

Impact of use of communication technologies after working hours on work life balance and organisational commitment

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Abstract

With the advancement of communication technologies, staying connected to the workplace when out of the office is becoming more and more possible. Technology improvements have made it possible for employees to work remotely, either entirely or partially, on some or all their tasks. Such advancements in communication have significantly lowered the distance between personal and professional lives. However, little is known about how using these communication tools after-hours may affect results related to important areas of the workplace and work-life balance. The main objective of this work is to determine how identified communication technology applications affect organisational commitment, work-life balance, and plans to leave the company.

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1. Introduction

The term “telecommunication” describes the exchange of information and ideas between people, groups, or organizations via technology, software, and other systems. Since the invention of computers and the internet, communication technology has advanced to previously unheard-of levels and transformed how people interact with one another and live and work. An employee might check or answer voicemail and email in the evenings or on the weekends, for instance. Technology has profoundly changed the nature of work and organizations, according to Gephart’s (2002) investigation into the impact of technology on organizational behavior and the workplace, creating a “brave new workplace.” Valcour et. al. (2005) investigated the connection between organizations, technology, and work-life integration. Boswell and Olson-Buchanan (2007) examined how work-life balance and organizational commitment are impacted by communication technology use after hours. Hoeven et. al. (2016) focused on the connection between employee engagement, burnout, and the use of communication technology. In a study published in 2008, Golden, Veiga, and Dino looked at how professional isolation affected teleworkers’ job performance and inclinations to quit. The authors made the case that while telework has many benefits, including flexibility and a shorter commute time, it can also result in professional isolation, which can have detrimental effects for teleworkers as well as their organizations. Duan & Wibowo (2023) give a thorough examination of the effect of digital work on job performance in organisations. It examines how digital work is changing how organisations currently conduct business and how various technological affordances in digital work might be used to enhance work life balance and job effectiveness in a digitalized workplace. According to the study’s investigation of how work influences the home environment, people frequently struggle to distinguish between work and personal life, which can cause stress and burnout. The aim of this work is to reveal how communication technology use affects organisational commitment, turnover intentions, and work life.

2. Literature Review

To research the association among afterhours ICT use at work and conflict between work and family. According to a moderated mediation model put forth by Wang et. al. (2022), the association between W_ICTs

and work family conflict is mediated by psychological detachment, which is defined as mentally disengaging from work-related thoughts and feelings during non-work time. The family's support then regulates this mediating impact. When analysing the impacts of mobile workplace stress on employees' innovative behaviours, Zhang, and Chun (2021) looked at the moderating effects of employee involvement and the mediating effects of work-family conflict. The outcomes of the study have important organizational ramifications since they show how important it is to manage work family conflict and mobile workplace anxiety to encourage employees' inventive behaviour. In (2020) a study published by Sivunen and Rice, they explored the connections between organizational identity, after-hours smartphone use, and work-life conflict. They argued that the availability and accessibility of smartphones had blurred the lines between work and personal life, making it anxious for employees to contact their coworkers and managers after hours. In a study by Xie et. al. (2020), the facilitating effects of organizational support and the mediating effects of psychological detachment were all investigated in relation to the relationship between emotional exhaustion and the work-related impact of ICTs after hours (W_ICTs). According to the researchers, having trouble switching off from work due to excessive exposure to W_ICTs can result in emotional exhaustion. While using ICT after business hours may be beneficial for work-related tasks, Shi et. al. (2018) found that it may also have negative effects on work-life balance. The authors make a compelling case that while cell phones can offer plentiful benefits in terms of greater productivity and flexibility; they can also blur the lines between work and personal life, potentially having unfavourable effects like burnout and decreased well-being (Derks et. al., 2014; Das et. al. & Tiwari et. al., 2023). Wright et. al. (2014) used an online poll with more than 160 employees from 30 firms in a Midwestern city to explore the effects of communication technology use outside of regular working hours on perceptions of work-life conflict, burnout, turnover intentions, and job satisfaction. The findings showed that work-life conflict observations were influenced by the amount of time spent utilizing communication technology for business purposes outside of regular working hours. On the other hand, optimistic perspectives on communications technologies promised less conflict between work and personal life. After adjusting for factors such as employee age, perceived life stress, and views toward communication technology, it was discovered that work-life conflict predicted workplace burnout and job satisfaction but not intentions to resign. technological developments.

3. Research Methodology

3.1 Objectives

- To find out the impact of identified CT applications on work-life conflict.
- To study the impact of identified CT applications on turnover intentions.
- To study the impact of identified CT applications on organizational commitment.
- To identify the CT application this is most preferred by the employees of IT sector.

3.2 Hypothesis Development

H_0^1 : There is no substantial involvement between CT use after hours and organizational commitments.

H_1^1 : There is a substantial involvement between CT use after hours and organizational commitments.

H_0^2 : There is no substantial involvement between CT use after hours and work- life conflict, including time- based and strain-based conflict.

H_1^2 : There is a substantial involvement between CT use after hours and work- life conflict, including time –based and strain-based conflict.

H_0^3 : There is no substantial impact of CT on turnover intentions.

H_1^3 : There is a substantial impact of CT on turnover intentions.

A descriptive research methodology has been used to examine the effect of communication technology (CT) use after hours on organizational commitment, work-life conflict, and return intents. The study was conducted using a questionnaire as the study instrument based on data collected via surveys. 133 respondents from the IT sector responded to the survey to evaluate the effects of communication technologies outside of work hours as well as the role played by organizational commitments and work-life conflicts. Non-probability sampling was used as the study's sampling method.

Both primary and secondary sources of data were employed in the investigation. The study's analysis and conclusion benefited from the authentic and original data gleaned from the individual sample.

4. Data Analysis and Interpretation

H_0^1 : There is no substantial association between CT use after hours and organizational commitments.

H_1^1 : There is a substantial association between CT use after hours and organizational commitments.

Table 1.1
Model Outline

Model	R	R ²	Ad. R ²	Std-Err. (Estimate)	Durbin-Watson
1	.363 ^a	.132	.125	.50280	2.075
a. Predictors: "Constant", CTU					
b. Dependent Variable: OC					

Table 1.2
ANOVA Summary

Model		Sum of Squares	Degree of freedom (df)	Mean-Square	F	Sig.
1	Regression	5.019	1	5.019	19.855	<.001 ^b
	Residual	33.118	131	.253		
	Total	38.137	132			
a. Dependent Variable: OC						
b. Predictors: "Constant", CTU						

Table 1.3
Coefficients Examination

Model B		Unstandardized Coeff's		Standardized Coeff's	T	Sig. Tolerance	Collinearity Information	
		Standard Error	Beta				VIF	
1	"Constant"	2.321	.269		8.631	<.001		
	CTU	.313	.070	.363	4.456	<.001	1.000	1.000
a. Dependent Variable: OC								

From the above Tables 1.1, 1.2 and 1.3 we conclude that, there is a weak positive correlation between organizational commitments (like job happiness and organizational assurance) and the use of after-hours communication technology, with a correlation coefficient (R) of 0.363. Additionally, the coefficient of determination (R²) is 0.132, indicating that only 13.2% of the variance in organizational commitments can be

H₁³: The intention to turnover is significantly impacted by CT.

Model	R	R ²	Ad. R ²	Std-Err. (Estimate)	Durbin-Watson
1	.152 ^a	.023	.016	.67365	1.593
a. Predictors: "Constant", CTU					
b. Dependent Variable: TI					

Model		Sum of Squares	Degree of freedom (df)	Mean-Square	F	Sig.
1	Regression	1.413	1	1.413	3.113	.080 ^b
	Residual	59.448	131	.454		
	Total	60.861	132			
a. Dependent Variable: TI						
b. Predictors: (Constant), CTU						

Table 3.3
Coefficients Examination

	Model B	Unstandard- ized Coeff's		Stan- dardized Coeff's	t	Sig. Tolerance	Collinearity Information	
		Std. Error	Beta				VIF	
1	"Constant"	3.982	.189		21.113	<.001		
	CTU	-.105	.059	-.152	-1.764	.080	1.000	1.000
a. Dependent Variable: TI								

From the above Tables 3.1, 3.2 and 3.3, correlation coefficient 'R' and determination coefficient (R^2) are 0.152 and 0.023 respectively. The regression analysis reveals a tenuous positive relationship between CT and turnover intentions, with CT accounting for only 2.3% of the variance in turnover intentions. Communication technology (CT) does not extensively affect turnover intentions, contrary to the alternative hypothesis (H_a), which is the null hypothesis (H_0). The null hypothesis, which states that communication technology has no appreciable impact on turnover intentions, is likely to be accepted given the weak correlation coefficient and low R^2 value.

5. Findings and Conclusion

According to studies, most organizations are seeing an increase in the usage of communication tools after hours, raising worries about employee health and work-life balance. The following are some important conclusions from our research:

- With a correlation value of 0.363, the data for Hypothesis 1 show a marginally positive relationship between work obligations and after-hours CT use. Since communication technology (CT) use after hours only explains 13.2% of the variance in organizational commitments, the coefficient of determination (R^2) is 0.132. According to the findings, the impact of communication technologies outside of working hours may not have a significant impact on organizational commitments.
- In support of Hypothesis 2, the analysis shows a moderately positive correlation between work-life conflict, including stress- and

time-based conflict, and the impact of communication technology outside of working hours. The impact of after-work CT accounts for about 26.5% of the variation in work-life conflict. The results suggest that organizations should implement practices and policies to lessen the negative effects of after-hours CT use on employees' ability to maintain a healthy work-life balance.

- For Hypothesis 3, regression analysis revealed a weak positive correlation between communication technology and attrition intentions, with R values of 0.152 and R-squared values of 0.023. The null hypothesis suggests that CT has no effect on turnover intentions, whereas the alternative hypothesis suggests that it does. A slight increase in the use of communication technologies may lead to a slight increase in turnover intentions, even though this association is not statistically significant. Our study's findings imply that while using CT outside of work hours may influence organizational commitments and work-life conflicts, other factors may be more crucial in predicting these outcomes. Job requirements or personal circumstances could be other factors that influence the work-life balance and the effects of communication technologies outside of regular working hours.

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