



OBSERVATIONAL STUDY ON THE EFFECT OF WORKLOAD ON THE STAFF BASED ON ICT FORMULATION: A GENERAL OVERVIEW

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Abstract:

Information and Communications Technology (ICT) can impact student learning when teachers are digitally literate and understand how to integrate it into the curriculum. Institutions use a diverse set of ICT tools to communicate, create, disseminate, store, and manage information. The main objective of the study is to analyze the impact of ICT integration on the workload and job satisfaction of teachers. The universe of the study is Zambia. The major objective of the study is to review the impact of ICT integration on workload and job satisfaction among teachers. The study adopted a secondary source of data collection. Various references for secondary and tertiary information were downloaded from the Internet for the purpose of analyzing the significant impact of ICT integration among teachers in Zambia. However, the primary sources were books from the library which gave me the needed inspiration for writing this article. The study enunciated both positive and negative impacts of ICT integration on workload and job satisfaction. The higher the workload, the lower the job satisfaction, and the lower the workload, the higher the job satisfaction, but this analytical thought should be balanced for the positivity of the reality. Hence ICT, workload, and Job satisfaction are interrelated. This piece of literary writing is more a theoretical representation of the topic taken to concern

Keywords: Information, Communication, Technology, Workload, and Job Satisfaction.

1. Introduction:

The notion of "technology" bears considerable significance throughout several fields, especially in the context of education, in the present-day era of the 21st century. The observed occurrence can be ascribed to the extensive implementation of technology for the purpose of facilitating the transmission of knowledge in many nations. Technology integration has experienced notable progress in modern society, leading to profound impacts on individuals' cognitive functions, professional pursuits, and everyday routines (Grabe, 2007).

Information and communication technology (ICT) is rapidly becoming the predominant for enhancing education on a global scale. It facilitates the enhancement of instructors' professional growth within the context of higher education. The integration of technology has led to the

incorporation of online education within higher educational institutions, facilitating the dissemination of knowledge and information. Implementing Information and Communication Technology (ICT) as taken to practice in education. There exist five advantages of Information and Communication Technology (ICT) as taken to practice in education. The advantages are assimilated for relevance as below:

- The benefit of an enhancement in learning efficiency.
- Decrease in the workload of educators.
- Streamlined dissemination of information.
- Higher student motivation and
- Improved IT literacy among students.

In fact, the integration of information and communication technology (ICT) in education pertains to the incorporation of technology-driven approaches and tools in teaching and learning, with a particular emphasis on the utilization of educational technologies within educational institutions. The incorporation of information and communication technology (ICT) in educational institutions, specifically within the classroom environment, has considerable importance due to students' existing familiarity with technology and the resulting improvement in their learning capacities within a technologically driven context.

In the realm of integrating information and communication technology (ICT), students are afforded chances that surpass the limitations imposed by a confined curriculum and scarce resources. In contrast, technology-oriented courses integrate experiential learning activities as a means to broaden students' understanding of the subject matter. Furthermore, this tool facilitates instructors in the development of their instructional strategies with efficiency and engagement, ultimately resulting in heightened student engagement and active participation.

Integrating Information and Communication Technology (ICT) into education, specifically at universities, is sure to have significant impacts on the workload and job satisfaction of teachers. ICT integration can automate administrative tasks such as attendance tracking, grading, and scheduling along with academic support both to teachers and the learners. This reduces the manual workload of teachers, allowing them to focus more on actual teaching and interacting with students. However, electronic resources and digital libraries provide teachers with a wealth of materials, reducing the time spent on creating teaching materials from scratch. Properly implemented ICT initiatives can lead to a more efficient and satisfying teaching experience for educators in universities.

2. Theories taken to study to strengthen the impact with a framework:

The theories are taken for reference and are incorporated here to assess the significance and implications of ethical values to strengthen the norms of this study. These two theories 'Technology Adoption theory and Technology Acceptance Theory' talk about the essential need-based identity in ICT integration in an institution on the beneficial stances of easy and reliable completion of work in perfection to the expectations.

It is on this ideology that the mode and the manner of these two theoretical models will bring an observational enlightenment to an institution as put to relevance by Fred Davis. Both adoption and acceptance are interlinked identities which is of significant importance to the concern of the writing taken to expression in this paper. Both, conceptualized ideologies of adoption and acceptance are interwoven by Fred Davis to bring clarity to the thought of the user that unless it is adopted it cannot be accepted.

TAM has been widely applied in various fields, including information systems, marketing, and healthcare, to understand and predict user acceptance of new technologies. By identifying the factors that influence technology adoption, organizations can design interventions to promote the acceptance and successful implementation of new technologies. The Technology Adoption Model provides a valuable framework for understanding the psychological and social factors that influence users' decisions to adopt new technologies. By considering perceived usefulness, perceived ease of use, social influence, and facilitating conditions, researchers and practitioners can gain insights into user behavior and design strategies to enhance technology adoption processes.

The factors influencing the acceptability and use of technology have been extensively examined in scholarly literature. Shroff and colleagues provided an analysis of the many theoretical frameworks employed in assessing factors influencing the acceptability and utilization of technology. Several frameworks have been proposed to understand the adoption and acceptance of innovations as research identities.

Importance and Applications of TAM:

TAM has been widely used to assess and predict user acceptance and adoption of various information technologies, including software applications, websites, mobile apps, and other digital systems. By understanding users' perceptions and attitudes, businesses and designers can make informed decisions about technology development, training, and implementation to enhance user acceptance and overall system effectiveness. The Technology Acceptance Model (TAM) holds significant importance in several ways, both for researchers studying technology adoption and for businesses implementing new technologies

More reliable a thought is that TAM provides a robust theoretical foundation for predicting user acceptance of new technologies. By understanding users' perceptions of usefulness and ease of use, businesses can forecast how likely a new technology will be adopted. TAM's simplicity makes it accessible and practical for both researchers and practitioners. Its straightforward structure and clear relationships between variables make it easy to apply and understand, enhancing its utility in real-world scenarios.

Nevertheless, TAM's principles are applicable across various industries and technologies. Whether it's healthcare, education, finance, or any other sector, TAM's fundamental concepts remain relevant, making it a versatile tool for understanding user behavior and the accuracy of its usage in general. The Technology Acceptance Model is important because it offers a systematic way to understand, predict, and improve user acceptance of technology.

Analytical Thought on Workload/Work overload:

Work overload and burnout can have severe consequences for teachers. Beyond reduced energy, it can lead to feelings of frustration, helplessness, and a decline in job satisfaction. It can also affect the quality of education provided to students, as teachers may struggle to maintain high levels of enthusiasm and effectiveness in the classroom. Work overload and preventing burnout among teachers is crucial for maintaining a healthy and productive educational environment. In fact, supportive institutional policies, reasonable workload expectations, professional development opportunities, and mechanisms for stress

management can help mitigate the effects of work overload, ultimately enhancing the overall well-being of teachers and the quality of education they provide.

As discussed above on work overload, a balance is to be initiated through the workload estimation. The workload is defined as 'an amount of work assigned to or expected from a worker in a specified time'. It is also the amount of work to be done especially at a specific time by a person. However, this identity is not aptly taken to practice in many institutions where excessive workload is only identified to a larger extent. Further, an imbalance in the integral relational disproportionality would create a crux in an establishment. A positive decorum to workload is the most essential factor to create an impact on the research topic of study.

Nonbeneficial aspects of excess workload are assessed as below:

- Many of the teachers both in middle age and eldercare affected by the complexity of the workload,
- Initiates a culture of negativity,
- Feeling overwhelmed or lacking confidence,
- To deal with frequent 'difficult' situations,
- Lack of time required for planning and preparation
- Less awareness of preparing in a digital platform.

Motivational levels are directly proportional to the workload

High workloads can lead to decreased motivation and enthusiasm among teachers. When teachers are overwhelmed and burdened with excessive tasks, they may experience a loss of passion for teaching. This lack of motivation can affect their ability to engage students effectively and inspire them to learn. Teachers with heavy workloads may have limited time and energy to plan and deliver high-quality instruction. They may have to rush through lesson preparations, resulting in less engaging and effective teaching methods. This can negatively impact students' understanding, retention, and overall academic performance. Any institution for that matter of fact should proportionate the workload to the humaneness of acceptance levels. Beyond this identity are unaccepted norms of realism which is the foremost concern of this research writing.

Job satisfaction

Undoubtedly, the integration of Information and Communication Technology (ICT) in the workplace can have a significant impact on job satisfaction. More precisely, Job satisfaction refers to the positive emotional state that arises from an individual's work experiences and is influenced by various factors. ICT tools and software can streamline work processes, automate repetitive tasks, and improve overall efficiency. When employees can accomplish tasks more quickly and with less effort, it often leads to a sense of accomplishment and job satisfaction. ICT enables remote work, flexible scheduling, and telecommuting. Learning to use new ICT tools and software can enhance employees' skill sets. Training programs related to ICT can make employees feel valued, and mastering new skills can increase confidence and job satisfaction. Tools that strategize developmental plans and identify better performances:

ICT tools can be used for performance evaluations, feedback mechanisms, and recognition programs in an institution and are perfectly matched to the performance of the staff. Regular feedback and acknowledgment of employees' contributions through digital platforms can boost morale and job satisfaction. ICT encourages innovation and creativity by providing

access to vast information resources and collaboration platforms. Engaging employees through interactive platforms, online forums, and social media can create a sense of community within the organization. Engaged employees who feel connected to their colleagues and the organization tend to experience higher job satisfaction.

Possibilities made plausible in the advent of ICT

Embracing ICT demonstrates that the organization is adapting to modern trends, which can enhance employees' perception of job security. Employees in forward-thinking organizations may feel more secure and satisfied in their roles integrating ICT in the workplace can positively influence job satisfaction by improving efficiency, fostering flexibility, encouraging skill development, enhancing communication, promoting creativity, providing job autonomy, engaging employees, and contributing to a sense of job security.

Influence of Human Resource Management on workload in acceptable norms on introduction ICT

Employee development and a mix of flexible working hours and new forms of workspaces are considered to be crucial elements of sustainable Human Resource Management (HRM). These two basic qualities have a significant influence on the major outcomes of sustainable HRM, including job satisfaction. The significance of the employee's function is of utmost importance. When employees are afforded the autonomy to select their desired working hours, they exhibit heightened levels of motivation and demonstrate increased employment tenure. In recent times, there has been a notable development with the advent of ICT in the prevailing paradigm shift which has led to a rise in employee autonomy, revised work schedules to accommodate employee requirements have become the essentials to the need-based unison with HRM.

Relenting work schedules and the scenario of optimistic realism:

The foremost analytical assumption is the fact that the provision of work flexibility enables employees to achieve a harmonious integration of their professional and personal spheres, resulting in enhanced job satisfaction, heightened performance levels, and a comprehensive enhancement of the organization as a collective entity. Critically analyzed, the significance of work flexibility cannot be overstated, particularly in light of the digital advancements and technological improvements that have taken place. Of course, these developments have enabled employees to carry out their jobs from any location of their choosing, as long as they have access to an internet connection. Deliberating the synthesis of this thought enables the superfine imposed advent of ICT in an institutional system with more precise practicality to application by the staff. Henceforth the relevance of the practicality has enforced a reliable sequence to adaptable features of positive balanced work schedule job satisfaction taken to practice which is depicted as an optimistic approach of strategical significance.

Resources to reflect as a predicament of practical applicability: Material and Methods

As previously referred, the universe of the study is Zambia which is the sample space for the theoretical implications of this writing. The major objective in terms of resources is the materials taken for references and sources of information for this research writing which has given the impetus to the expressive identities of this paper. The denoted fact is the impact of ICT integration on workload and Job satisfaction among teachers in schools with primary,

secondary, and tertiary materials taken to study. From the references read and applied the theoretical method of expressive research identity is put to viable expression in this paper. The researcher analyzed the problems in a systematic way only with the adaptable models as referred.

3. Review of Literature

Literature Review is the approach-oriented reflection which is a need-based formulation for research writing. It is because of this reflection, that a few reviews of literature are taken to focus at this juncture, in the words of Hsu et al. In his extract dated 2019, has referred to the challenges faced in the incorporation of ICT as a mode and a platform for educational purposes in modernity. The challenges as referred to by the author relate to managing online platforms and grading digital assignments other than the challenges faced during the conduct of class sessions. The integration of technology in education has brought many benefits, but it has also introduced new challenges for teachers.

Deliberating on the opinion of Price Waterhouse Coopers (2001) of UK, the perspective of teachers who are overworked may experience higher levels of stress, burnout, and fatigue, which can, in turn, affect their behavior in the classroom and the quality of their teaching. However, reducing teacher workload and providing adequate support are important factors in ensuring high-quality education.

Analytically realized facts observed for the last twenty years denote that information and communication technologies (ICTs) have significantly altered the instructional methods employed by educators and the learning processes undertaken by students across many global regions. The utilization of computers in education has predominantly been perceived as a means of instruction, facilitating a more immersive and stimulating educational setting as predicted by Duffy & Cunningham, in their work dated 1996, talks about various significant affordances, such as authenticity, interactivity, flexibility, and lifelong learning, with established technology of ICT, as a valuable instrument for educational purposes. ICT-based, technology-supported solutions are effective in addressing the issue of limited human work.

4. Discussion in relevance to the topic statement:

Information Communication and Technology help the teachers to do their work in a smart way. Most of the studies were conducted on ICT alone. Hence limited studies were conducted about the impact of ICT on workload and job satisfaction in schools. So, this study is unique in nature. This study aims to identify the impact of ICT on workload and Job satisfaction. Most of the schools recruited teachers with a minimal level of ICT knowledge earlier. So, they faced a lot of problems while working with ICT.

5. Conclusion:

As a pretext to bring in the point of view of this paper, it should be an accepted realism of existence that the power of ICT has revolutionized many parts of our lives. This study looks at attitudes, competencies, and job satisfaction when it comes to adopting ICT tools in education. Precisely, Information and Communication Technology refers to a broad range of technologies that facilitate the gathering, processing, storing, and sharing of information making work viable and flexible. It should be a well-accepted fact that ICT encompasses not only traditional computing and telecommunications but also the internet, software applications, and various types of electronic devices. the transformative influence of ICT across diverse facets of society,

revolutionizing how we communicate, learn, conduct business, manage healthcare, entertain ourselves, govern, and interact with the world making the macrocosm an interesting place to live and to sustain. The continuous advancement of ICT continues to shape and redefine our lives in profound ways. Hence, this study emphasizes the importance of expanding ICT content in secondary school teacher education curricula in developing nations.

As in the case of existential transformation observed, ICT plays a vital role in all the fields of the world. Without ICT nothing will happen today. But today's young generation uses ICT efficiently as it is integrated with their education. On the other hand, the teachers from the previous generation are lacking in the knowledge of ICT. So, they need training. Some educational institutions provide on-the-job training which would reduce their workload, and improve their teaching efficiency and job satisfaction. The study suggests that all the institutions have to provide updated ICT training to their teachers frequently.

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