New Information & Communication Technologies

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Terminology & Gadgets
1. **Exploring The Relationship between Time Pressure and work extending Technology in a sample of South African Employees**” (Fakir & Milner)
2. There just aren’t enough hours in the day: The Mental health consequences of time pressure (Roxburgh 2004)

3. Information and Communication Technology: Affect on U.S College Students (Massimini & Paterson 2009)
Research & Current Thinking

4. *Time thieves and space invaders: technology, work and the organisation* (Duxbury, Towers, Higgins & Thomas 2006)

5. *The Mobile phone, perpetual contact and time pressure* (Bittman, Brown, Wajcman 2009)
Impacts on Health?
Pressure vs Stress

- **underloaded**: frustrated, apathetic, bored
- **optimal**: effective, decisive, confident, enthusiastic
- **overloaded**: too much to do, reduced creativity, tired

- **stress zones**:
  - comfort → healthy tension
  - fatigue → breakdown

- **cynical**: accident prone, indecisive, confused, aggressive, depressed, exhausted
Causes of stress outside work

- Relationship difficulties with partner
- Financial problems
- Legal problems
- Neighbour disputes
- Home maintenance
- Moving house
- Holidays
- Criminal prosecution
- Change of job
- Travelling to and from work
- Family illness
- Problems with children
- Death of partner / close family
- Newborn child
- Divorce
- Loss of job
- Death of partner / close family
- Newborn child
Self-defeating strategies

- Increase caffeine/nicotine
- Shouting "letting off steam"
- Drinking alcohol
- Bottle things up / denial
- Avoid situation/people
- Constantly work late
- Take work home
Advantages
Disadvantages
Scottish Power Approach

Life Balance

Family

Career

Health

Friends
Perceived Business Benefits

- Increased productivity & efficiency
- Competitive in Global market place
- Attractive environment for new recruits
- Improved communication (internal & external)
- Reduced presenteeism
- Reduced absence
Business & Cultural Changes

Building Emotional Resilience 2012
Conclusions – no surprises...

• There are a number of technological advances (variety of different devices & terminology) that have taken place throughout the 20th century. It is apparent that it has had a substantial effect on today’s workplace and wider society.

• Ongoing research needed to assess the relative benefits vs. harm associated with using WET/ICT/NTIC/NITC devices and the impact on time pressures and work-life balance.

• Changes in technology have a profound effect on the way we work, communicate, cope, socialise and ultimately live.