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Harmony in the Digital Realm: Exploring Techno-inclusion and Techno-privacy as Catalysts for Work Life Balance Amidst Technostress

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Abstract

This study aims to investigate the connection between work-life balance and technostress. The study intends to advance knowledge about how technology impacts people's wellbeing and capacity to strike a healthy balance between work and personal life by examining this link. In order to collect data, survey questionnaires were sent to IT staff members in different companies in the NCR area. The data collected on demographics, technostress, work-life balance, and obtained perspectives on the function of technology using five-point Likert scale and Smart PLS 4 was used to evaluate the gathered data. Findings of the study indicate a significant direct relationship between technostress and work-life balance. Additionally, there is evidence of partial mediation, as techno-privacy was found to mediate the relationship between technostress and work-life balance. However, the analysis did not reveal any mediating role of techno-inclusion between technostress and work-life balance. These findings suggest that while techno-privacy plays a significant role in influencing the relationship, techno-inclusion does not exhibit a mediating effect. These results contribute to a better understanding of the mechanisms through which technostress impacts work-life balance, highlighting the importance of addressing privacy concerns in mitigating the negative effects of technostress on employees' overall well-being. In this model, only two variables, techno-privacy and techno-inclusion, are examined as mediators. However, exploring the effect size of other potential mediators could enhance our understanding of improving work-life balance. It's important to note that this study is limited to IT sector employees, and during the COVID-19 pandemic, many other sectors faced technology-related difficulties and experienced stress impacting their work-life balance. Comparing technostress between two sectors could provide valuable insights into sector-specific challenges and inform targeted interventions. The originality of this study lies in its unique focus on investigating the mediating role of techno-privacy and techno-inclusion in the relationship between technostress and work-life balance. By examining these specific factors, the study adds novelty to the existing literature on technostress and work-life balance, providing a deeper understanding of the complex interplay between technology, privacy concerns, inclusionary practices, and employee well-being. Furthermore, the study contributes to the field by exploring these relationships within the context of the IT sector, acknowledging the sector-specific challenges. This original research expands the knowledge base, highlighting the importance of addressing privacy and inclusion factors for promoting better work-life balance in the digital era.

Keywords Work life balance, Technostress, Techno-inclusion, Techno-privacy, Second order SEM, Smart PLS4

Paper type Research Paper

1. Introduction

The tremendous advancement of information and communication technology over the past few decades had a significant impact on both organisations and individuals. The practise of working from home has gained popularity after the COVID-19 pandemic. Through the use of technology, employees can stay in touch with the company throughout working hours. The sharing of information among employees is projected to be made easier by the use of technology or computer-mediated work (Raghuram et al., 2019). Information and communication technology (ICT) use has increased work's effectiveness, productivity, and adaptability. Previous research indicated that technology significantly and favorably impacts workers' productivity and performance (World Economic Forum, 2016; Ayyagari et al., 2011). On the other hand, technology increases stress and has a bad influence on individuals and introduced the term technostress. Technostress is a condition in which a person experiences stress as a result of use of technology at work (Tarafdar et al., 2019; Ragu-Nathan et al., 2008; Brod, 1982). The term "technostress" describes the unfavorable psychological and physiological responses that people may have as a result of use of technology at work. Technostress can appear in many forms, such as emotions of exhaustion, anxiety, overwhelm, and irritation. It can be brought on by a variety of things, including the constant need to stay connected to technology, the strain to keep up with how quickly technology is changing, or the perception that technology makes one always available and responsive. Technostress is a growing concern in today's digital world since it can negatively affect people's mental health, ability to function at work, and general well-being. People can take measures to manage technostress, such as establishing limits around the use of technology, taking breaks from it, and engaging in self-care activities to help lower stress and increase wellbeing. Information overload, continual connectedness, and the pressure to stay current with technology are just a few of the causes of technostress. The previous study examined the effects of technostress in the workplace and found the factors affecting employees (Tarafdar et al., 2019). Technostress has an impact on a person's life outside of work as well. Technology use has an impact on issues like work-life balance and quality of life (Curcuruto et al., 2023; Stankevičiūtė, 2022; Ma et al., 2021; Saim et al., 2021). Numerous research has looked into how technostress affects work-life balance, and the findings are typically consistent in demonstrating that technostress can have detrimental effect on person's capacity to balance their personal and professional lives. The correct division of time and effort between work-related and personal activities is referred to as work-life balance (Kalliath & Brough, 2008); Capitano & Greenhaus, 2018). People who spend a lot of time on the computer without taking breaks are more prone to experience burnout, anxiety, and other health problems. In addition to their eight hours at work, employees put in an additional seven hours per week working remotely (Kupersmith, 1992). To check messages, browse the internet, and connect online with organizations regarding work, they use PCs and cell phones. Work-family conflict and work-life balance were negatively correlated with technostress, showing that people who experienced higher levels of it were more likely to have trouble juggling their personal and professional lives (Harunavamwe & Ward, 2022). Technostress may have a detrimental effect on a person's general well-being and job performance because it is linked to higher degrees of emotional tiredness and poorer levels of job satisfaction (Pflügner et al., 2021). Numerous other studies indicate that technological stress can significantly affect a person's capacity to balance their professional and personal lives, and that businesses should take measures to reduce technological stress and encourage work-life balance among their staff. Establishing clear rules for digital use, encouraging unplugging and rest, and giving staff members tools and help to handle technological stress are some of the suggested ways. The other side of the technology is that it increases the efficiency and performance of individual and without travelling long distance to the workplace they can manage from home through technology that can positively related to work life balance.

2. Review of Literature

2.1. Technostress

In the current workplace culture, technology cannot be avoided. The use of technology has increased significantly since the COVID-19 epidemic, and the majority of individuals now rely on it to communicate with colleges and carry out their daily tasks (Khuzaini & Zamrudi, 2022). Technology use has boosted efficiency, flexibility, and productivity at work. Employees, on the other hand, have trouble embracing that technology. Previous studies on workplace technology stress shown that it has an impact on productivity, job security, well-being, career growth, and technology adoption behaviour (Mahboob, 2016; Boonjing & Chanvarasuth, 2017; Zulfany et al., 2019; Christ-Brendemühl & Schaarschmidt, 2020). Thus, stress brought on by an inability to adapt to modern technology is referred to as technostress. According to Tarafdar et al. (2011) there are five aspects of technostress: overload, complexity, invasion, insecurity, and uncertainty.

2.1.1. Techno-overload

It is the primary aspect of technological stress. Techno-overload occurs when the use of ICT compels workers to perform more work more quickly (Tarafdar et al., 2011). Every situation in which the usage of technology increases an employee's workload encourages them to work faster. Okebaram and Moses (2013) found that employees perceive technological overload more when they spend more time at work as a result of extra work arrangements they received via email or another form of communication. They don't spend time with friends and family because of the overload.

2.1.2. Techno-invasion

The second aspect of technological stress is technological invasion. It is expressing the circumstance in which individuals feel the need to be always linked, regardless of the location or time. Due to technology's invasion, the distinction between work and personal life is becoming hazier (Hauk et al., 2019; Tarafdar et al., 2011). Marchiori et al. (2018) ICT use was defined as taking away from family time. Even on vacation, technology kept them connected to work since they had to spend more time learning new technologies that invaded their personal lives (Hwang & Cha, 2018). Employees spend less time with their families because they deal with work-related difficulties when at home.

2.1.3. Techno-complexity

Techno-complexity is the third aspect of technostress. Complexity in ICT is described as the challenge personnel have when figuring out how to use and learn complicated technologies. Employees believe they need to spend more time learning new ICT skills because their computer literacy is lacking (Juškaitė, 2017). The complexity of the features and lack of knowledge with the system may be the causes of the problems. Techno-complexity, for instance, suggests that staff members must devote time and mental energy to acquiring new technology skills and staying current with it.

2.1.4. Techno-insecurity

This is the fourth aspect of technological stress. Employees experience techno-insecurity when compared to other employees who are more equipped with new tools and technologies for the job. Employees fear losing their jobs due to technological automation or competition from workers with more advanced technological understanding (Tarafdar et al., 2007).

2.1.5. Techno-uncertainty

The fifth and final level of technostress is techno-uncertainty. Employees experience job insecurity as a result of ongoing technological advancements in this environment. Employees suffer as they try to keep up with the rapidly evolving technologies. Because their expertise is swiftly becoming outdated, employees experience anxiety.

2.2. Techno-inclusion

When employees feel inferior to youthful users and are under pressure to try to fit in with the current technological environment, this is referred to as techno-inclusion (Nimrod, 2018). Typically, senior staff discourage the use of technology (Friemel, 2014) modern era, however, forced them to participate in this atmosphere.

2.3. Techno-privacy

Techno-privacy is the term for the safeguarding of private information in the digital era. It entails utilising technology to protect our online personas and private data from being abused, stolen, or accessed without our permission. (Mcmanus, 1999) defined the usage of technology can be tracked, documented, and taken advantage of by outside forces, techno-privacy is defined as posing a threat to employees.

2.4. Work Life Balance

The potential of an individual to strike a balance between the demands of their personal and family lives and the demands of their job is referred to as work-life balance. It entails achieving a balance between work and other pursuits, such as those related to family, friends, hobbies, and personal interests. The academic literature contains a number of definitions of Work Life Balance. Hill et al. (2001) As "the degree to which an individual is equally interested in and satisfied with his or her professional role and family role," define work-life balance. Grzywacz and Marks (2000) As "a situation in which an individual effectively fulfils work and family responsibilities and has a sense of fulfilment in both areas," define Work Life Balance. A variety of outcomes, such as job satisfaction, happiness, physical health, and reduced stress, have been linked to work-life balance (Kossek & Ozeki, 1998; Shockley et al., 2017). Therefore, finding work-life balance is crucial for people, businesses, and society as a whole.

3. Objectives

1) To investigate the correlation between employee work life balance and technostress.
2) To determine how techno-inclusion mediates the association between technostress and work-life balance.
3) To determine how techno-privacy affects the relationship between techno-stress and work-life balance.

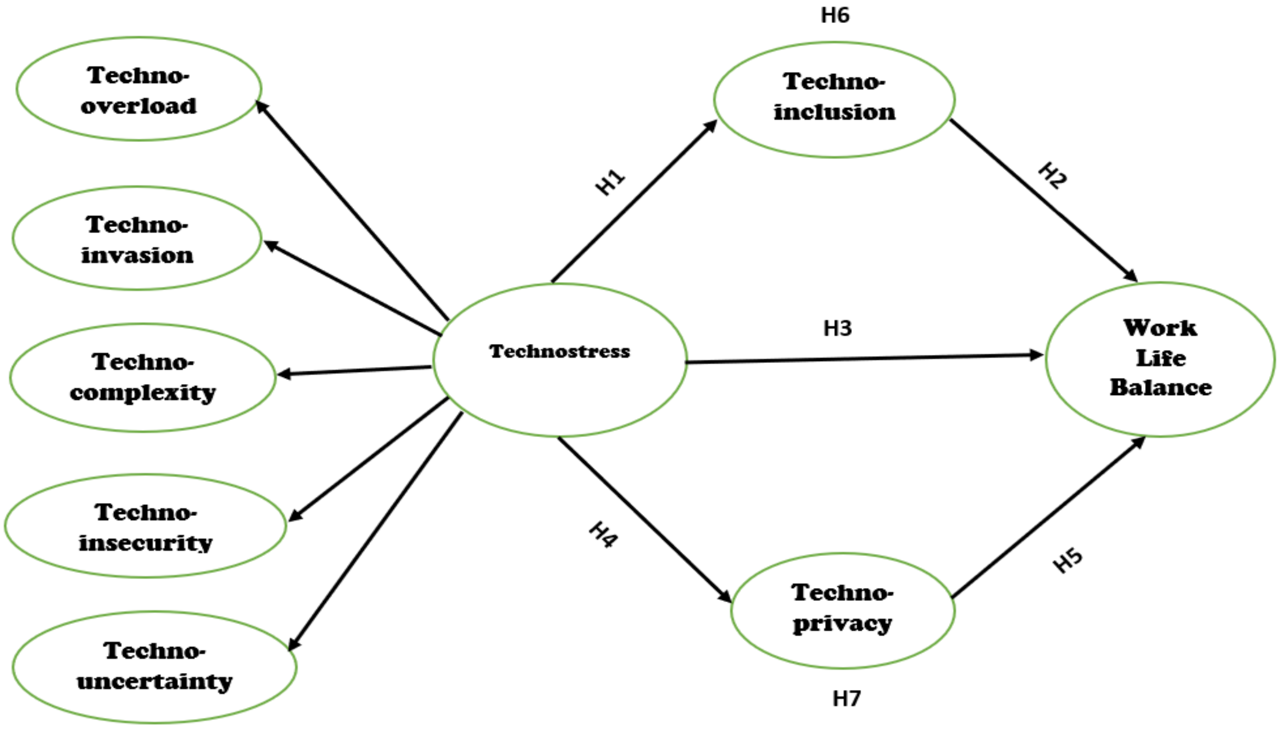

Figure 1. *Conceptual Framework*

Source: Authors

4. Hypothesis

H1: Technostress has a significant relationship with Techno-inclusion.

H2: Techno-inclusion has a significant relationship with work life balance.

H3: Technostress has a significant relationship with work life balance.

H4: Technostress has a significant relationship with Techno-privacy.

H5: Techno-privacy has a significant relationship with work life balance.

H6: Techno-inclusion mediate the relationship of technostress and work life balance.

H7: Techno-privacy mediate the relationship of technostress and work life balance.

5. Research Methodology

In this study a descriptive research design is used with convenient sampling that is a type of probability sampling method. The conceptual framework of variables is presented in **Figure** . The data was collected from the IT employees working in Delhi NCR. The data was collected through the structured questionnaire and 120 questionnaire response were received. The questionnaire was based on five-point Likert scale where 1 stand for strongly disagree and 5 stands for strongly agree. The dimensions of technostress were adapted from the previous studies (Ayyagari et al., 2011b; Tarafdar et al., 2007). Confirmatory factor analysis was directly conducted because pre validated items were used and the entire questionnaire was divided into five sections. There are five items of Techno-overload, four items of Techno-invasion, five items of Techno-complexity, three items of Techno-insecurity and three items of Techno-uncertainty. Nimrod, 2018 used Techno-inclusion and Techno-privacy as the measures of technostress and items of these two variables were three for each. In this study these two variables are used a mediator between technostress and work life balance. Helmle et al. 2014 items were used to measure work life balance. The collected data was analysed through the statistical tool SmartPLS 4.

6. Results:

6.1 Descriptive Statistics

Through descriptive analysis, the respondents' demographic traits were described. The first section of the questionnaire asked for details about gender, age, education, the amount of time spent using technology, and employment history. The summary of the respondents is given in Table 1. The table showed that in the respondents 48.3 percents were female and 51.7 percents were male. In total 54 respondents below the age 25 years with 45 percents and 43.3 percents graduate qualification respondents were the most represented in the particular categories. The highest duration of usage of technology was 4-6 hours. In total, work experience between 1-4 years respondents were the highest with 62.5%.

Table 1. Respondents Profile

Characteristics		**Frequency**	**Percent**
Gender	Female	58	48.3
	Male	62	51.7
	Total	120	100.0
Age	25 years and below	54	45.0
	26 - 35 years	41	34.2

	36 – 45	14	11.7
	46 – 55	5	4.2
	Above 55	6	5.0
	Total	120	100.0
Education	Bachelor	52	43.3
	Diploma	9	7.5
	Intermediate	2	1.7
	Master	57	47.5
	Total	120	100.0
Technology Usage Duration	1 - 3 Hours	31	25.8
	4 - 6 Hours	58	48.3
	7 - 9 Hours	14	11.7
	More than 9 Hours	17	14.2
	Total	120	100.0
Work Experience	1 - 4 Years	75	62.5
	5 - 8 Years	19	15.8
	9 - 12 Years	9	7.5
	More than 12 Years	17	14.2
	Total	120	100.0

6.2 Measurement Model

In research, a measurement model is a statistical model used to quantify the link between latent variables and their indicators. The measurement model checks the reliability and validity of the items and constructs. Cronbach alpha, an older approach, and composite reliability, which is employed in contemporary research, are used to assess item reliability. Convergent and discriminant validity are used to assess validity. Convergent validity is assessed using AVE, while discriminant validity is assessed using the Fornell and Larker Criteria, HTMT ratio and Cross Loading. The hidden variable is supposed to cause the observed indicators in a measurement model. Factor loadings, which are coefficients that describe the strength of the association between each indicator and the latent variable, are used to quantify the relationship between the latent variable and its indicators. In this analysis, indicator loading and multicollinearity were examined first, followed by dependability.

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6.2.1. Factor Loadings:

Factor loadings describe the strength of the correlation between each item in the correlation matrix and the specified principal component. The factor loading's range might be from -1.0 to +1.0, with larger absolute values denoting a better correlation with the underlying factor (Pett et al., 2003). The suggested factor loading value is 0.50. (Hair, et al., 2016). Items with values less than 0.50 were removed. All of the maintained items have factor loading values above 0.50, as seen in Table 2. factor loading values. Only two items with values below 0.50 were eliminated.

Table 2. Factor Loading of Items

	WLB	Complexity	Inclusion	Insecurity	Invasion	Overload	Privacy	Uncertainty
WLB 1	0.745							
WLB 2	0.764							
WLB 3	0.714							
WLB 4	0.769							
WLB 5	0.705							
WLB 6	0.784							
complexity 1		0.791						
complexity 2		0.808						
complexity 3		0.774						
complexity 4		0.689						
complexity 5		0.771						
Inclusion 1			Deleted					
Inclusion 2			0.899					
Inclusion 3			0.888					
Insecurity 1				0.859				
Insecurity 2				0.875				
Insecurity 3				0.885				
invasion 4					0.879			
invasion 1					0.765			
invasion 2					0.663			
invasion 3					0.836			
Overload 1						Deleted		
Overload 2						0.635		

Overload 3	0.709		
Overload 4	0.810		
Overload 5	0.736		
Privacy 1		0.811	
Privacy 2		0.860	
Privacy 3		0.822	
Uncertainty 1			0.800
Uncertainty 2			0.825
Uncertainty 3			0.749

Note: WLB – Work Life Balance

6.2.2. Indicator Multicollinearity

Multicollinearity is a statistical phenomenon that happens when there is a strong correlation between two or more independent variables in a regression model. To evaluate the multicollinearity in the indicators and variables, the Variance Inflation Factor (VIF) statistic is used (Fornell & Bookstein, 1982). The VIF cut-off value should be less than 5 (Hair, et al., 2016). Since all of the VIF values are below 5 as shown in Table 3. hence, multicollinearity is not a problem in this model.

Table 3. Multicollinearity Statistics of Indicators

	VIF
WLB 1	1.813
WLB 2	1.792
WLB 3	1.620
WLB 4	1.771
WLB 5	1.581
WLB 6	1.955
Complexity 1	2.253
Complexity 2	2.428
Complexity 3	1.858
Complexity 4	1.586
Complexity 5	1.733
Inclusion 2	1.557

Inclusion 3	1.557
Insecurity 1	1.786
Insecurity 2	2.177
Insecurity 3	2.284
Invasion 4	2.048
Invasion 1	1.571
Invasion 2	1.381
Invasion 3	1.900
Overload 2	1.196
Overload 3	1.362
Overload 4	1.67
Overload 5	1.527
Privacy 1	1.421
Privacy 2	1.996
Privacy 3	1.758
Uncertainty 1	1.782
Uncertainty 2	1.805
Uncertainty 3	1.161

6.2.3. Reliability Analysis

The stability and consistency of the measuring tool for the variable are what reliability analysis refers to (Mark, 1996). Repetition is the cornerstone of reliability. That asks whether an instrument will yield the same results if used repeatedly. Cronbach Alpha and Composite Reliability are the two most used reliability testing techniques. The outcomes of both tests are displayed in Table 4 both the Cronbach alpha and composite reliability scores, which range from 0.705 to 0.844 and 0.829 to 0.906 respectively, are satisfactory. The threshold values for both reliability test indications should be more than 0.70. (Hair et al., 2012) hence, Constructs are trustworthy.

Table 4. Constructs Reliability Analysis

	Cronbach's alpha	Composite Reliability
WLB	0.842	0.884
Complexity	0.825	0.877

Inclusion	0.748	0.888
Insecurity	0.844	0.906
Invasion	0.798	0.868
Overload	0.697	0.815
Privacy	0.777	0.870
Uncertainty	0.705	0.834

6.2.4. Constructs Validity

Convergent validity and discriminant validity are used in PLS (Partial Least Square) to establish the construct's validity. "The degree of agreement between different attempts to measure the same notion is known as convergent validity. If two or more measurements of the same object are accurate gauges of the notion, then there should be significant correlation between them (Bagozzi et al., 1991). The AVE (Average Variance Explained) measure is used for evaluation convergent validity. When the AVE value is greater than or equal to 0.50, the items converge to measure the underlying construct, establishing convergent validity (Fornell & Larcker, 1981). The AVE values of the constructs shown in Table 5. indicating that convergent validity is justified.

Table 5. Constructs Convergent Validity

	Average variance extracted (AVE)
WLB	0.559
Complexity	0.589
Inclusion	0.799
Insecurity	0.762
Invasion	0.624
Overload	0.526
Privacy	0.691
Uncertainty	0.627

The degree to which one construct in a structural model empirically differs from another construct is known as discriminant validity. The idea is that accurate measurements of each concept should not be substantially correlated if each is unique (Bagozzi et al., 1991). By using the Fornell and Larcker Criterion and the Heterotrait-Monotrait Ratio (HTMT), discriminant validity is evaluated.

6.2.5. Fornell and Larcker Criterion

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Discriminant validity is demonstrated, in accordance with Fornell & Larcker (1981) criterion, when a construct's square root of AVE is greater than its correlation with other constructs. The bold and italic numbers in Table 6 are higher than the other constructs, thus they are valid.

Table 6. Fornell & Larcker Criterion

	WLB	Complexity	Inclusion	Insecurity	Invasion	Overload	Privacy	Uncertainty
WLB	***0.748***							
Complexity	0.564	***0.768***						
Inclusion	0.504	0.716	***0.894***					
Insecurity	0.59	0.745	0.688	***0.873***				
Invasion	0.58	0.561	0.381	0.471	***0.790***			
Overload	0.538	0.61	0.497	0.511	0.539	***0.725***		
Privacy	0.59	0.403	0.435	0.456	0.429	0.443	***0.831***	
Uncertainty	0.401	0.497	0.379	0.405	0.384	0.444	0.482	***0.792***

Note: Bold and Italics represent the Square-root of AVE

6.2.6. Heterotrait-Monotrait Ratio (HTMT)

Henseler et al. (2015) presented the HTMT as a more trustworthy gauge of discerning validity. The estimation of the correlation between constructs is the foundation of HTMT. It refers to the correlation between items measuring different constructs in relation to the (Geometric) mean of the average correlation for those items. However, to validate, the HTMT threshold should be less than 0.90. The bold and italic values are below 0.90 in Table 7. establishing discriminant validity through HTMT Ratio.

Table 7. HTMT Ratio

	WLB	Complexity	Inclusion	Insecurity	Invasion	Overload	Privacy	Uncertainty
WLB								
Complexity	*0.672*							

Inclusion	0.626	*0.900*					
Insecurity	0.695	0.884	*0.861*				
Invasion	0.684	0.678	0.481	*0.559*			
Overload	0.698	0.791	0.671	0.649	*0.708*		
Privacy	0.716	0.496	0.569	0.546	0.532	*0.600*	
Uncertainty	0.503	0.639	0.510	0.511	0.506	0.617	*0.646*

6.2.7. Validating Higher Order Constructs

Higher order constructs validity is evaluated during the measurement model's validation procedure. Validity and reliability were evaluated for each construct. Additionally, various lower order components were used to test the higher order constructs' discriminant validity (Sarstedt et al., 2019). The reliability was evaluated using Cronbach alpha and Composite reliability, both of which have acceptable cut-off values of 0.70 (Hair, et al., 2016). In Table 8 both reliability and convergent validity are presented. Convergent validity is measured by an AVE value greater than 0.50 shown in Table 8 and discriminating validity is measured by the HTMT ratio and Fornell and Larker criteria. The square root of the AVE of the variable is more than the correlation with another variable, hence the values of the Fornell and Larker Criterion shown in Table 9 are acceptable. As long as the result is less than 0.90 in the HTMT ratio Table 10. hence, they are acceptable. Higher order constructs' realism and validity values were acceptable.

Table 8. Reliability and Convergent Validity- Higher Order Construct

	Cronbach's alpha	Composite reliability	Average variance extracted (AVE)
Technostress	0.842	0.889	0.617

Table 9. Fornell & Larker Criterion- Higher Order Constructs Discriminant Validity

	Technostress	WLB	Inclusion	Privacy
Technostress	*0.786*			
WLB	0.685	*0.748*		
Inclusion	0.695	0.509	*0.894*	

Privacy	0.557	0.589	0.441	*0.831*

Table 10. HTMT Ratio- Higher Order Constructs Discriminant Validity

	Technostress	WLB	Inclusion	Privacy
Technostress				
WLB	*0.806*			
Inclusion	0.856	*0.626*		
Privacy	0.691	0.716	*0.569*	

6.3. Structural Model

The next step is to access the structural model after validating that the measurement model is accurate and dependable. To support the given hypothesis, structural equation modelling (SEM) is evaluated of the hypothesised relationship.

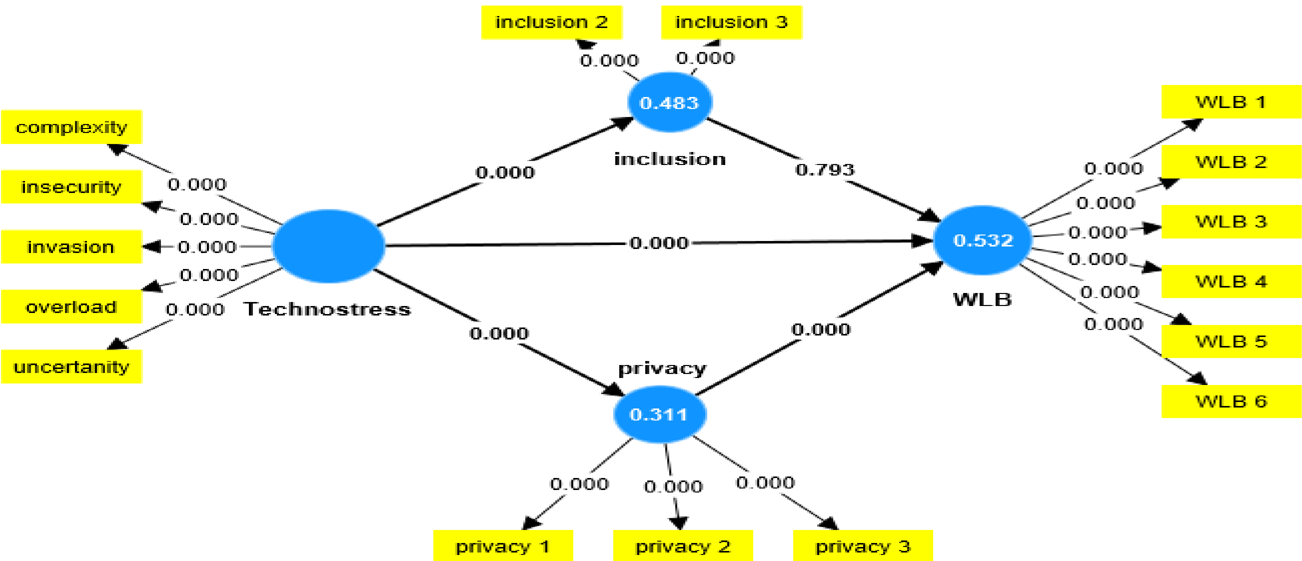

Figure 1. Bootstrapping Results through PLS 4

Source: Authors

6.3.1. Hypotheses Testing

At this stage, the variables' direct and indirect relationships were assessed. To determine the t value and p value for evaluating the significance of the association, the bootstrapping approach was used shown in Figure 2The hypotheses values are listed in Table 11, and H1 assesses if technostress significantly affects technological inclusion. Technostress significantly affects

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technological inclusion, according to the findings (Beta = 0.695, t = 14.277, P< 0.001). Therefore, H1 was accepted. H2 evaluated whether or not technological inclusion significantly affects work-life balance. According to the test results, there is no significant link between inclusion and work-life balance (Beta = 0.033, t = 0.263, P > 0.10). H2 was so disregarded. As the results showed, technostress has a substantial impact on the work-life balance (Beta = 0.496, t = 4.656, P 0.001), further H3 was supported. H4 was examined for the association between technological stress and technological privacy, and the findings showed the association to be significant (Beta = 0.557, t = 8.976, P 0.001). The relationship between technological privacy and work-life balance was examined in H5, and the results showed that there is a substantial relationship between the two (Beta = 0.299, t = 3.509, P 0.001), supporting the hypothesis. In H6 and H7, the indirect association between the variables was investigated. Testing the mediating role of technology in the relationship between technological stress and work-life balance revealed an insignificant indirect relationship (Beta = 0.023, t = 0.259, P > 0.10), hence hypothesis H6 was rejected. The findings of H7's test for the mediating effect of technological privacy between technological stress and work-life balance showed that there is a significant indirect association (Beta = 0.167, t = 3.369, P 0.005), hence the hypothesis was accepted. The results of the assessment of the overall indirect association between technological stress and work-life balance are shown in Table 12 at the 0.10 level of significance, the indirect relationship was found to be significant.

Table 11. Direct Effect and Specific Indirect Effect

Direct effect	**Path Coefficient**	**T statistics**	**P values**	**Decision**
H1: Technostress ->Inclusion	0.695	14.277	0.000	Supported
H2: Inclusion -> WLB	0.033	0.263	0.793	Not Supported
H3: Technostress -> WLB	0.496	4.656	0.000	Supported
H4: Technostress -> Privacy	0.557	8.976	0.000	Supported
H5: Privacy -> WLB	0.299	3.509	0.000	Supported
Indirect effect	**Path Coefficient**	**T statistics**	**P values**	**Decision**
H6: Technostress -> Inclusion -> WLB	0.023	0.259	0.795	Not supported
H7: Technostress -> Privacy -> WLB	0.167	3.369	0.001	Supported

Table 12. Total Indirect Effect

	Path Coefficient	T statistics	P values	Decision
Technostress -> WLB	0.189	2.199	0.028	Supported

6.3.2. Predictive Power

The Q square value, which must be greater than zero, is used to determine whether a model is predictively relevant. The endogenous constructs are represented by the predative relevance Q square value. Since the Q square values in Table 13 are more than 0, this model has a high level of predictive ability.

Table 13. Goodness Of Fit (Model's Predictive Capability)

	Q^2predict	PLS-SEM_RMSE	LM_RMSE	(PLS_SEM - LM)
WLB 1	0.173	1.159	1.166	-0.007
WLB 2	0.264	1.011	1.004	0.007
WLB 3	0.211	1.023	1.049	-0.026
WLB 4	0.303	1.048	1.08	-0.032
WLB 5	0.316	1.005	1.001	0.004
WLB 6	0.226	1.083	1.127	-0.044
Inclusion 2	0.387	0.973	0.876	0.097
Inclusion 3	0.371	0.924	0.969	-0.045
Privacy 1	0.272	1.006	0.981	0.025
Privacy 2	0.179	1.053	1.09	-0.037
Privacy 3	0.139	1.096	1.093	0.003

7. Conclusion and Discussion

The findings of structural equation modelling demonstrate a significant association between technostress and work-life balance, and this conclusion was corroborated by other studies (Curcuruto et al., 2023; Stankevičiūtė, 2022; Mohammed et al., 2021; Saim et al., 2021). In this study, the direct and indirect effects of technological stress on work-life balance were examined, and, to the best of the authors' knowledge, two mediators' technological inclusion and technological privacy between the dependent and independent variables were examined for first time. The results demonstrated that, as the P value (0.795) is not significant, technological inclusion does not mediate the association between technostress and work-life balance. The direct relationship between technostress and Techno-inclusion is significant with r value 0.695 but the relationship between techno-inclusion and work life balance is not significant and the r value is 0.033. The direct relationship between tecno-inclusion and work life balance is not supported. Employees techno-inclusion behaviour is not impacting their work life balance. Techno-privacy mediate the impact of technostress on the work life balance and r value is 0.167 but it is not showing a strong correlation. The direct relationship between technostress and techno-privacy is significant with r value 0.557 as well as the direct relationship between techno-privacy and work life balance also significant with r value 0.299. The dimensions techno-overload, techno-invasion, techno-insecurity, techno-uncertainty, techno-complexity all are good indicator of technostress and significantly impacting work life balance of the employees working in IT sector.

The total indirect impact of technostress on the work life balance was also significant with r value 0.189. The R square value of techno-inclusion is 0.483, demonstrating a 48 percent change due to technostress. Techno-privacy changed 31 percent due to technostress that conclude on the bases of R square value 0.311. There is 52 percent change in work life balance due technostress, Techno-inclusion and Techno-privacy demonstrated through R square value 0.532. Finally, it is concluded that technostress impacting the work life balance and this relationship is mediated through tecno-privacy apart from it there might be other variables those mediate this relationship like burnout, emotional execution, psychological heath, work support etc. Those can be used in future studies.

9. Recommendation

Technostress and work-life balance are closely related, and managing technostress is critical to achieving a healthy work-life balance. For IT employees, managing technostress is especially important as they are often required to use technology for extended periods. Here are some specific recommendations for IT employees like Take Breaks- Taking regular breaks can help reduce technostress and improve productivity. Take short breaks throughout the day to rest your eyes, stretch your muscles, and clear your mind. Prioritize Tasks- Prioritize your tasks and manage your time effectively. Use tools such as calendars and to-do list to keep track of deadlines and ensure that you are allocating your time wisely. Set Boundaries- It can be tempting to check work-related communication during non-work hours, but it is important to set boundaries between work and personal life. Turn off notifications during non-work hours, and communicate clearly with colleagues about when you are available. Practice Mindfulness- Practicing mindfulness can help reduce stress and improve focus. Consider taking a few minutes each day to meditate, do breathing exercises, or engage in another mindfulness practice. Seek Support- If you are feeling overwhelmed by technostress or struggling to achieve a healthy work-life balance, seek support from colleagues, managers, or a mental health professional. Don't hesitate to ask for help or advice. IT employees can manage technostress and achieve a healthy work-life balance. Remember that everyone's situation is different, so find what works best for individual and prioritize their well-being.

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