ABSTRACT

ANALYSIS OF THE INFLUENCE OF TECHNOSTRESS FROM INSTANT MESSENGER USAGE IN THE WORK ENVIRONMENT ON THE PERFORMANCE OF LECTURERS AT TELKOM INSTITUTE OF TECHNOLOGY PURWOKERTO

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The use of Instant Messenger (IM) in the workplace, particularly at the Telkom University Institute of Technology Purwokerto (ITTP), has garnered positive reception but also raised several concerns. This study examines perceptions regarding IM usage among faculty members, which simultaneously enhances communication effectiveness but also poses constraints related to time boundaries and off-hours disruptions. Survey data highlights the necessity for clear organizational policies regarding IM usage and better guidance from the Telkom University Institute of Technology Purwokerto on its efficient utilization. The study identifies how IM usage affects individual performance through the lens of Transactional Stress Theory, encompassing both its positive and negative impacts. Research survey results indicate that most respondents acknowledge the effectiveness of IM in communication, yet some struggle to separate work and personal time or are disturbed by messages outside of working hours. The aim of this study is to address questions regarding how IM technology influences work interruptions, technological complexity, technostress, faculty performance, as well as effective notification time management, technology utilization optimization, and policy formulation. The results of validity and reliability tests demonstrate that each variable is valid and reliable. Hypothesis testing on IM usage in the workplace yields significant results for three hypotheses, namely H2, H3, and H5. However, six hypotheses (H1a, H1b, H1c, H4a, H4b, and H4c) show nonsignificant results due to p-values <0.05. These recommendations offer solutions to address the identified issues regarding the relationship between IM and performance, technostress causes, and their impact on faculty performance.

Keywords: *Instant Messengers, Technostress, Work Interruptions, Work Performance*