

Factors influencing technostress

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Abstract— Every era had its own technological developments. Innovative technologies, however, have always necessitated new skills and abilities, attitudes that enable people to be capable of managing them. However, not everyone reacts, has the adequate means to react with the same speed and openness to the newest developments. That is why, though the purpose of new technologies may be to improve people's quality of life and the well-being on a society level, at the same time, they might decrease equal opportunities, widen, deepen social, as well as generational disparities. The present paper endeavours to analyse, how current technological developments have influenced the lives of people in the 21st century, and whether we are ready to utilise these advanced tools and systems or are more afraid to be a part of the ongoing industrial revolutions. With the help of a quantitative research, technology perception of young people has been analysed. At the end of the paper, potential coping strategies are introduced and other potential solutions are suggested that can make the life of people easier, when it comes to handling difficulties related to advanced technologies.

Keywords—*technological developments, technostress, coping, gender, age*

I. INTRODUCTION

Every era had its own technological developments. While the purpose of new technologies may be to improve people's quality of life and the well-being in multiple cases, they are regarded more as the common enemy that induces stress and which necessitates conscious effort to handle.

According to one of the widely acknowledged specifications, technostress is defined as the totality of the direct or indirect negative effects that technology has on human behaviour and decision-making, as well as the physical effects it has on the human body. Technostress is not only caused by the overwhelming, constant flood of information, but also by the impending need to learn how to use more and more tools, devices and gadgets in the workplace or in everyday life, in addition, the frustration when being unable to do so sufficiently and the fear of this lack of capabilities being exposed [1].

Forms of technostress

Due to people being unfamiliar with new technologies, they often make mistakes at first, start to rush, which reduces the efficiency of achieving their goals of mastering the new technology, in addition, a decrease in the quality of their work occurs.

Owing to the individuals' inability to cope with the new innovations, negative changes in mood, also, the emergence of depression can be observed in the long run. In addition, the insecurity they feel about their work, as well as the fear of losing their job, because their incompetence prevents them from asking for help, further induces the feeling of pressure, and it also reduces the extent of social interactions within an

organization, which can lead to feelings of social isolation as well [2].

It is clear that one of the perhaps unforeseen consequences of the information technology and telecommunications explosion and revolution of the last two decades is the spread of technostress. However, the notion of not being needed, the constant pressure to keep up with the work pace of machines, as well as the fear of being replaced any time by someone or something with higher competencies, became factors of unease way before Industry 4.0 [3][4].

Provided this is the case, why has it not been addressed until now? Because people only just now have gained enough awareness of their life and their surroundings to do so. Through the easily accessible information, and with the free flow of data, people now are able to obtain enough knowledge to be capable of tackling the issue of technostress, now, being conscious of, familiar with the creeping monster under the bed, occupational psychologists, HR professionals, and even managers supervising multiple employees are increasingly warning about the dangers of technostress. In line with international literature, technostress has various components, namely: overload, invasion, complexity, uncertainty and unreliability [5].

The term information overload refers to a situation where individuals are flooded with such an overwhelming amount of information that he/she is no longer able to distinguish between useful and secondary, ancillary information which gets the person to indulge in extreme, but uncoordinated multitasking to complete the given task. It can also lead to a degree of uncertainty about the correctness of the decisions made, which in turn appears to be a source of great stress for the employee. A "brain freeze" occurs where the brain is, so to speak, paralyzed and no longer sends the stimuli needed to get to action [6][7].

Not only is the potential input for work present in an excessive way, but it is even expected that the employee, once available be available at all times. This is an essential element of the so-called technology invasion where technology is increasingly settling on the worker, and moments of rest are constantly diminishing, due to e-mails continuously arriving to our computer or smartphone, with newer and newer additional information, in addition, with another batch of tasks that always just seem to gather and not decrease [8].

Another of the main reasons for the negative emotions of technostress, is the lack of knowledge about technology itself. Robotics, Artificial Intelligence (AI), Nanotechnology, Quantum Computing, Biotechnology, the Internet of Things (IoT), the Industrial Internet of Things (IIoT), Decentralized Consensus, 5G, 3D printing, autonomous vehicles, more efficient, smaller integrated circuits (ICs) and various other technologies are being integrated into our daily lives, which require higher processing power and increased data storage capabilities (memory) that humans hardly ever possess[9].

An additional factor of technostress, a problem with technology, is that nowadays it changes too often and requires large-scale, continuous adaptation to it in every segment of our life. This rapid development of ICT makes individuals insecure about their already owned competencies, makes them feel uncertain about the usage of everyday objects that even though have been a part of their life for many years now, their outlook, functions, the way to handle and use them has become so complicated, but most importantly so different, and alien that now, people feel uncertain about using even the supposedly most simple gadgets as well [10][4].

Unfortunately, technology has also been, and is associated with 'unreliability'. The advanced technological devices, which have numerous of ways to malfunction, to go wrong, to just simply stop working, irrespective of the user's situation are considered untrustworthy [11]. Whether there are several unsaved pages of work, or the user is in the middle of an important presentation, technology can, and will betray people in the most unwanted, unpredictable ways, which of course makes it appear unreliable, a reminder of unpleasant memories, and in some cases even a source of fear, to the many 'wronged' individuals.

Though it is a not so recent phenomenon, unwanted technological publicity has been becoming one of the most significant issues, inducing a considerable fear in people [12][13]. The saying 'once on the internet, it will never be off of it' is a serious problem, since ICT enables and often even promotes malicious or accidental invasion of individuals' privacy. Private information, data can be so easily leaked, tracked down, that people are now afraid to even have a social media account, or have an online presence at all, because it is certain, that every accidentally (or not accidentally) shared piece of information will be made public and remain on the internet forever.

However, having no online presence, even for the sake of protecting oneself from their fears is impossible, due to the pressure that workplaces, friends, even family put on individuals. Members of society are expected to use ICT, since it is now necessary for them to be able to perform with the same efficiency at work as everyone else, not to mention, if one has no social media, or is not available in an online platform, it is possible they will miss out on events, not get information about things, which would have been important [11][14][15]. In addition, during the Covid19 pandemic, completing one's work has been made almost completely impossible without a computer or a smart gadget, further pressuring the techno- uncomfortable ones. Also, it is humanly impossible to keep relationships, connections with others intact in our super busy life, without the help of technological devices.

Different demographic groups' relation with technostress

While technostress is a multifaceted phenomenon, it is not affecting everyone to the same extent. In line with the results of other – previous- industrial revolutions, most older people were less comfortable with the new technological developments than those born into the new era. Nonetheless, according to international literature, it is not only age that matters, when it comes to perceived level of technostress and its various factors, but several other demographic variables can have their effects [16][17][18].

According to Baham et al. [19] there is a difference in how elderly and the younger generations tend to perceive

technostress' different aspects. As many would expect, younger people are better at handling all factors of technostress.

Another demographic factor related to which the perceived level of technostress has been analysed is people's level of education [20]. People with only a high school degree sense overall a lesser amount of technostress than people with a higher educational level. It is probably not because people with lower education understand technology better than those with higher degree. In all probability they are working in professions, are living a life, where using advanced ICT devices is not necessary and on top of it, they might not even be aware of how far technology is stressing them out. Due to their mindset, and possibly their level of knowledge, they do not even begin to, or want/bother to begin to understand how technology is working, and as such they are also less bothered by technostress itself. In line with this, people with lower education are most likely not tackling that much technology at work, for example a butcher or a person working in agriculture, and people with higher education ought to have a profession where technology is more present, as such, technostress is more likely perceived.

Employed people's perceived level of technostress is significantly higher than that of unemployed, due to the simple reason that people who work, have to experience stress not only in their private, but also in their working life. Job, profession usually invades all segments of people's life, as such not only invasion but also informational overload is heavily present in their everyday life. Unemployed people, excluding a few exceptions, do not have the financial background to buy, or possess the newest, most advanced technological devices, and older, more affordable, but less developed ICT gadgets are more straightforwardly built up and much less complicated to handle than newer technologies. That is why they perceive technology itself much less unreliable than those, who are dealing with the advanced versions of all devices both at work and at home.

According to Nimrod [21] rather than different demographic features and their respective groups' perceived level of technostress, the connections between different aspects of a person's life and technological issues shall be analysed. Positive outlook on life as a whole can for example greatly influence the perceived level of technological stress. In line with this, people with techno anxiety are likely to feel techno fatigue as well. In addition, work family conflicts as well as career flexibility issues also positively correlate with techno anxiety. However, people with a certain level of satisfaction with their life, those who are able to identify themselves with their profession, or those who are ambitious towards developing their career, are less likely to feel techno anxiety.

How to cope with technostress

In order to keep up with technological changes and industrial revolutions, without being a victim of technostress one needs to learn new ways (competencies and mindset) to cope with these phenomena. Coping with technostress, however, is pretty much dependent on the individuals and their perceptions and competences [22].

We can divide, existing coping methods into two greater groups. Problem centred coping is, when the stressed individuals try to change, influence the situation in a way that will positively improve their condition, such as avoiding the

stressor itself, modifying ICT characteristics or using routines targeting the source of technostress and seeking to reduce its impact in the long run [23]. Online and offline isolation, where the person in question temporarily separates themselves from ICT with for example, turning on 'sleeping mode' or 'do not disturb mode', changes their environment, and forcefully detaches them from technology, which can be of the biggest help in the long run [24]. There is also the option of seeking help from other individuals, such as family, friends, or a professional therapist.

In contrast with problem centred coping, with emotion-centred coping people try to manipulate their emotional excitement, negative feelings caused by a stress reaction. According to this approach, where the individuals modulate their specific personal reactions towards ICT stressors, meditation as well as building mental boundaries are the best solutions.

There exists, however, a third type of approach, that cannot really be called a coping method; but in a way it is also helping individuals to cope with stressors, among others technostress. Regaining control over work and private life, according to research conducted by Carlotto et al [25], is in fact one of the best, if not the best method to lessen the perceived level of not just technostress, but also a person's general level of stress.

II. RESEARCH QUESTIONS AND METHODOLOGY

The research described in this paper was intended to explore different people's technostress level and coping mechanisms, as well as to try to identify factors that might be able to influence, mitigate the burdens new technology places on people. In line with this research questions were formulated as follows: Which demographic groups are more vulnerable to technostress? What factors affect the perceived level of technostress? Are certain coping strategies more prevalent for certain forms of technostress? In line with this, our hypothesis was that certain demographic groups are more susceptible to technostress than others, since stress is cumulative by nature. We also have predicted to find a pattern that connects certain stressors and/or demographic groups with certain ways of coping.

The perceived level of technostress, the influencing factors and the coping style of the respondents were explored with the help of an online questionnaire. The questionnaire endeavoured to explore the various factors of technostress indicated by international literature, namely invasion, overload, unreliability, uncertainty, complexity, unwanted publicity and social pressure. While invasion was explored with the help of 3 different statements, other aspects were represented by one statement each in the following manner: Invasion: "I can't disconnect from my phone." (IN1), "I feel bad when I'm not online." (IN2), "I often do work/school related activities on my phone." (IN3) Overload: "I often feel like it would be better to live on a desert island without any digital tools." (OL), Unreliability: "My various electronic devices often do not work as they should." (UR), Uncertainty: "Technology is changing too fast today." (UC), Complexity: "It is impossible to keep up with the latest software and tools" (CX), Unwanted publicity: "Nowadays, you can't hide away from publicity, because everything about everyone is on the internet" (UP) and Social pressure: "If I'm not on all social media, I'm missing out on important things" (SP). Respondents were requested to rate each statement on a 4

point scale - where 0 have meant not relevant, while 3 completely relevant - since we wanted to force them to have a clear standpoint and not go for the value-neutral middle ground.

Besides technostress factors, general stress (at home, work, school and while travelling) as well as satisfaction with life (and its various segments, such as family, partner, work, school, hobby, pastime) have been assessed in the questionnaire. These later factors have been evaluated on a 5 point scale but were coded into ratings form 0 – not relevant to, 4 completely relevant.

Coping strategies have been addressed in the questionnaire with the help of 6 simple statements: "I simply eliminate the source of the stress" (C1), "Unfortunately, I do not have a suitable solution for stressful situations" (C2), "I have many favourite activities to help me calm down" (C3), "I have peers that help me" (C4), "I rarely get into a stressful situation, but if I do, the situation isn't serious either" (C5) and "I try to look at the situation differently and see the stressful situation through positive glasses" (C6). Respondents were requested to rate the above statements on the basis of their prevalence on the above described 5-point scale ranging from 0 to 4.

The questionnaire was filled out by 201 respondents. 108 of them were males and 87 females, with 6 respondents preferring not to indicate their gender. Even though the sample is not balanced in regard to the gender ratio, the number of respondents belonging to both genders make it possible to come up with certain conclusions. The respondents were very varied regarding their age, ranging from 12 to 70. The average age of the respondents was 27.29, with a standard deviation of 13.431. The majority (75%) of the respondents were younger than 33 years old, half of them being younger than 22 and a quarter even younger than 19.

III. RESEARCH RESULTS

The respondents – in line with their varied age – had various level of education, ranging from primary school (17%) to PhD (3%). The majority (43%) of the respondents had secondary education, followed by 23% with BSc, and 13% with MSc level education.

Despite the wide variety of people in the sample, in line with their relatively younger age, most of them were still studying. Only 38 of the respondents have indicated that they are not studying (anymore). It is important to note, that 43% (87 people) have indicated that they are working (besides, or instead of studying).

Regarding the factors of technostress, the highest values were given to invasion (IN3) but also the prevalence of some other invasion related statements were belonging to one of the lowest rated (IN2) The discrepancy might be owing to the perceived nature of various factors. Most young people are never disconnected, hence, their rating of the sense of not being online cannot be that high. The average rating of the different technostress factors is displayed in Fig. 1.

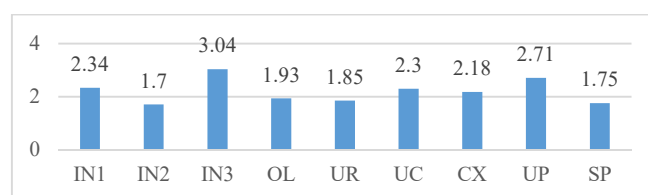


Fig. 1. Perceived level of technostress factors by respondents

The respondents were in general more satisfied with their lives than stressed by it, however, there was high variance in the responses. Stress at home ($S1=1.08$), at school ($S2=1.11$), while travelling ($S3=1.18$) and at work with ($S4=1.18$) shall all be considered low on their respective scales from 0 to 4. While satisfaction with partner ($SF1=2.28$), work ($SF2=2.35$), school ($SF3=2.36$), pastime activities ($SF4=2.47$), hobbies ($SF5=2.56$) and family life ($SF6=2.71$) were all rated significantly higher on the same scale.

The last information tackled by the current paper is how respondents are managing technostress. As indicated in Fig. 2., different coping strategies gained different rankings. Many of the respondents had a colourful mix of sufficient coping strategies and hence, is able to handle stressful situations alone or with the help of their peers. Only 11 of the 201 respondents have stated not to have suitable solution for stressful situations.

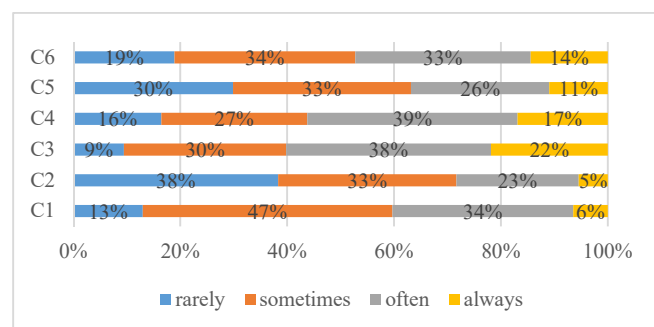


Fig. 2. Coping mechanisms of respondent

Table I indicates the differences in technostress factors by various demographic variables.

TABLE I. FACTORS OF TECHNOSTRESS BY VARIOUS DEMOGRAPHIC GROUPS

	IN1	IN2	IN3	OL	UR	UC	CX	UP	SP
male	2.19	1.65	3	1.85	1.79	2.1	1.95	2.59	1.77
female	2.51	1.79	3.11	2	1.93	2.55	2.44	2.83	1.75
HE degree	2.4	1.65	3.12	1.98	1.93	2.27	2.17	2.55	1.9
no, HE degree	2.25	1.78	2.94	1.86	1.73	2.34	2.21	2.95	1.53
age <30	2.4	1.64	3.16	1.9	1.95	2.24	2.14	2.61	1.84
age ≥30	2.17	1.87	2.74	2.02	1.58	2.47	2.32	2.98	1.51
unemployed	2.45	1.63	3.07	1.93	1.91	2.2	2.13	2.64	1.89
employed	2.2	1.79	3.01	1.93	1.77	2.43	2.25	2.79	1.56

This table, similarly, to the one that is based on the research conducted by LaTorre et al. [26] aims to compare different demographic factors and the difference between the respected groups' average perceived level of technostress. As the table indicates, male respondents handle the different life experiences overall better and are less likely to have the habits, and feelings connected to technostress. The biggest differences between the two genders, at a value of 0.45 and 0.49, shows when it comes to dealing with the advancements of technology, and the too fast pace of change of it.

Individuals with a higher educational degree, have a bigger issue with disconnecting from their phone, do school/work related activities on their phone more often, and also have more experience with technological malfunctions than people with only a lower education. Whether they are still studying or are now working, their workplace/educational institute demands it more strongly - than that of people with lower-level degree - that they be available at all times. Also, the informational flow is probably much faster in these places, which is why they think rate it much higher that if they are not

present on all kinds of social media, pieces of information will slip their attention making them miss out on all kinds of important events. This level of everyday stress is what might make them want to live on a deserted island without any kind of electronic device more strongly than respondents with a lower degree, who are probably not that bothered by these issues. On the other hand, interestingly enough, people with a higher educational background feel less uncomfortable with not being online, and they also perceive online publicity much less significant of an issue than those with a lower educational degree. Also, probably because of their better understanding of the world, and their possibly higher level of intelligence, they are more capable of keeping up with the latest technological devices, and they also believe that the changing of technology is not that fast.

Individuals older than 30 have a lesser issue with disconnecting from their phone than the younger generation does, probably owing to the fact that they were not born into the era of digital technology, as such it has only been becoming a part of their life in recent times, and that is why they might not see phones (yet) as something that is impossible to detach themselves from. Additionally, they also evaluated social media much less important for getting information from, than people younger than 30. However, it is shocking to see that older people are more likely to feel uncomfortable with not being online than the younger ones. They use their phone for work less, and since they do not need/want electronic devices for entertainment, work or purposes other than the basic usefulness, they mostly buy the easy to use, older, less developed versions of everyday gadgets, with which they are less likely to experience malfunctions than the younger generation who own the as advanced technological tools as they can afford.

As it can be observed, respondents older than 30 rated technology as something that changes too fast, and is impossible to keep up with much higher, than individuals under the age of 30. Their efforts to only tackle the simple technological devices is probably in vain, as their surrounding has high expectation towards them, in addition, they are, understandably much more fed up with technology, and the - for them sometimes still unknown- internet collecting their data, than the younger generations who perceive these issues less significant, which resulted in the older respondents evaluating the idea of living on a deserted island much higher.

Employed people have lesser issues with disconnecting from their phones, do work/school related activities less, have a lesser experience with electronic devices' malfunctions, and feel less pressured to be present on all social media platforms than the unemployed respondents. Not to mention, they also do not feel that uncomfortable with not being online as the currently not working individuals. It is important to note, that unemployed in current research does not necessarily mean people who are job seekers, but also contains younger people who are currently studying and hence don not want/need to work (yet). In line with this, those who are employed (and accordingly are older) usually believe that technology is changing in a too rapid of a manner and it is impossible to keep up with the latest software more strongly than the unemployed ones. Additionally, employed people also cannot seem to handle online publicity as good as those who are unemployed, also the two groups of people feel the same way about living on a deserted island without any technological devices.

Technostress variables had their internal correlations as well, as indicated in Table II below.

TABLE II. INTERNAL CORRELATIONS OF TECHNOSTRESS FACTORS

	IN1	IN2	IN3	OL	UR	UC	CX	UP	SP
IN1									
IN2	0.414**								
IN3	0.274**								
OL									
UR	0.278**	0.326**	0.201**	-0.100*					
UC				0.228**	0.016**				
CX				0.232**	0.003**	0.624**			
UP	0.142*				0.296**	0.273**			
SP		0.291**	0.149*		0.359**				

Correlation is significant at the 0.01 level (2-tailed) **; at the 0.05 level (2-tailed) *.

The lack of ability to disconnect from one's phone positively and quite strongly correlates with the bad feeling stemming from not being available online, the frequent doing of activities related to work/school matters on one's phone, as well as with one's regular experiences with electronic devices malfunctions. Also, though not in the range of **, people's feeling that they are unable to hide from online publicity has a positive correlation with the lack of capability to make oneself disconnect from their phone. The rest of the mentioned factors are not in the required range of significance, and their value is not that big either to further analyse.

People feeling bad when they are not online available, are often those who frequently experience electronic devices not working as they should and they also think that as long as they do not have an online presence on all social media, they miss out on things of great importance, probably this mentality is what makes them feel uncomfortable, even restless when they are not online, since they think that important information will slip their attention if they are not paying attention at all times.

The frequent execution of work/school related activities on one's phone positively correlates with experiences related to electronic devices' malfunction and, though not in the significant correlation range, it is also related to the need of being present on all kinds of social media. Feeling completely overloaded with technology and now even thinking about how good living on a deserted island without any smart devices negatively correlates with experiences of technological malfunctions and has a positive relation with the feeling of being unable to keep up with the latest software and technological device as well as the mindset in which one thinks technology is changing too fast.

People with several electronic devices that do not work as they should, perceive technology as something that changes too fast and too much, they are also unable to keep up with the latest of the advanced technologies and they think that provided they are not present on all social media platforms, they are missing out on important events as well as information. Those who think technology is changing too fast are usually the people who also perceive technology as something that is impossible to keep pace with. This correlation is the highest in the whole table at value of 0.624. The thinking that technology is changing in a too rapid of a manner, also has a relation with people's feeling that they are unable to hide from the eyes of the public. In line with the previous analysis, those who are unable to keep up with the latest advancements of technology, also think that hiding from publicity is impossible.

TABLE III.

TABLE IV. CORRELATION OF TECHNOSTRESS FACTORS WITH OTHER STRESSORS AND SATISFACTION WITH LIFE

	IN2	IN3	OL	UR	UC	CX	UP	SP
S1			0.254**	0.014**	0.259**	0.247**		0.196**
S2		0.183**	0.193**	0.041**	0.349**	0.346**	0.161*	0.139*
S3			0.287**	0.069*	0.341**	0.298**	0.163*	
S4	0.146*		0.193**	-0.020*	0.336**	0.244**	0.156*	
SF3		0.212**						
SF4				0.161*				
SF5			-0.161*					

Correlation is significant at the 0.01 level (2-tailed) **; at the 0.05 level (2-tailed) *.

According to Table III, technostress is closely related with factors related to one's perception about life and work. Those who feel bad about not being online at all times, are more likely to be stressed at work. This is probably because their workplace demands them to always be within a reachable range, to be always available. Nowadays it is a standard prerequisite for the employees to be able to be as fast with the completion of a task as they possibly can.

Individuals that frequently do work/school related activities on their phone, are more likely to feel stressed at school, however, interestingly, they are also likely to be satisfied with school. This could mean that, when they meticulously do their homework, are up to date with all test dates, in addition they study for most of them. They might be the same, who provide everyone else in class with information on some online platform - which is precisely what "school related things" depict - owing to which, they feel a certain amount of placidity that they are doing everything within their capabilities to be as good as they can be.

People who are overloaded with technology, use too many ICT devices are absolutely fed up with technology as a whole, and even have thoughts that living on a deserted island without all those technology related 'bothers' would be much better, are the individuals that are stressed by all segments of their lives, at home, at work, at school and even while traveling, commuting from one place to another. However, this factor also has a negative correlation with being satisfied with one's hobby, which means that they can probably not calm down, be happier while doing their hobbies either, since that possibly requires tools that are also connected to technology.

Respondents who have several experiences connected to technological malfunctions, are usually those who are stressed at home, at school and while travelling. Yet, these individuals perceive less amount of stress while at work due to the possible reason that their workplace either provides them with reliable, easy to use electronic devices or this segment of the respondents are not working and have no reason to feel stressed at their non-existent workplace. People that perceive technology as something that changes in too rapid of a manner, and those who are unable to keep up with the latest advancements of technology experience an overall high level of stress in all aspects of their daily life.

Individuals who believe that it is impossible to hide from online publicity, are stressed while being at work, at school or/and even while travelling. Respondents who feel left out, and think they are missing out on important things if they do not have a presence on all social media platforms are often stressed at home and also at school.

No matter what the extent of technostress is, or what individual and circumstantial factors affect them, the common point is that it needs to be tackled. Stress needs to be coped

with – one way or another. Table IV displays the relation of different coping mechanisms with factors of technostress.

TABLE V. CORRELATION OF TECHNOSTRESS FACTORS WITH COPING MECHANISMS

	IN1	IN3	UR	UC	CX	UP
C1				0.055*	-0.145*	
C2	0.195**				0.168*	
C3	-0.147*	0.156*				0.152*
C4		0.230**	0.139*			
C5			-0.139*		-0.141*	

Correlation is significant at the 0.01 level (2-tailed) **; at the 0.05 level (2-tailed) *.

As it can be observed, the correlations between the two spheres are almost never within highly significant range, and the numbers depicted do not stand for strong correlations either. Not being able to disconnect from one's phone positively correlates with not having a suitable solution for stressful situations; however, it has a negative relation with having many favourite activities that help calm the individuals down. The frequent delivery of school/work related activities on one's phone positively correlate with both having peers, as well as favourite activities that help the person calm down and eliminate the stressful feeling.

People, who have several experiences about their electronic devices' malfunction are often those who have peers helping them calm down whenever a stressful situation arises, which was possibly caused by a smart gadgets' failure in operating as they should. Also, these individuals do get into stressful situations, which are not always, but probably often serious enough to force them to get help from others or use another coping style. The attitude, the mindset that technology is changing too fast, though positively correlates - and is even within the * range - with the coping style, simply eliminating the source of the stress the number indicated in the table is so small that the connection between the two is almost non-existent. Those who are unable to keep up with the latest developments of technology are usually people who are likely to get into stressful situations, which are oftentimes serious enough to require conscious management, however, unfortunately, they do not have a solution for stressful situations and cannot simply and easily eliminate the source of their stress either.

Not being able to handle online publicity, and thinking it is difficult to hide away from the internet positively correlates with having various favourite activities that help individuals calm down, make themselves more emotionally stable while experiencing stressful situations in their possibly daily life.

IV. CONCLUSIONS

Industrial revolutions give place to several new innovations, also previously existing, and further improved technologies. The pace of technological innovation is still fast, and instead of gradually slowing down it is forecasted to increase even faster. The daily tasks of an average person have become more complex; thus, one needs to be very flexible in solving technology related problems, in addition, showing a willingness to adapt to the developed dynamic work environment is a must [27]. Hence new technologies increase pressure owing to the novelty and lack of perceived control, which indirectly leads to stress. Stress in return leads to, on the one hand, increased level of activation in the brain, so one might be able to focus more on how to solve the problems that have arisen (eustress); on the other hand, however, it increases the prevalence and probability of health problems and can also

provoke complaints of mood swings, especially anxiety, fear, and anger.

Several demographic groups have been identified as more vulnerable to technostress. Females, elderly and also those employed (in stressful positions). Technostress was also perceived as more prevalent by respondents with higher education, which in return indicates that if stressed in many/multiple spheres of one's life, stress piles up and becomes more threatening. However, our research results - owing to the lack of representativity of the research - do not prove the validity of the consequent statements but are indicating certain relations between different variables. Hence, the statements regarding the results (are and can) not be considered validated, they need further research and analysis.

In line with the findings of international literature, present research also has found general satisfaction to be a protective factor, while an elevated level of stress to be an extra burden on individuals experiencing technostress.

In order to keep up with this change without being a victim of technostress one needs to learn new ways (competencies and mindset) to cope with the phenomenon. Coping with technostress can be done in several ways, through several means, however, is pretty much dependent on the individuals and their perceptions and competences. Interestingly, the research results did not point out significant strong correlations between certain coping mechanisms and specific technostress factors. This might be owing to the limited scope of the research as well as the relation being non-existent. In this regard further research is necessary.

It is hard to be knowledgeable about everything, especially in the era of automatization and robotisation, where devices are being developed by big groups of specialists, and various fields of specific knowledge is combined into a "simple" everyday machine, such as a smartphone, or a smart washing machine. Hence, it is humanly impossible to be in charge in every aspect and possess all necessary knowledge. The only way of successfully coping with I4.0 is to accept that we are inferior to machines and live with the feeling of them being for us, and not the other way around. Hence, trust - as in accepting the vulnerability to potential risks of the other party (in this case the novel technology - is inevitable for psychosocial health and successful adaptation.

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