

## **Exploring the Impact of Technostress on Work-Family Conflicts in Remote IT Work Settings in Sri Lanka and The Moderating Effect of Perceived Organizational Support**

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Technostress stemming from the use of information technology (IT) has become a major source of stress in the modern workplace. Most of the researchers show that techno-stressors negatively affect employees' work attitudes and performance, however, few researchers know about the effect of technostress on employees' non-work lives. Although there is enough literature on technostress, work-family conflict, and perceived organizational support in the western region. There is less research in Sri Lanka context to test the impact of technostress on work-family conflict, especially after the covid. Hence, this study intends to contribute to filling the knowledge gap by looking into the impact of technostress on work-family conflict, and the moderating effect of perceived organizational support. This study followed a cross-sectional quantitative research framework. Data were collected through a standard questionnaire from a sample of 249 employees working in remote IT work setting in Sri Lanka using the multi-stage sampling method; individual employees from five companies were selected based on the stratified sampling method and a simple random sampling method was used to select the sampling unit. The majority of the sample is made up of men, who represent 56.2% of the total number of respondents, while women represent the remaining 43.8%. Descriptive statistics, inferential statistics, regression, and correlation analysis were analyzed using Statistical Package for Social Sciences (SPSS). The results indicated that there is a strong positive impact of technostress on work-family conflicts and perceived organizational support moderates the association between technostress and work-family conflict. However, perceived organizational support doesn't significantly moderate the relationship between technostress and work-family conflict. Consequently, this study presents relevant implications for organizations, identifying strategies that allow them to reduce technostress and work-family conflict. Further, this study concluded that providing organizational support and creating policies favourable to work-life balance assist employees in managing technostress better and enhance work-life balance by minimizing the work-family conflict. Moreover, in this study perceived organizational support, as a moderating variable, was considered as a single construct, ignoring the different dimensions of organizational support. Therefore, future research can be further developed by adding dimensions under perceived organizational support.

**Keywords:** *Technostress, Work-Family Conflict, Perceived Organizational Support*

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