IT workers' exhaustion in Chinese societies? Why the Chinese *guanxi* culture is critical for the IS/IT workers' to influence their job burnout in Chinese societies?

In light of this, this study believes that it is necessary to use a qualitative research method to explore what reasons will induce the job burnout of IS/IT workers in China, and what role Chinese *guanxi* plays in their job burnout. At the same time, has the contribution from both academics and practice resolved the job burnout research.