

Technostress, Burnout and Turnover Intention in the IT Industry: A Systematic Literature Review

Simarpreet Kaur^{*} and Akanchha Singh^{**}

School of Business, Manav Rachna University, Faridabad, India

Abstract: Technostress has emerged as being one of the challenges in the field of IT industry. This study reviews numerous studies relating to technostress within IT and focuses on the association between burnout and technostress and employee turnover intentions. Burnout in IT workers is highly correlated with technostress as evidenced in the review. The research also revealed that technostress and burnout are heightened by certain factors like poor tech support, overload of digital work, poor leadership, lack of freedom to perform the job and work life imbalance. The following strategies may be adopted to reduce technostress, burnout and employee turnover intention: (i) enhance tech and management support, (ii) promote digital health and work life balance, (iii) create ethical and inspiring leaders (iv) ensure a safe and flexible work environment, and (v) implement employee and socially responsible HR practices.

Keywords: Technostress, Burnout, Turnover Intention, IT Industry

^{*} Email: simarkaur.bhasin@yahoo.com, ^{**} Email: akansha.singh9919@gmail.com

Acknowledgement: We would like to thank the Editorial Board and the anonymous referees for their thoughtful suggestions and input, which helped us improve the paper's content.