Information and Communication Technology adoption, social isolation and its impact on employees' mental health

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Abstract

ICT has made a great impact in contributing to the organization improvement that enables a business to become more efficient. Besides, employees turned to ICTs to do their duty in the organization. Sometimes that brings significant consequence to employees' mental health. This study aims to examine how ICT adoption affects perceived social isolation of employees and employees' mental health within the organization. According to previous empirical literature source, people who had been using ICT were faced to social isolation and the social isolation impacts on mental health. This study is explanatory and deductive research. Further quantitative method is used. To test the impact of ICT adoption, social isolation, and mental health, a convenient sampling included 100 people were selected from Global Solution System organization and the researchers have used the questionnaire by using Google form to gathering data. Independent Sample t-test, ANOVA, Correlation, and Regression Analysis were employed by using SPSS version 21 to verify the model. Based on this result it was proven in this research that the tested attributes; two dimensions of social isolation impact on employees' mental health such as perceived social isolation positively, strongly impacts on employees' mental health as well as social disconnection positively impacts on employees' mental health. There are three dimensions of ICT adoption mentioned in the research and the dimension of intensity usage of ICT positively impact on social isolation among them. ICT adoption has no impact on employees' mental health. But intensity usage of ICT has an impact on employees' mental health by social isolation. Finally, the authors found that ICT adoption and social isolation influenced the negative aspect of the mental health of employees. Therefore, the research found out the employees were socially isolated due to ICT over usage and its impact on employees' negative aspect of mental health.