

Rethinking Technostress in the Digital Mobility: A Conceptual Review of Mobile Work Systems among Knowledge Workers

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Abstract

The sudden ascendancy in digital mobility, which is the mobile work systems (MWS), has essentially changed the way knowledge work occurs and has created new forms of technostress that are not adequately explained by current theories. The conventional model of technostress, which is mostly based on a static, organisation-based context, cannot explain the boundaryless and fluid nature of MWS. To fill this gap, the study takes the conceptual review and theories integration direction to reconstruct technostress in digitally mobile work environments. Based on and combining the Technostress Model, the Transactional Theory of Stress (TTS), the Unified Theory of Acceptance and Use of Technology (UTAUT) and the Job Demands-Resources (JD-R) model, the study presents a multi-layered model which describes technostress as a situational and flexible phenomenon that occurs because of the interaction of technological affordances, organisational expectations and individual capabilities. The study has been able to make contributions through the following ways (1) redefining technostress with respect to fluidity of time, mobility of space, and variability of contexts, (2) introducing a new conceptual framework that captured the mechanisms, dimensions, and moderators of mobile technologies technostress, and (3) establishes a comprehensive research agenda that can be used in future empirical and theoretical research. The results have valuable theoretical implications because they provide an intersection point between Information Systems and Organisational Behaviour perspectives and redefine technostress as a socio-technical construct related to digital mobility. In practice, the study can inform organisations, system developers, and individuals on how to address technostress through policy design, technology setup, and self-regulation.

Keywords

Technostress, digital mobility, mobile work systems, and Knowledge workers.

1. Introduction

The emergence of digital mobility has been replaced by mobile work systems (MWS) that enable knowledge workers to perform outside conventional spatial and temporal settings, changing the way, when, and where work is carried out (Aalbers et al., 2023; Kraeft et al., 2024). As a result, work is no longer about the office or working regular hours; it is increasingly about total contact, real-time availability, and the merging of work processes with daily life (Qi et al., 2023). Although the advances provide unparalleled flexibility and efficiency, they bring new strains that put

interpretations of technology-related stress to the test (Valiollahi et al., 2024). Current studies of technostress have greatly contributed to understanding ICTs as sources of stressors (e.g., overload, invasion, complexity, insecurity and uncertainty) (Bernburg et al., 2024, Cadieux et al., 2021). But the traditional models of technostress are mostly based on unchanging, workplace-based assumptions, where technology use takes place within the organisation and within foreseeable work patterns. These models have limited capacity to capture the dynamic and fluid nature of an MWS (Ryoo and Park, 2021). Therefore, digital mobility constructs new conditions characterised by boundarylessness, fluid temporality, and pervasive ubiquity, in which work permeates personal domains, unfolds across fragmented temporal structures, and is sustained through continuous connectivity. These dynamics fundamentally reshape the experience, regulation, and management of stress among knowledge workers.

In this respect, the re-evaluation of technostress is essential, given its extensive consequences for personal and organisational performance (Gupta et al., 2024, Harunavamwe and Ward, 2022). The boundarylessness between the work and non-work worlds may cause cognitive overload, emotional exhaustion, and poor well-being among knowledge workers. On an organisational scale, uncontrolled technostress can undermine productivity, creativity, and long-term performance, even though digital technologies are supposed to be profitable (Gupta et al., 2024). The growing use of MWS as a means for organisations to stay competitive underscores the urgent need for more refined, context-sensitive theoretical frameworks to explain the complexity of digital mobility. In this context, the study reconsiders technostress as digital mobility by taking the idea of MWS a step further to examine the concept of knowledge workers. This paper contributes in four (4) major ways. First, it provides a new conceptual definition of technostress, which considers the boundaryless, temporal, and ubiquitous nature of mobile workplace conditions. Second, it incorporates knowledge from the Technostress Model, the Transactional Theory of Stress, the Unified Theory of Acceptance and Use of Technology (UTAUT), and the Job Demands-Resources (JD-R) Model to strengthen its theoretical foundation. Third, it suggests a multi-level framework that elucidates the interactions among individuals, technology, and organisational factors that determine technostress in the context of digital mobility. Fourth, it provides a future research agenda identifying key areas for empirical and theoretical development in this new area.

1.1 Objectives

The main aim of the study is to explore the technostress in digital mobility with a conceptual review of mobile work systems among knowledge workers. However, to achieve this, the specific objectives are:

- i. Redefining technostress with respect to fluidity of time, mobility of space, and variability of contexts,
- ii. Introducing a new conceptual framework that captured the mechanisms, dimensions, and moderators of mobile technologies technostress, and
- iii. Establishes a comprehensive research agenda that can be used in future empirical and theoretical research.

2. Literature Review

2.1 Technostress

The literature has shown that, though the conceptualisation of technostress initially focused on the stress people experience due to the use of ICTs, certain mechanisms by which technology creates strain have been identified (Wang et al., 2021; Torres, 2021; Antonio-Javier, 2025; Tarafdar et al., 2020). As observed by Tarafdar et al. (2023) there are five main creators of technostress (5Ts): techno-overload, techno-invasion, techno-complexity, techno-insecurity, and techno-uncertainty. Techno-overload is a situation in which technology forces users to work more and process more information than they can manage. Techno-invasion refers to the blurring of work and home life, where people are always connected even for non-work issues. Techno-complexity is the complexity users encounter when dealing with more complex systems, and in many cases, it demands constant learning. Techno-insecurity is the fear of losing a job or becoming redundant due to new technology, and techno-uncertainty is the related stress from constant technological changes and updates (Tarafdar et al., 2023, Tarafdar et al., 2020, Tarafdar et al., 2024). Subsequently, these dimensions have since been widely validated and generalised to various organisational settings and have served to build a substantial body of empirical research on the relationship between technostress and such outcomes as low productivity, burnout, job dissatisfaction, and low well-being (Sharma and Singh, 2025, Nastjuk et al., 2024).

One major observation is that the technostress literature is considerably limited, even though it is theoretically rich. First, it is majorly based on the premise of static and constrained factors, a typical presumption that technology utilisation is practised in stable organisational contexts with fixed positions, routines and infrastructures (Zhang et al., 2026). This point of view fails to reflect the mobile, fluid character of modern digital work. Second, most of the literature makes organisation-based assumptions and is centred on technologies provided by employers, formal work

structure, and hierarchical mechanisms of control (Siyu et al., 2024, Zhang et al., 2025b). These ideologies do not consider the growing autonomy of employees in deciding, creating, and incorporating digital devices in a variety of settings. These traditional boundaries are becoming less important as work increasingly becomes decentralised and mobile (Mangundu and Mayayise, 2023). As a result, current models might not be sufficient to capture the complexities introduced by digital mobility, in which organisational, spatial, and temporal boundaries no longer limit work. Such a gap requires reconceptualising technostress within more fluid and interconnected digital ecosystems.

2.2 Digital Mobility and Mobile Work Systems

Digital mobility refers to the ability of people to carry out work-related activities regardless of fixed locations and conventional temporal limits, facilitated by mobile and omnipresent digital technologies (Qi et al., 2023; Valiollahi et al., 2024). The concept involves not only physical movement across spaces but also the smooth transition among digital spaces, devices, and situations (Mojibpour et al., 2025). This is, therefore, an indication of a socio-technical state in which interlinked mobile systems constantly mediate work. Meanwhile, mobile work systems (MWS) can be understood as configurations of mobile devices, applications, communication platforms, and digital infrastructures that enable work to be conducted anywhere and at any time (Vanhoof et al., 2021). These systems do not exist within organisational IT architectures; rather, a heterogeneous combination of personal and enterprise technologies, cloud services, and collaboration platforms is common (Kwan et al., 2024). The literature also shows that MWS has several inherent features. First, spatial flexibility enables employees to work at various locations, including offices, homes, and accessible places such as the street and during transport. Such flexibility reinvents the concept of the workplace, which becomes dynamic and situational (Kwan et al., 2024). Second, temporal fluidity is an indicator of the erosion of fixed working hours. The work is becoming more time-dispersed, with tasks performed simultaneously at different times and not necessarily at regular intervals (Fortagne et al., 2024). This fluidity may promote autonomy but also lead to unpredictability and prolonged working hours. Third, the main characteristic of digital mobility is constant connectivity (Valiollahi et al., 2024). Although connectivity eases responsiveness and teamwork, it also creates a sense of immediate access and quick communication, which may further strain stress levels (Qi et al., 2023).

Therefore, the knowledge workers tend to be early adopters of mobile technologies and are intensively integrated into digitally mediated workflows. As such, they are quite vulnerable to both the advantages and the burdens of digital mobility (Mojibpour et al., 2025, Kwan et al., 2024). Consequently, the interaction between the MWS and knowledge work disrupts conventional beliefs about work boundaries, control, and resource allocation (Vanhoof et al., 2021). It demands a transition from viewing technology as a static asset within an organisation to seeing it as an ever-changing, user-controlled ecosystem. This change offers a critical basis for reconsidering technostress within the context of digital mobility, where stressors are not solely technologically created but also socially and spatially distributed across various levels (Qi et al., 2023; Altenried, 2024).

2.3 Theoretical Claims

The critical analysis of the literature reveals that to understand technostress in digitally mobile working conditions, a multi-theoretical framework is needed that would not only incorporate the strain technology can generate but also the dynamic nature of cognition and the relationships among the individual, organisation, and technology affordances. As a result, the study combines four (4) prevailing theoretical perspectives: the Technostress Model, the Transactional Theory of Stress, UTAUT, and the JD-R Model to offer a subtle conceptualisation of technostress among MWS knowledge workers.

2.3.1 Technostress Model

The Technostress Model (TM) remains the foundation for research on ICT-induced stress (Tarafdar et al., 2023, 2020, 2024). It is based on the major sources of stressors (5Ts), which influence users' psychological behaviour towards technology (Tarafdar et al., 2024). Unfortunately, the model was criticised in its application to MWS. First, it presupposes comparatively stable relations between users and technologies, neglecting the fluid, permeable character of mobile work when technologies are integrated in time and space (Nayak et al., 2025). Second, it views technostress as mainly negative but fails to consider that techno-eustress (positive stress) can also lead to increased productivity and interest in flexible work arrangements (Tarafdar et al., 2024). Third, the model is highly technology-focused and places little emphasis on the roles of organisational expectations and individual coping strategies in defining stress outcomes (Fettahoglu and Yikilmaz, 2025). Despite the digital mobility of employees, who flow without disorientation between devices, platforms, and surroundings, technostress cannot be reduced to specific stressors. On the contrary, it proves to be a continuity-based, situation-specific phenomenon that is not exhaustively encompassed by the traditional model.

2.3.2 Transactional Theory of Stress

The Transactional Theory of Stress (TTS) offers a psychological basis (Lazarus and Folkman, 1984): individuals appraise the demands of the environment and their perceived resources to cope with stress. This is particularly relevant to the variation in technostress experience among knowledge workers (Salazar-Concha et al., 2021). Nonetheless, when applied to technostress in mobile work systems, it reveals essential gaps. The theory is mostly context-blind and does not explicitly explain the specific features of digital technologies, including ubiquitous connectivity, algorithmic authority, and platform dependency (Ficapal-Cusi et al., 2025). Consequently, it risks reducing technostress to a problem of subjective appraisal, without considering the impact of technological design and organisational policies on structuring stress exposure (Salazar-Concha et al., 2021). Besides, it assumes conscious appraisal, which is not always the case in the always-on digital world, where interruptions and demands can be automatic and continuous. Under MWS, stress can be pre-reflective, which contradicts the theory concerning careful cognitive consideration (Araya-Ugarte et al., 2025). In this way, although the TTS contributes to our knowledge of individual differences, it still needs to be supplemented by the recognition of the embedded nature of digital interactions and their non-volitional character.

2.3.3 Unified Theory of Acceptance and Use of Technology

The UTAUT is a theory of technology adoption that describes adoption using the following constructs: performance expectancy, effort expectancy, social influence, and facilitating conditions (Venkatesh et al., 2023). Its applicability to technostress lies in its ability to explain why people turn to technologies that, in turn, can cause stress. The theory is essentially adoption-centric and says little about the consequences post-adoption, especially the negative ones, i.e. stress, fatigue, and burnout. It presupposes that the more something is used, the better or, at minimum, not the worse, thus ignoring the paradox when the technologies that are supposed to be helpful and easy to work with, at the same time, increase work demands and blur the boundaries (Venkatesh et al., 2023). Meanwhile, the application of this theory to digital mobility does not reflect personal use, but rather its overuse, induced by organisational norms and social expectations, which may result in overstrain and consequent fatigue. The theory is also poor in addressing the aspect of power dynamics, including managerial surveillance or implicit expectations of availability, which are the core of mobile work environments (Wang et al., 2021, Liu et al., 2024). Thus, although UTAUT explains the reasons for technology use, it does not account for costs, rendering it inadequate as a single-purpose lens on technostress.

2.3.4 Job Demands-Resources (JD-R) Model

The JD-R Model provides a solid conceptual framework for how job demands (e.g., workload, time pressure) and job resources (e.g., autonomy, support) interact to influence employees' well-being (Bakker and Demerouti, 2007). It is especially appropriate for integrating technology-related factors because it is flexible. ICTs in mobile work systems may act as demands (e.g., constant connectivity, information overload) and resources (e.g. flexibility, remote access). This duality fits the JD-R model very well and offers a more balanced perspective of technostress (Bakker, 2025). However, the model has weaknesses in describing the specifics of digital technologies. It tends to view demands and resources as fixed categories, but in mobile environments, the same technology can dynamically switch between the demand and a resource based on context, timing and user control (Massa et al., 2025). Moreover, the JD-R model fails to specifically address the role of technology design and digital infrastructure, which play a key role in shaping the modern working experience. The other weakness is that it is organisational in nature and therefore does not reflect the blurring of work and non-work that is typical of digital mobility (Massa et al., 2025). Consequently, the conceptual development of the JD-R model is to encompass cross-domain spillovers and the pervasiveness of mobile technologies.

3. Methods

The study adopts a conceptual review approach that transcends a descriptive synthesis into a critical analysis, as well as an extension and synthesis of available theoretical perspectives on technostress in digital mobility and mobile work systems. In particular, the research adopts a problematisation approach, questioning the very premises of mainstream technostress models and highlighting their weaknesses in explaining digitally mediated, boundaryless workplaces (Siyu et al., 2024, Loh et al., 2022). The literature search was conducted systematically and comprehensively across Scopus, WoS, PubMed, IEEE and EBSCOhost. The search terms were used: technostress, technology-induced stress, digital mobility, mobile work, knowledge workers, and job demands-resources. The criteria used to select the manuscripts included (1) theoretical manuscripts that have defined, framed, and influenced the study of technostress and the broader fields, (2) empirical and conceptual manuscripts that were high impact in their research on ICT-enabled work, and (3) new manuscripts on mobile and flexible work arrangements.

The analysis process was repeated three (3) times. First, a thematic synthesis was conducted to group the literature into the main constructs. Second, there was a critical review of prevailing models, i.e., the Technostress Model, the TTS, the UTAUT and the JD-R model. Both models were evaluated based on their assumptions, level of analysis and explanatory adequacy within the context of mobile work. Third, the study involved conceptual assimilation and abductive theorising to develop an integrated framework of mobile technostress (Kopuz et al., 2025). These ideas were condensed based on the literature review to (1) reconstruct the concept of technostress in the digital mobile settings, (2) outline the critical dimensions of stress surrounding spatial, temporal, cognitive and social situational contexts (3) describe the processes through which technological affordances are perceived as drivers of demands and strain. Multi-level moderators, including individual, organisational, and technological factors, were also included in this process (Kamran et al., 2023, Kumar, 2024). To ensure a high level of rigour, the research used a theoretical triangulation approach, combining several existing viewpoints to prevent a one-theory bias, and employed an iterative comparison method to achieve internal consistency and explanatory coherence (Torres, 2021, Sulla et al., 2024).

4. Result and Discussion

4.1 The Problems with Existing Technostress Theories

Although existing theories have contributed significantly, studies have shown that those theories are largely based on assumptions that predate the widespread use of mobile work systems. The underlying models have been developed under conditions of relatively stable working environments, set organisational boundaries, and intermittent technology use (Dhaouadi et al., 2024; Zhang et al., 2025a). In this regard, they have failed to adequately reflect the mobile, fluid, pervasive, and boundary-spanning character of modern digital mobility among knowledge workers. The primary weakness is the incongruence between the classical constructs of technostress and the conditions of mobile work. To start with, the current structures are inadequate at addressing failures at the work-nonwork boundary (Truța et al., 2023). Technological innovations enabled by mobile technologies have further blurred space and time, turning work into daily life (Cepeda-Cardona and Arias-Pérez, 2025). Whereas technostress in the past was specific to the organisational context, stress factors have now spread into the home and social spheres, so that recovery time is either short-lived or not experienced at all.

Second, the emergence of expectations for always-on work runs counter to the episodic perspective on technology-induced stress. Knowledge workers are becoming increasingly exposed to unspoken rules of twenty-four-hour, twenty-four-seven responsiveness, demand, and constant access. These expectations are not simply technological affordances, but socially constructed pressures supported by organisational cultures and peers' actions. Conventional technostress theories, which focus on discrete periods of stress (e.g. system overload or complexity), do not explain this pervasive, ambient stress (Dhaouadi et al., 2024, Cook and Van-Belle, 2022). Third, context switching is also becoming a characteristic of mobile work systems. Knowledge workers often move between tasks, jobs, devices and places in quick succession (Kaltenegger et al., 2020). This consistent reorientation has both cognitive and attentional costs, which are not well theorised within existing constructs such as techno-overload or techno-invasion. The dynamical interaction of multiple contexts produces a qualitatively dissimilar type of strain, which is cumulative, fragmented, and hard to recognise as originating from a single technology source (Sumbal et al., 2025; Seedoyal Doargajudhur and Hosanoo, 2023).

Additionally, the existing theories are more inclined to conceptualise technostressors as relatively fixed and to treat them as constant aspects of technology use. Mobile work environments, on the contrary, are dynamic, and the stressors can change in real time as workers transit between contexts, networks and temporal rhythms (Sumbal et al., 2025). This is because stress is no longer attached to a specific system of interaction or task, but rather results from continuous interactions in a digitally mediated ecosystem (Torres, 2021). Antonio-Javier (2025) contend that the locus of control shifts radically from organisational to individual. This implies that the first generation of technostress studies focused on organisational conditions, e.g., training, support, and system design. In contrast, mobile workplaces place greater burdens on individuals to control connectivity, boundaries, and workload. Such a change creates new sources of burden from self-regulation and decision fatigue, which are poorly theorised in existing models that presuppose more obvious organisational oversight and control mechanisms (Loh et al., 2022, Guoqing et al., 2024).

The identified constraints imply that the technostress theories are poorly equipped to describe the lived experiences of knowledge workers working in mobile, digitally saturated workplaces. Bounded work, episodic stress, and stable technological contexts are no longer true. As a result, we contend that technostress needs to be reconceptualised as a dynamic, contextually situated, and constantly evolving phenomenon arising from the interaction among mobile

technologies, Twittering boundaries, and the self-regulatory pressures of knowledge performers in digitally mediated work systems.

5.2. Redefining Technostress in Digital Mobility

Existing views on technostress have centred on bilateral strain caused by technology in an organisational context, which is fixed. For example, Tarafdar et al. (2020) define it as the stress experienced by end users in organisations due to their use of ICTs. Also, Sharma and Singh (2025) state that it is stress individuals experience due to the use of information systems, arising from demands such as constant connectivity, information overload, and rapid technological change. Nayak et al. (2025) define it as a form of stress resulting from individuals' inability to cope with ICT-related demands, including complexity, uncertainty, and blurred work–life boundaries. Nonetheless, with the emergence of mobile work systems, there is a need to redefine work as its boundaries shift over time and across space. As a result, the study proposes that technostress is a dynamic, contextual stress arising from constant engagement with mobile digital technologies that facilitate work across time, space, and social space.

This redefinition anticipates three (3) key features (temporality, mobility, and contextual variability). The temporality explains that mobile technologies erase distinct temporal markers, giving rise to asynchronous, continuous work expectations (Table 1). Technostress has ceased to be episodic and now occurs at micro-temporal discontinuities (e.g., notifications) and in long-term availability patterns. Similarly, mobility ensures that work is no longer confined to one place; it takes place in a variety of places where people are mobile (e.g., home, transit, public spaces). This spatial fluidity brings variation in resources, constraints and expectations. Contextual Variability defines that technostress varies depending on situational factors, including task type, social context, and technological resources. The same interaction in digital can be facilitating in one situation and a stress in another. As a continuation of this redefinition, it can be stated that mobile technostress can be divided into four (4) dimensions, which are also interrelated. These dimensions are not discrete or complementary to one another, and they all contribute to the experience of mobile technostress (Sharma and Singh, 2025, Tarafdar et al., 2023).

Table 1: Dimensions of Mobile Technostress

Dimensions	Discussion
Spatial Stressors (Working Everywhere)	Mobile devices enable work under a wide variety of conditions that are usually not ergonomic, cognitively taxing, or socially supportive. This placelessness causes stress due to the unpredictability of the environment and the indistinct, delimited borderline between personal and professional space.
Temporal Stressors (Always-On Culture)	Consistent connectivity creates the demand for instantaneousness and uninterrupted access. Employees are under pressure to answer quickly, which contributes to time fragmentation, decreased recovery time, and a sense of loss of time control.
Cognitive Stressors (Fragmentation and Multitasking)	Mobile work is defined by frequent task switching, interruptions, and information overload. These requests pose a cognitive burden, diminish the ability to engage in deep work, and cause attentional fatigue.
Social Stressors (Visibility and Responsiveness Expectations)	Online technologies increase accountability (e.g., read receipts, online status), thereby establishing unspoken rules around responsiveness and performance. Such increased social surveillance can lead to stress associated with impression management and surveillance.

4.3 Mechanisms: Between Affordances and Strain

The emergence of mobile technostress can be explained by a mechanism that links technological affordances to psychological stress. First, the features of technological affordances enabled by mobile technologies include portability, instant communication, and real-time access (Antonio-Javier, 2025). On the one hand, these affordances offer flexibility; on the other hand, the extent and intensity of work increase. Also, affordances are converted into demands by organisational or social expectations (e.g., demanding response, multitasking, always available) (Antonio-Javier, 2025). These are usually unspoken and socially constructed views. Dhaouadi et al. (2024) note that strain can occur when demands exceed an individual's ability or resource availability, leading to cognitive overload, emotional exhaustion, or withdrawal behaviour. In this mechanism, three (3) elements are very important, and they are autonomy, control and digital norms (Khedhaouria et al., 2024)

The issue of autonomy ensures that although mobile technologies can make people more autonomous, paradoxically, they can also lead to autonomy overload, in which the more choices one has, the more self-pressure and difficulty disengaging from work. Meanwhile, the control shows that the translation of affordances into demands is mediated by perceived control over technology use (e.g., being able to disconnect and control notifications). Low control intensifies stress responses. However, the perceptions of affordances are conditioned by organisational and societal norms regarding availability, responsiveness, and productivity. There are powerful norms of always-on that exert greater perceived demands and accelerate the formation of strain.

4.4 Moderators

Studies have shown that technostress in mobile devices depends on various moderating factors at the individual, organisational, and technological levels. Among individual moderators, Huang and Tsai (2025) found that control over attention, boundaries, and the use of technology will reduce stress. Similarly, Düzgün and Çelik (2023) found that greater competence leads to increased technology use and reduced cognitive load, and that multitasking tolerance and multitasking availability are affected by differences in perceptions of stress. Among organisational moderators, Chen et al. (2024) reported that expectations and communication availability (e.g., the right to disconnect) clarify expectations and reduce pressure and ambiguity. Meanwhile, in the moderated model by Düzgün and Çelik (2023) found that managers' digital behaviours (e.g., after-hours messaging) can communicate expectations to employees. For technological moderators, studies have found that cognitive and temporal strain can be minimised through notification management, interface simplicity, and user customisation (Düzgün and Çelik, 2023, Huang and Tsai, 2025). Huy Nhuong and Cong Doanh (2024) found in their moderated moderation model of technology that prioritisation and filtering are options that may reduce or increase overload.

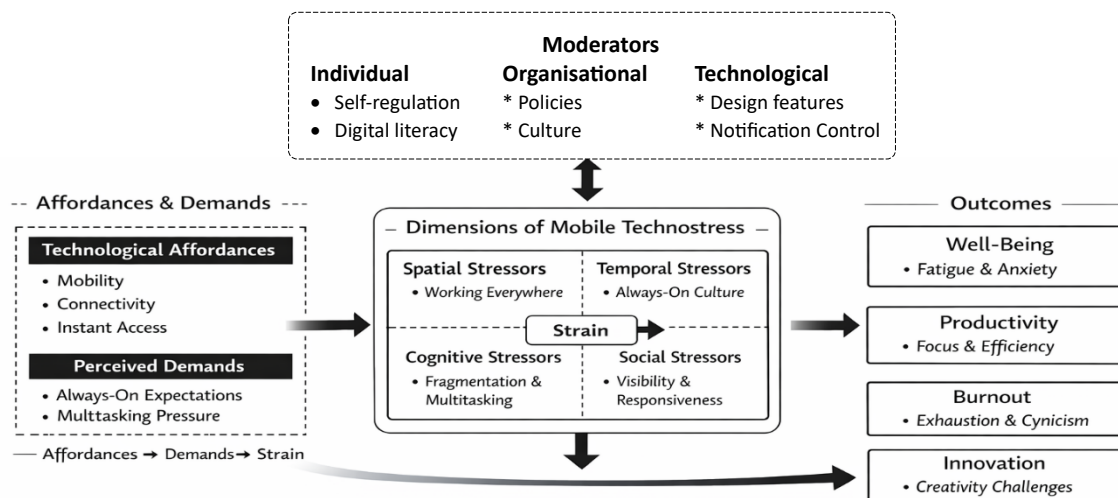


Figure 1: Conceptual Framework (Authors' 2026)

As illustrated in Figure 1, the effects of mobile technostress are complex and cannot be confined to an individual's health; they can also be transferred to an organisation's performance, affecting well-being, productivity, burnout, and innovation. For example, the long-term exposure causes fatigue, anxiety, and lowered psychological recovery. Boundary erosion hinders work-life balance and overall life satisfaction (Jaiswal et al., 2024, Nascimento et al., 2024). Although short-term responsiveness can be enhanced, longer-term technostress reduces concentration, decision quality, and efficiency due to cognitive overload and fragmentation (Torres, 2021). Emotional exhaustion, depersonalisation, and declining professional efficacy are among the effects of chronic exposure to high demands and low recovery (Wang et al., 2021). Ambivalent levels of digital activity can support the development of ideas and cooperation, while excessive technostress can inhibit creativity, limiting cognitive resources for deep, thoughtful thinking.

5. Propositions Model

The study is based on the combination of the Technostress Model, the Transactional Theory of Stress, UTAUT, and the JD-R Model, and the digital mobility literature, and proposes several propositions to describe the influence of mobile work systems and their outcomes on the antecedents, mechanisms, and consequences of technostress among

knowledge workers. The most important concept in the model is that digital mobility brings both widened possibilities (autonomy, flexibility) and heightened requirements (always-on, boundary erosion), the combination of which conditions technostress experiences.

Table 2: Propositions Model

Code	Core Propositions	Rationale
P1	Time Flexibility and Permeability of Limits	Flexibility has been discussed as a resource, however, the TTS indicates that the more the temporal structures are fluid, the more will be role shifts and the more cognitive demands will be, which increases stress.
P2	Cognitive Load and Spatial Mobility	Mobile workers have to continuously adjust to the varying physical and digital conditions, the attentional demands of which have lowered cognitive stability
P3	Invariable Connectedness and Perceived Excess	The JD-R model defines excessive demands as the major stressors; constant notifications and streams of communication enhance the perceptions of the workload.
P4	Digital Autonomy as a Buffer	Autonomy is a job resource that helps people control their interactions with digital systems and mitigate overload.
P5	Intensification of Technostress and ICT Complexity	Technostress literature: Techno-complexity is a fundamental stressor; disjointed platforms and interfaces characterise mobile ecosystems.
P6	Expectations of Availability in the Organisation	Normative pressures convert optional connectivity into obligatory responsiveness, thereby augmenting perceived demands.
P7	Digital Competence in the Process of Resource	Competence enhances self-efficacy, which is also an important psychological resource for stress mitigation.
P8	Recovery Opportunities and Technostress Results	Constant exposure to mobile systems impedes recovery processes, which are crucial to maintaining well-being.
P9	Technostress and Work Performance	Light stress will cause activity and concentration, whereas too much stress will cause mental fatigue and decreased performance.
P10	Intensity of Digital Mobility: Amplifier	High-intensity use is a stress (load) that magnifies exposure to both demands and resources, and is a boundary condition.

In the Propositions model presented in Table 2, the traits of mobile work systems (temporal flexibility, spatial mobility, connectivity and ICT complexity) are the key antecedents of technostress (Wang et al., 2021, Torres, 2021, Sulla et al., 2024). The mediating effects are cognitive load, permeability of boundaries, and constraints on recovery, and the moderating effects are digital autonomy, perceived competence, boundary preferences, and expectation of the organisation (Düzgün and Çelik, 2023, Huang and Tsai, 2025). Technostress, in turn, has such individual, well-being, and performance outcomes, and social support is a buffering mechanism (Antonio-Javier, 2025; Zhang et al., 2026). The model also extends the digital mobility intensity, which is a higher-order contextual amplifier of the strength of these relationships.

6. Implications: Theoretical and Practical

6.1 Theoretical Implications

Theoretically, the study contributes to the current literature on technostress by pushing the conceptual frames beyond the conventional, fixed nature of workplaces into the mobile, shifting realm of digital mobility. Prior theories of technostress have been largely based on the use of stationary information systems, where work has a time and place limit (Tarafdar et al., 2024; Nascimento et al., 2025). In contrast, this review predicts that mobile work systems are fundamentally pervasive, context-sensitive, and boundary-spanning, thereby affecting new forms of technostress, namely constant connectivity, situational disruptions, and context-switching exhaustion (Aalbers et al., 2023; Araya-Ugarte et al., 2025). Through this, it redefines technostress as a phenomenon woven into mobility rather than into the use of technology. Moreover, the study helps close the gap between Information Systems (IS) and Organisational Behaviour (OB). Whereas IS research has focused on the features of the system and its use, OB has concentrated on employees' well-being and their reactive behaviour (Bakker, 2025). These points of view are synthesised in this review through the lens of technostress as a socio-technical construct influenced by technology affordances (e.g., portability,

real-time communication) as well as organisational dynamics (e.g., anticipations of availability, performance demands) (Dhaouadi et al., 2024). This kind of integration provides a more comprehensive theoretical prism for comprehending how mobile technologies transform the work experience. Notably, the study introduces a mobility perspective into technostress theory. Instead of viewing mobility as an incidental quality, it theorises mobility as a central state that fundamentally transforms the organisation of work, the experience of work, and its management (Fettahoglu and Yikilmaz, 2025, Ficapal-Cusi et al., 2025). This point of view emphasises the significance of temporal flexibility, spatial dispersion and the ability of boundaries to generate opportunities and stressors. Following this, future theorising can include context-sensitive models that explain how mobility, autonomy, and control interact in knowledge work contexts.

6.2 Practical Implications

The results of this review have several practical implications mainly on designing and managing mobile work systems. System design-wise, the developers need to focus on user-centred, context-aware features to limit cognitive overload and unwarranted interruptions. This encompasses the development of adaptive, customisable notification systems, the provision of customisable communication controls, and the facilitation of easy device and context transitions. These design aspects could help alleviate technostress by aligning system functionality with users' cognitive and situational demands (Fortagne et al., 2024; Khedhaouria et al., 2024). Policies governing the use of mobile technologies and safeguarding employees' well-being are in dire need at the organisational level. For example, the introduction of right-to-disconnect policies will create a clear distinction between work and non-work time and always lessen the expectation of 100% availability (Kraeft et al., 2024). Also, organisations can develop protocols for communication practices, workload, and digital responsiveness to ensure that technological stress does not become overwhelming. Lastly, the strategies of effective self-management in mobile working conditions should be provided to individual knowledge workers. This involves creating digital boundaries by scheduling offline time, controlling notifications, and prioritising work.

6.3. Future Research Agenda

Although there is a growing understanding of technostress in the context of mobile work, the literature is fragmented and methodologically limited. To promote both theoretical accuracy and empirical rigour, future studies must be designed with reference to several major themes. Similarly, the currently used measures for technostress are mostly offline, fixed ICT systems and may fail to represent the permeable, boundaryless, mobile work systems. Future research needs to develop and test context-sensitive scales to account for mobility-related stressors such as constant connectivity, place variability, interruptions in microtasks, and fatigue from switching devices. The latter also requires combining objective measurements (e.g., digital trace data, app usage patterns) with subjective perceptions to generate multidimensional measures of mobile technostress.

The prevailing cross-sectional designs do not provide clues about changes in technostress over time. Longitudinal research is necessary to reveal dynamic processes such as adaptation, acclimation, and cumulative strain among knowledge workers engaged in mobile work. These designs may also be used to illuminate the causal pathways linking mobile technostress, well-being, and performance outcomes, as well as the key tipping points at which stress becomes pathogenic or tolerable. Mobile work practices and related stressors are entrenched in the cultural, institutional, and socio-economic environments. Comparative, cross-cultural methodologies should be incorporated into future studies to explore the effects of norms of availability, power distance, and work-life boundaries on experiences of technostress. This is especially critical in emerging economies and underrepresented areas, where mobile technologies often surpass traditional infrastructure, creating both stressors and opportunities.

The AI in mobile work systems is a new dimension of complexity. Intelligent assistants, predictive analytics, auto-decision support systems, and other technologies driven by AI can both reduce and increase technostress. This duality needs to be studied in future research by examining how the effects of algorithmic opacity, perceived loss of control, and performance monitoring interact with mobility to shape stress experience. There is a need for conceptual models to incorporate human-AI interaction in mobile contexts. Finally, the emergence of hybrid work systems, when employees move between remote, mobile, and physical offices, requires a new look at technostress as a multi-context phenomenon. Future research should examine how work mode switching leads to disjuncture in the utilisation of technology, expectations of responsiveness, and boundary management.

7. Conclusion

The study challenges the notion of technostress by situating it within the dynamic mobile work systems and the digital mobility of knowledge workers. Going beyond fixed, technology-focused views, the review points to how mobility transforms the meaning, scale, and implications of technostress through ongoing connectivity, spatial-temporal fluidity, and the blurred boundary between work and life. The point is that the technostress in mobile situations is not the continuation of the old stress associated with ICT but a qualitatively different phenomenon that needs new theoretical frameworks and scales of measurement. This study brings a more detailed view of the emergence and functioning of technostress in the modern knowledge-based working environment by incorporating the information on mobility, work design, and digital stress. The originality of this piece of work is in considering mobile work systems as socio-technical assemblies, in which devices, platforms, organisational norms, and personal behaviours are dynamically connected. The perspective also creates new possibilities for studying not only the outcomes of stress but also the adaptive and resilience processes of digital-mediated work. However, the results can be applied to researchers, professionals, and policymakers who want to create long-term digital working models. With the ongoing adoption of mobile technologies in the workplace worldwide, the phenomenon of technostress and its management are becoming essential to employees' lives, the success of their organisations, and the future of work itself.

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