'Inhale… Exhale… Send e-mail'

A study examining the role of trait mindfulness on workplace telepressure and its impacts on well-being, psychological complaints and work-life balance among workers.

Master Thesis

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Abstract

The technological development evolves rapidly, in all facets of society. Therefore the use of information and communication technologies (ICT) has become inevitable on the workfloor. The advancement of these technological devices is blurring boundaries between work and off-work. Employees' preoccupation and continuous urge for responding quickly to work-related messages via ICT, is labelled as *workplace telepressure* (Barber & Santuzzi, 2015). Earlier research suggested that workplace telepressure interferes needed work recovery and causes health-related outcomes. However, a 'mindful' individual may have more capacity to counteract against this disruption of recovery, because of their self-regulating behaviour and attentional processes between job stressors and psychological detachment. This study was set out with the initial aim to assess whether trait mindfulness is related to workplace telepressure and, in turn, whether trait mindfulness buffers the effect of workplace telepressure on well-being, psychological complaints and work-life balance of employees. Based on cross-sectional research, data were collected (N=160) among Dutch working adults during the beginning phase of COVID-19. It is possible, due to this period, that participants are more likely to experience workplace telepressure compared to normal circumstances. The findings suggest that trait mindfulness is related to lower levels of workplace telepressure. As expected, other results highlighted increased negative health outcomes when workplace telepressure was high. Trait mindfulness did not functioned as a moderator between workplace telepressure and its negative outcomes. Exploratory analyses suggested that mindfulness might have a mediating role on telepressure and health outcomes. Suggestions for future research and practical implications are discussed.

Keywords: workplace telepressure; work recovery; mindfulness; well-being; fear; depression; stress; work-life balance

Introduction

The rise of the electronic age in today's work environment is changing the way information is exchanged between employees. Employees that are in the possession of work smartphones, laptops and other communication devices have become part of many job designs. This enables employees to stay connected to their work twenty-four hours a day and makes it easy to work wherever possible and practical, such as home (Kurland & Bailey, 1999). In 2017, almost 78% of the Dutch companies were supporting telecommuting (i.e. working from home) (CBS, 2018). This provision of more work flexibility is initially intended for beneficial effects, such as work-family balancing, reduction in transportation time and more efficient communication and collaboration among employees.

However, enabling employees bringing their work demands into their private lives can lead to a number of negative effects as well. For instance, the ease in accessibility to use these devices at home can lead to a greater concern about the fact that employees would have trouble letting go of their workday (Leathem, Vianen & Derks, 2018). Moreover, combining functionalities of the smartphone for private and work-related purposes can lead to the urge to constantly manage your social connections and the need to be continuously connected to work. Barber and Santuzzi (2015) conceptualize this *workplace telepressure* as the perceived pressure as a psychological reaction to ICT-related communication demands at work, in a way of thinking about the need to respond and the urge to reply quickly. So far, they found that this telepressure is associated with more burnout, negative health outcomes and lower work engagement among employees (Barber & Santuzzi, 2015; Santuzzi & Barber, 2018). Another recent study shows that workplace telepressure is negatively related to work-life balance satisfaction and positively linked to work-life conflict (Barber, Conlin & Santuzzi, 2019). This continuous connection to work activities may be driven by employees psychological responses to perceived demands to stay connected and not allowing themselves to create substantial recovery from work during off-time (Barber & Santuzzi, 2015). Previous research stressed the importance of work recovery for employees well-being, engagement and productivity (Sonnentag & Fritz, 2007; Sonnentag, 2003; Westman & Eden; 1997). Earlier research stated that factors as 'mindfulness' can facilitate psychological detachment after work and restore one's recovery (Hülsheger et al., 2014). Therefore, this study intends to determine whether there are individual differences in experiencing workplace telepressure, defined by the 'mindfulness' of employees. It is possible that some employees are more attentive and aware of their technological demands and excessive use of electronic devices than others, and perhaps

more able to offset their negative emotions and psychopathology against these demands, also known as the 'mindfulness' of an individual (Brown & Ryan, 2003).

In the last years, researchers have shown increased interest in workplace telepressure. However, very little is known about the connection between telepressure and mindfulness on employees' well-being. To date, we know from previous research that workplace telepressure is caused by failures in taking psychological detachment from work and thereby reduces work recovery processes (Barber & Santuzzi, 2015; Hu, Barber & Santuzzi, 2019). Looking at mindfulness, researchers have started to acknowledge the beneficial effects of mindfulness for employees' well-being (Allen & Kiburz, 2012; Glomb, Duffy, Bono & Yang, 2011). For example, previous studies found that trait mindfulness facilitates recovery processes by improving psychological detachment from work and higher sleep quality (Hülsheger et al., 2014). Therefore, connecting trait mindfulness in the workplace telepressure research could be fundamental in sustaining healthier work-related outcomes and environment.

First, this study will explore whether trait mindfulness is negatively related to workplace telepressure. Next, this research examines the relationship between workplace telepressure and employees' job-related well-being, psychological complaints (i.e. depression, anxiety and stress) and work-life balance, probably buffered by trait mindfulness. Previous research have concluded that poorer employee well-being (e.g. burnout, sleep quality, work engagement) and disrupted work-life balance are associated with telepressure (Barber & Santuzzi, 2015; Barber, Conlin & Santuzzi, 2019; Hu, Santuzzi & Barber, 2019). However, there has been no detailed investigation about the connection between telepressure and job-related affective well-being (i.e. mood) and specific psychological complaints (i.e. fear, anxiety and depression). Besides, no previous study has investigated the 'restoring' role of mindfulness against workplace telepressure. Therefore, this research seeks to contribute to the emerging literature on workplace telepressure and mindfulness in the workplace. The results of this study could provide a valuable contribution for new insights to emphasize the importance of the role of mindfulness in the presence in the workplace. In order to fulfil the purpose of this study, the following questions will be answered:

- How does trait mindfulness influence workplace telepressure?
- To what extent is workplace telepressure related to potential negative effects and is this relation moderated by trait mindfulness?

Theoretical Background

Workplace telepressure

According to the Job-Demand Resources model (JD-R Model) (Bakker & Demerouti 2007; Demerouti, Bakker, Nachreiner & Schaufeli, 2001), job stress can differ in every occupation depending on its own specific risk factors, these factors can be explained by two aspects of work: stressors (job demands) and energy sources (job resources). Job demands refer to the physical, psychological, organizational or social work characteristics of the job that requires sustained physical and/or psychological effort or skills and are therefore associated with certain physical and/or psychological costs (e.g. high work pressure, emotionally demanding interactions) (Bakker & Demerouti, 2007). Job resources consists of work characteristics that are instrumental in achieving work goals and should reduce the costs of job demands. Work recovery, feedback and autonomy are some examples. A lack of job resources increases job demands, which consequently leads to more negative outcomes (e.g. strain). Also, job resources may buffer the impact of job demands on job strain (Bakker, Demerouti, De Boer & Schaufeli, 2003).

Having this in mind, workplace telepressure can be labelled as technological job demands, acknowledged by Barber & Santuzzi (2015). They mention that the technologies employees are using each day, requires them to work faster and create more work than they initially can handle. By expanding the accessibility of these work technologies, even when not 'working', employees might feel the pressure to respond to work-related messages. Organizations are offering more and more technological features in order to improve communication between teams, where some organizations even only consists out of virtual teams. Besides, ICT-use at work can also take form as social demands, due to the continuous availability of these devices, response expectations from others, technological overload (i.e. work overload) or demanding interactions with clients. Furthermore, previous research have shown that workaholism and work engagement are both positively associated with job demands (Kanai & Wakabayashi, 2001; Schaufeli et al., 2009). Where Barber and Santuzzi (2015) mention that these two responses result in greater (online) connection to the work environment, both within and beyond the workplace. Thus, ICT demands can be classified as high intensive job demands. Additionally, it seems that ICT demands are predicting higher stress and strain outcomes than traditional demands (Day, Scott & Kelloway, 2012).

Similarly, Barber and Santuzzi (2015) stated that the core problem with workplace telepressure is that it arises when employees start to view the mode of responding via asynchronous communication ICT devices (e.g. e-mail) in the same way as synchronous forms (e.g. face to face requests), which typically requires an immediate response. If an employee is experiencing high levels of telepressure, one will feel the immediate urge to respond to an asynchronous communication, similar to what is expected in a synchronous, face-to-face request. Barber and Santuzzi (2015) mentioned that this shift in focus can change the perception of ICT use from 'flexible work access' to 'inescapable work'. Inescapable work can take form of failures in taking necessary breaks between work tasks and prioritizing the use of ICT communications throughout the work day. Barber and Santuzzi (2015) believe it is the psychological state that encourages this continued connection to work activities. They mentioned that workplace telepressure is originally associated with the perceived norms of expectation of responding, which may be driven by individual interpretation (Santuzzi & Barber, 2017). Individuals interpret behaviour as correct in a given situation to the degree that they see others performing it, also known as social proof (Cialdini, 2009). Regardless of whether certain norms of responding behaviour are explicit in organizational policies, workplace telepressure can be high when employees perceive the normality of quick responding or staying connected performed by other colleagues as a social norm. This is remarkable with the nature of conformity found by Asch (1956), that people with 'normal' vision would ignore their own beliefs and tend to agree with obviously inaccurate groups norms. Especially newcomers in organizations could experience high workplace telepressure, because they feel the urge to do their work correctly and want to conform with the organizational demands and norms.

Thus, in line with Barber and Santuzzi (2015), high intensive job demands as techno-overload and prescriptive situational norms seems to be the best predictors of workplace telepressure. Combined with the Job-Demand Resources Model (Bakker & Demerouti, 2007), a lack of resources (i.e. poor psychological detachment) reduces employees' ability to cope with these job demands, which consequently leads to negative health outcomes.

Psychological detachment and work recovery

To sustain employee health and performance, as aforementioned, recovery from work activities and demands is needed (Schaufeli & Taris, 2014). The presence of workplace telepressure can impede employees' experience of leaving one's work behind when returning home from work or during breaks. This lack of recovery time can lead to poorer health outcomes according to the Effort-Recovery model by Meijman and Mulder (1998). This model explains that sufficient recovery is needed for the effort that is required by work demands. For instance, work demands in forms of high (technological) workload and meeting people's expectations that are causing feelings of exhaustion. Recovering from these work demands can happen in various ways, such as psychological detachment in a way of refraining mentally from work-related tasks (Sonnentag & Fritz, 2007). Detachment from work is defined as 'individual's sense of being away from the work situation' (Etzion, Eden & Lapidot, 1998). Looking at workplace telepressure, even during off-time employees could feel the continuous urge to respond to work-related tasks and have easy access for technological work devices, which will cause failures in being completely away from their work situation.

Altogether, the effort that is required by ICT job demands is manifesting failures in job resources, (i.e. work recovery) that should originally function as protectors to help individuals cope with these job demands (Hu, Santuzzi & Barber, 2019).

Mindfulness

As stated above, psychological detachment plays a crucial role in employee recovery. Individuals differ in recovering from their work demands, in a way of mentally refrainment from work-related tasks (Sonnentag & Fritz, 2007). Sonnentag and Fritz (2015) suggest that factors as '*mindfulness*' influence employees' attentional processes between job stressors and psychological detachment. Individuals differ in awareness of their behaviour, or their willingness to attend and to sustain attention to what is occurring in the present (Brown & Ryan, 2003). This is most commonly defined as the 'mindfulness' of a person (Brown & Ryan, 2003). Nyanaponika Thera (1972) called this, 'the clear and single-minded awareness of what actually happens to us and in us at the successive moments of perception'. The philosophy behind mindfulness is about non-judgmental experiences of thoughts and feelings, whether pleasant or unpleasant, as mental states that will pass by. A mindful individual identifies themselves less strongly with these feelings and thoughts, including irrational feelings (Bohlmeijer, Fledderus, Veehof & Baer, 2011).

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Whereas mindfulness is often conceptualized as a state, several studies indicate that under equal circumstances, some individuals tend to be more mindful than others (Brown & Ryan, 2003). Besides, it has been suggested that mindfulness can be seen as a personality trait that can influence whether or not an individual becomes burnt out (Taylor & Millear, 2016). Previous research reported that trait mindfulness allows people to better regulate their subjective and physiological responses to a changing environment (Kabat-Zinn, 2005). Additionally, other research suggest that mindfulness is associated with better self-regulation and adaption (Sun, Hu, Pan, Liu & Huang, 2019).

Where the opposition of mindfulness can be described as 'mindlessness'. Being 'mindless' refers to neither paying attention to, nor having awareness of, the activities one is engaged to or the internal processes one is experiencing. This can occur as performing tasks on autopilot, rumination about the past and the future or simply not paying attention (Brown & Ryan, 2003; Langer, 2014). Being mindless can pull one away in the conscious awareness of what is happening in the present.

Even at the workplace the importance of mindfulness is finding its role. Research showed that mindfulness not only improves psychological well-being, but also promotes work-related outcomes (Brown & Ryan, 2003; Weinstein et al., 2009). Mindfulness at work facilitates a more objective appraisal of work demands, because mindful employees experience events, thoughts and emotions without judging them (Haun, Nübold & Bauer, 2018). During stressful events, mindful employees are more likely to remain calm, cope more effectively with work demands, and better detach from work (Glomb, Duffy, Bono & Yang, 2011). Other findings support this idea that mindful employees are able to cope well with stress and regulate their negative emotions (Hülsheger, Alberts, Feinholdt & Lang, 2013).

Mindfulness and telepressure

Mindfulness could deliver a positive contribution in the field of workplace telepressure. Yet, scarce research has been done about the effect of mindfulness on telepressure and mindfulness as a state (Dijkstra, Barelds & Hoenstra, 2017; Hansen, 2016; Thommes, 2015). As aforementioned, trait mindfulness is associated with better adaption and self-regulation (Sun et al., 2019). Mindful employees could possibly adapt their incoming work-related messages as less negative and intensive job demands than their non-mindful colleagues. Besides, trait mindfulness at work may foster a non-judgmental attitude and regulate strong emotional reactions to job stressors, which may benefit employees' psychological detachment. This improved self-regulation of behaviour and thoughts might inhibit the preoccupation and urge

to respond as quickly as possible. Looking at the JD-R model (Bakker & Demerouti 2007), trait mindfulness could function as a job resource, by fostering psychological detachment in order to reduce job stress, and therefore decrease feelings of workplace telepressure. For this reason, the first aim of this research is to investigate the relationship between the trait mindfulness and workplace telepressure. Therefore, the following hypothesis is presented:

Hypothesis 1: *Mindfulness is negatively associated with workplace telepressure.*

Telepressure, well-being and psychological complaints

Organizations are increasingly aware of their human capital, but still the primary focus can remain on financial outcomes and achievements. High performance of employees is expected and always being 'available' seems normal these working days. As mentioned earlier, the fail to get a break from psychological demands from work, can let employees experience work exhaustion or other negative health and well-being outcomes (e.g., Bakker & Demerouti, 2007). Besides, according to the Stressor-Detachment Model low psychological detachment would lead to more burnout, sleep problems, health complaints and other impaired well-being outcomes (Sonnentag & Fritz, 2015). Taking workplace telepressure in perspective, a cross-sectional study of Barber and Santuzzi (2015) found that employees who reported workplace telepressure also reported less psychological detachment, associated with higher levels of burnout and poorer physical and psychological health. This finding was underlined by Hu, Santuzzi and Barber (2018) that workplace telepressure was associated with impaired well-being, such as employee burnout. However, most studies in the field of workplace telepressure have not yet dealt with other specific sources of work-related strain and burnout. Thus, it is interesting to see if workplace telepressure is related to reduced affective well-being and higher psychological complaints among employees on the workfloor. Following this reasoning, the following hypotheses are proposed:

Hypothesis 2a: *Workplace telepressure will be negatively related to job-related well-being.*
Hypothesis 3a: *Workplace telepressure will be positively related to fear, stress and depression (i.e. psychological complaints).*

Mindfulness as a moderator

Being mindful helps employees in self-regulating their behaviour and can function as a tool to detach from work and work-related tasks. Looking at the JD-R model, mindfulness could mitigate the negative effect of telepressure (job demands) on job strain (burnout), and thus function as a moderating job resource. There are three underlying core processes for mindfulness (Glomb, Duffy, Bono & Yang, 2011). First, creating a separation between the self and events, emotions and experiences, also known as 'de-centering' (Feldman, Greeson & Senville, 2010). This enables to view thoughts as events in the mind, rather than reflections of the self or reality. Mindful employees could disconnect their negative telepressured feelings from themselves and associate them as more objective mental emotions. Second, the decreased use of automatic mental processes can support mindful employees to be fully attentive to their impulsive reactions and reappraise the stressful feelings caused by telepressure. Mindful awareness allows employees to continuously form their thoughts and have greater cognitive adaptivity in responding to their thoughts (Siegel, 2010). Third, the awareness of physiological regulation. This increased attention and awareness of the body's physiological response system can support employees in understanding and responding to messages from their bodies (Siegel, 2010: Glomb, Duffy, Bono & Yang, 2011). Here, employees could notice their stressed feelings caused by telepressure and perhaps exclude them. These mental processes will lead an individual towards a more healthy way of dealing with psychological distress and enhancing subjective well-being (Kabat-Zinn, 2005). According to the meta-analysis of Mesmer and colleagues (2017) trait mindfulness is positively associated with physical health; the ability to regulate emotions; life satisfaction; and decreasing life stress, anxiety, depression, and negative emotions. Moreover, mindfulness promotes job satisfaction and helps preventing burnout in terms of emotional exhaustion (Hülsheger, Alberts, Feinholdt & Lang, 2013). Having this in mind, it is possible that mindful employees who are experiencing the same telepressured feelings as non-mindful employees, could reappraise these negative consequences caused by telepressure via their improved self-regulation of thoughts, emotions, behaviours and physiological reactions.

Therefore, the third aim of this study is to investigate whether mindfulness moderates the relationship between telepressure and job-related well-being, and in turn, psychological complaints among employees. The following hypotheses will be examined:

Hypothesis 2b: *Mindfulness weakens the negative association between workplace telepressure and job-related well-being.*

Hypothesis 3b: *Mindfulness weakens the negative association between workplace telepressure and fear, stress and depression (i.e. psychological complaints).*

Telepressure and work-life balance

Given the fact that workplace telepressure represents the urge to stay connected and respond as quickly as possible, it is highly plausible that this urge leads to negative outcomes for work-life satisfaction and balance among employees. Barber and colleagues (2019) have found that workplace telepressure is indeed associated with poorer work-life outcomes and more work-life conflict. Their study came across the finding that low psychological detachment and less control over leisure time are the most consistent findings for work-life satisfaction outcomes among telepressured workers. Telepressured employees are facing difficulties in disengaging from work that is eventually predicting lower satisfaction with work-life balance. Thus, the following hypothesis is formulated:

Hypothesis 4a: *Workplace telepressure is negatively associated with work-life balance.*

Mindfulness may be promising in order to prevent employees from experiencing work exhaustion and sleep problems. There is various evidence that suggests that mindfulness plays a crucial role in regulating a healthy work-life balance satisfaction. Research of Allen and Kiburz (2011) shows that working parents who are reporting greater trait mindfulness also report greater work-family balance. They showed improved sleep quality and vitality caused by their attentive and careful attitude. Furthermore, enhanced self-regulation by mindfulness empowers individuals to experience more satisfaction and effectiveness within each family role. Other research suggest that mindfulness affects a person's social relationship (e.g. marital relationships), by the improvement of identifying and communicating emotional states between partners (Wachs & Cordova, 2007). This leads us to the last hypotheses:

Hypothesis 4b: *Mindfulness weakens the negative association between workplace telepressure and work-life balance.*
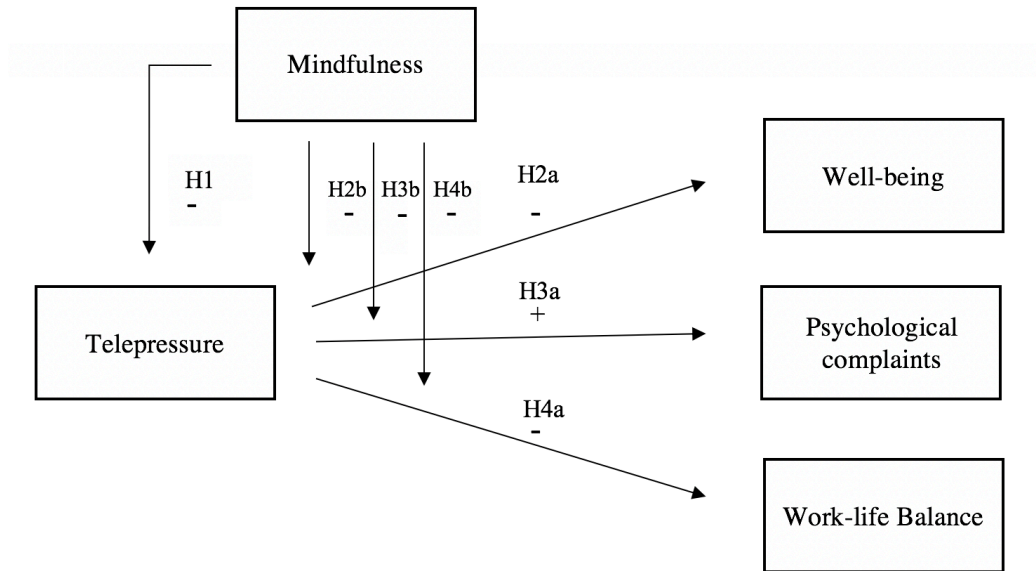
Figure 1. Conceptual model of the present study.

Contributions

This research provides some new insights, firstly to the workplace telepressure literature and secondly to the positive benefits of the possession of trait mindfulness by employees. Thus far, a scarce amount of studies have begun to examine the influence of workplace telepressure on recovery and well-being (Barber & Santuzzi, 2015; Santuzzi & Barber, 2018; Barber, Conlin & Santuzzi, 2019; Grawitch et al., 2017, Hu, Santuzzi & Barber, 2019). However, no research has yet explored whether telepressure indirectly relates to affective job-related well-being and psychological complaints, buffered by personality traits as mindfulness. This study tends to deliver relevant insights about the possession of certain personality traits in favour of wellbeing on the work floor.

Second, this study could emphasize the importance of the role of mindfulness in the presence of the work environment. As discussed above, mindfulness brings many beneficial effects in the work context. A recent meta-analysis show that training and therapies in developing mindfulness skills seems to be effective when it comes to reducing stress (Sharma & Rush, 2014). Taken together, this research could support the notion to emphasize the importance of mindfulness-based interventions in the work-environment to increase trait mindfulness among employees. This will foster the impression for leaders and their organizations to consider individual and collective forms of mindfulness training as interventions to create a happy and healthy work environment.

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Method

Participants

A total amount of 202 Dutch working adults, required to work with ICT-tools, participated in this study. Data were collected during the beginning phase of the COVID-19 outbreak. 42 participants were excluded because they were not able to work at the moment or did not finish the questionnaires. The final sample (N=160) consisted of 67,6% female participants, 28,2% male participants and 4,2 % others. However, some participants possibly misunderstood the option 'I describe myself as…' when they were asked about their gender, as some answered with personal characteristics or qualities. The average age of the participants was 34,5 years (SD = 13.16). Participants' average working hours per week consisted out of 32,7 hours (SD = 9.3) and the estimated time spent with ICT per day was 7 hours (SD = 4.9). As before mentioned, data were collected during the beginning phase of COVID-19, therefore most of the participants were working from home and perhaps use more ICT than they originally do.

Other demographic results showed that 70% of the participants were working from home since the corona outbreak. Where before the outbreak, 23.1% of the participants were working occasionally from home and only 1.2% all of the time. Besides, 35,6% of the participants indicated that their work tasks remained the same since COVID-19. Other demographic information is shown in Table 1.

Procedure and design

Participants were approached online through different social media channels as Facebook or LinkedIn and through the researcher's own environment. Data for this observational research were collected using a quantitative cross-sectional design. The questionnaire was conducted in 'Qualtrics', an online questionnaire website for computers and mobile devices.

At first, participants were given a short description about the purpose of the research during the introduction of the questionnaire. This introduction emphasized giving consent, anonymity and the possibility for withdrawing at any time during the survey. After accepting this, participants started with demographical questions. Next, they were asked to answer questions about their current work situation and their feelings about their working conditions since the corona crisis. Additionally, trait mindfulness and scores of workplace telepressure were measured. Finally, job-related well-being, psychological complaints and work-life balance of the participants were measured. The amount of time to finish the questionnaire took approximately 12-15 minutes.

Table 1. Demographical information.

Category	Options	% of participants
Educational level (completed)	Non	0
	Primary Education	0.6
	MAVO, LBO, VMBO	0.6
	HAVO, MBO	18.8
	VWO	3.8
	Higher Vocational	34.4
	Scientific Education	41.9
Work Situation	Self-employed	11.9
	Organization employee	69.4
	Intern	7.5
	(Working) student	11.3
Industry	Agriculture	2.2
	Industry	1.7
	Construction industry	0.6
	Trade	3.4
	Catering industry	1.7
	Transport and communication	8.4
	Financial sector	2.8
	Business services	22.9
	Government	7.3
	Education	16.8
	Health and welfare services	20.7
	Culture, sports, recreation and other services	11.7
Work situation (before corona)	Permanent workplace (office)	54.3
	Sometimes from home	23.1
	Always from home	1.2
	External locations	21.5
Current work situation	From home	70
	On location	17.5
	Both	12.5

Measures

It was clearly emphasized that the participants had to fill in these questionnaires based on their current feelings, thus during the corona crisis. Therefore the following scales were used, all of them measured for internal consistency by Cronbach's alpha (α).

Independent and dependent variable

Workplace telepressure. To measure workplace telepressure, an eight-item scale of Workplace Telepressure Measure Scale by Barber and Santuzzi (2014) was used, translated in Dutch by the researcher. An instruction was given as follows: 'Please rate the following statements to the extent that describe how you currently view communications with others at the workplace, especially when you are using electronical devices to communicate.'. Respondents were be asked to rate how much they agreed or disagreed with certain statements as: '*I feel a strong need to respond to others immediately*'. All items were rated on a five-point Likert scale where 1 represents '*strongly disagree*' to 5 '*strongly agree*'. The variable workplace telepressure was used as dependent (H1) and independent variables (other hypotheses). Cronbach's α was .85.

Moderator

Mindfulness. The participants' trait of mindfulness is measured. To measure this trait, the Mindful Attention Awareness Scale (MAAS) by Brown and Ryan (2003) was used. This scale has been developed for the general population regardless of meditation experience. The MAAS is a 15 items, seven-point Likert scale self-report, where 1 represents '*almost always*' to 5 '*almost never*'. Statements included: '*I find it difficult to stay focused on what's happening in the present.*'. Cronbach's α was .80. A Dutch translation of the MAAS was used (Schroevers, Nyklícek & Topman, 2008).

Dependent variables

Psychological complaints. To measure the psychological complaints a shortened Dutch version of the Depression Anxiety Stress-Scale (DASS), a questionnaire consisting 21 items divided in three subscales for the measurement of depression, fear, and stress, was used (De Beurs, Van Dyck, Marquenie, Lange, & Blonk, 2001). Respondents will be asked which statements applied to them during their last week at work.

Statements as: '*I find it hard to relax.*', were given and respondents had to rate them, where 0 represented (*not at all or never applicable)* and 3 *(definitely or most of the time applicable).* Cronbach's α was .90.

Well-being. The sense of affective well-being at work is be measured by a shortened Dutch version of the Job-Related Affective Well-Being Scale (JAWS) (Van Katwyk, Fox, Spector & Kelloway, 2000). This is scale contains 20 items. Both positive emotions (10 items, for example: '*satisfied*') as negative emotions (10 items, for example: '*angry*') are scored on a 5-point Likert scale, where 1 represents '*never*' to 5 '*often*'. These two subscales were used as one scale altogether. Cronbach's α was = .90.

Work-life balance. At last, work-home interference is measured by the work-home balance scale based on a previous research from Peeters, Montgomery, Bakkers & Schaufeli (2005). Respondents had to scale statements as: '*How often do you find it difficult to fulfil your domestic obligations because you are constantly thinking about work?*'. All seven items were scored on a five-point Likert scale, where 1 represents '*never*' and 5 '*always*'. Cronbach's α was .90.

Statistical Analyses

SPSS version 26.0 was used to analyse the data. Firstly, descriptive analyses were performed. Secondly, intercorrelations between the study variables were examined. After this, to consider the first hypothesis (H1), a simple linear regression was used to determine the main effect between mindfulness and telepressure. For testing hypotheses 2, 3 and 4 the PROCESS macro for moderation by Preacher and Hayes was used (Hayes, 2013). All variables were interval level.

Results

Data preparation

Prior to the analyses, all the variables were checked for any outliers, which resulted in the outcome that no data needed to be removed. Besides, data were checked for normality using Shapiro-Wilk. The normality test showed that the variables *stress, fear, depression* and *work-life balance* were not normally distributed. However, according to the Central Limit Theorem violation of normality is not problematic for sample sizes greater than 30 (Rosenblatt, 1956). Test for linearity and homoscedasticity using a visual inspection of the scatterplots showed heteroscedastic relationships between workplace telepressure, *stress, fear, depression* and *work-life balance.* Reliability analyses using Cronbach's Alpha were conducted to measure internal consistency of all the items per scale. All of the scales scored high, which means that no items needed to be deleted. After this, all the existing variables were recoded and computed regarding to the above mentioned variables.

Preliminary Analyses

Pearson's correlation analyses were administered in Table 2. Table 2 shows the means (*M)*, standard deviations (*SD*), and the intercorrelations (*R)* of the variables. On average, participants experience neutral feelings of workplace telepressure ($M = 2.95$, $SD = .75$), where mean of 3 stands for neutral telepressure. Besides, participants are slightly below average in their trait mindfulness ($M = 3.13$, $SD = .61$), where mean of 3.50 stands for neutral mindfulness. All correlations were found to be significant in the expected direction, except for telepressure and work-life balance ($r = .141$, $p = .076$). A negative moderate correlation between telepressure and mindfulness was found ($r = -.370$, $p = .000$), suggesting that those who are higher in their mindfulness are likely to experience less telepressure. Furthermore, there was a significant negative correlation between telepressure and well-being ($r = .425$, $p = .000$) and positive correlations with fear ($r = .350$, $p = .000$) , stress ($r = .482$, $p = .000$) and depression ($r = .172$, $p = .000$) (i.e. psychological complaints). Notably, the high negative correlation ($r = .767$, $p = .000$) between well-being and depression indicates an significant contrast between the dimensions of the dependent variables.

Table 2. Means, Standard Deviations and Correlations between the variables (N=160)

		M	SD	1	2	3	4	5	6	7
1.	Telepressure	2.95	.75	-	-.370**	-.425**	.350**	.482**	.376**	.141
2.	Mindfulness	3.13	.61		-	-.457**	-.399**	-.428**	-.444**	-.179*
3.	Well-being	2.32	.54			-	.438**	.665**	-.767**	.224**
4.	Fear	1.24	.31				-	.578**	.404**	.199*
5.	Stress	1.66	.50					-	.666**	.301**
6.	Depression	1.53	.48						-	.172*
7.	WorkLifeBal	2.12	.82							-

Note: **. Correlation is significant at the p <.01 level (2-tailed).
  *. Correlation is significant at p <.05 (2-tailed).

Hypotheses Testing

(H1) Mindfulness as a predictor of less telepressure.

It was hypothesized that mindfulness would be negatively related to telepressure. A simple linear regression contained telepressure as dependent variable and mindfulness as independent variable. It appeared that mindfulness is significant negatively related to telepressure (H1) $F(1,158) = 25.105$, $p = .000$, $R^2 = .137$. Thus, it can be stated that the effect is significant and hypothesis 1 can be confirmed.

(H2) Telepressure as a predictor of poorer wellbeing buffered by mindfulness.

Hypothesis 2a focuses on the impact of workplace telepressure on well-being, whereas H2b focuses on the moderation effect of mindfulness on telepressure and participants' wellbeing. Generally, significant results were found when testing the overall model of telepressure and wellbeing moderated by mindfulness $R^2=.297$, $F(1,159) = 21.979$, $p =.000$. Moreover, the main effect of telepressure was highly significant negative related to wellbeing $b = -.219$, $t(160) = -4.20$, $p =.000$ (See Table 3). However, the interaction term showed that mindfulness was not a significant moderator between telepressure and wellbeing $b = -.123$, $t(160) = -1.66$, $p = .098$. Altogether, hypothesis 2a can be confirmed and no support for hypothesis 2b has been found.

Table 3. Results of the moderation analysis of mindfulness on the associations between telepressure and wellbeing.

| | Wellbeing | | | |
	b	SE	t	Sig.
Constant	3.657	.038	95.384	.000
Telepressure	-.219	.052	-4.204	.000
Mindfulness	.300	.063	4.698	.000
Telepressure x Mindfulness	-.123	.074	-1.664	.098

(H3) Telepressure as a predictor of stronger psychological complaints buffered by mindfulness.

Next, hypothesis 3a and 3b aimed to find a relationship between telepressure fear, stress and depression (i.e. psychological complaints) presumably moderated by mindfulness. The overall models when examining telepressure on fear, stress and depression were significant $R^2=.209$, $F(1,159) = 13.769$, $p =.000$, $R^2=.304$, $F(1,159) = 22.739$, $p =.000$, $R^2=.251$, $F(1,159) = 17.376$, $p =.000$. There is significant evidence for the positive main effect of telepressure on fear, stress and depression $b = .094$, $t(160) = 3.003$, $p =.003$, $b = .249$, $t(160) = .522$, $p =.000$, $b = .159$, $t(160) = 3.314$, $p =.001$ (see Table 4). However, the results for the respectively moderating role of mindfulness on fear, stress and depression were not significant. Therefore hypothesis 3a is supported, while 3b cannot be confirmed.

(H4) Telepressure as a predictor of disrupted work-life balance buffered by mindfulness.

Lastly, hypothesis 4a and 4b focused on the positive relationship between telepressure and disrupted work-life balance, possibly moderated by mindfulness. The overall model when examining telepressure and work-life balance moderated by mindfulness was not significant, $R^2= .041$, $F(1, 159) = 2.199$, $p = .090$. Besides, there was no significant main effect of telepressure on work-life balance (see Table 5). Next, the interaction term between telepressure and mindfulness was also not significant $b = -.079$, $t(160) = -.604$, $p = .547$. This is indicates that hypothesis 4a and 4b cannot be confirmed.

Table 4. Results of the moderation analysis of mindfulness on the associations between telepressure and psychological complaints.

	Fear				Stress				Depression			
	b	SE	t	Sig.	*b*	SE	t	Sig.	*b*	SE	t	Sig.
Constant	1.239	.023	53.944	.000	1.662	.035	47.344	.000	1.539	.035	43.672	.000
Telepressure	.094	.031	3.003	.003	.249	.048	.522	.000	.159	.048	3.314	.001
Mindfulness	-.157	.038	-4.113	.000	-.234	.059	-3.995	.000	-.276	.059	-4.693	.000
Telepressure x Mindfulness	-.032	.044	-.709	.480	.019	.068	.278	.782	.0383	.575	.562	.575

Table 5. Results of the moderation analysis of mindfulness on the associations between telepressure and work-life balance.

	Work-life Balance			
	b	SE	t	Sig.
Constant	2.107	.068	31.024	.000
Telepressure	.090	.092	.979	.329
Mindfulness	-.201	.113	-1.771	.079
Telepressure x Mindfulness	-.079	.131	-.604	.547

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Additional analyses

Work location

Some interesting additional results were found and reported. A one-way between groups analysis of variance (ANOVA) was used to investigate the impact of the workplace on telepressure during the corona crisis. The ANOVA assumptions of normality and homogeneity of variance were not violated. Participants were divided into three subgroups; work from home (n=118), on location (n=28) or both (n=20). The ANOVA was statistically significant, indicating that the location of the workplace influences telepressure, F (2, 157) = 3.832, p = .024. Post hoc analyses with Tukey's HSD revealed that working from home (M = 3.03, SD = .77) had significantly higher scores on telepressure than working on location (M = 2.60, SD = .64). No significant results were found for participants who were working from both locations.

Additionally, significant relationship between the workplace (participants working from home or on location) and wellbeing has been found F (1, 138) = 4.628, p = .033. Employees who are working on location (M = 3.88, SD = .49) had significant higher scores on well-being than employees who were working from home (M = 3.64, SD = .53). Another interesting founding was the strong relationship between the workplace and feelings of stress F (1, 138) = 7.247, p = .008. It appeared that employees who were working from home (M = 1.70, SD = .51) had significant higher scores on stress than employees who were working on location (M = 1.42, SD = .39).

Mediation analyses

Additional mediation analyses using PROCESS macro were conducted (Hayes, 2013). There was a significant indirect effect of telepressure on well-being through mindfulness, b = -.093, BCa CI [-.147,-.049]. This represents a relatively medium effect k^2 = -.129, 95% BCa CI [-.199,-.069]. This was also the case for psychological complaints, fear: b = .047, BCa CI [.020, .080], representing relatively medium effect k^2 = .116, 95% BCa CI [.054, .186]. Second, stress: b = .071, BCa CI[.032, .119], represents a relatively medium effect k^2 = .107, 95% BCa CI[.048, .178]. Lastly, depression: b = .084, BCa CI [.043, .140], together with a medium effect k^2 = .131, 95% BCa CI [.069, .216].

Discussion

First of all, this study was set out with the initial aim to assess whether mindfulness is related to workplace telepressure and, in turn, whether mindfulness influences the effect of telepressure on well-being, psychological complaints and work-life balance of employees.

Mindfulness and telepressure

In line with predictions, mindfulness showed a strong negative significant relationship with telepressure. This implies that mindful employees experience less workplace telepressure than non-mindful employees. These results are supported by prior research that concluded that trait mindfulness brings increased subjective well-being, reduced emotional reactivity, and improved behavioural regulation (Keng et al., 2011; Glomb et al., 2011). The present-moment awareness, control and reduction in automatic behaviours of mindful employees could possibly explain their lower overwhelming feelings to respond right at the moment and strengthen their ability to resist responding. Moreover, we know that mindful individuals identify themselves less strongly with, whether pleasant or unpleasant, irrational thoughts and feelings (Bohlmeijer, et al., 2011). Therefore, this could explain that mindful employees are less worried about their fast response time and keep their focus on their tasks.

Furthermore, mindful employees tend to own improved self-regulation of thoughts, emotions, behaviours, and physiological reactions (Glomb et al., 2011). They create a separation between themselves and events, emotions and experiences, and tend to understand their own and others' reactions and react accordingly. This could explain the fact that this research found additional results among mindful participants that showed significant higher scores in well-being and work-life balance, and lower scores in psychological complaints. Altogether, these findings support the importance of trait mindfulness and its beneficial effects for the workplace.

Telepressure and employees' well-being

In correspondence to other recent studies (e.g. Barber & Santuzzi, 2015; Santuzzi & Barber, 2018), current results revealed that telepressured employees experience poorer job-related well-being and more psychological complaints. As aforementioned, this is in line with the Effort-Recovery model by Meijman and Mulder (1998), where is stated that sufficient recovery is needed for the effort that is required by work demands. Telepressured employees might neglect their psychological and physical detachment from work, because of their overwhelming feelings of constant availability and urge to respond. Besides, due to their

preoccupation about responding, they cannot manage in a way to refrain mentally from their work-related tasks. This lack of work recovery may impair employees' ability to refill their resources for future activities. Therefore, higher feelings of burnout, poorer physical and psychological health and impaired well-being may occur (Barber, Santuzzi, 2015; Hu, Santuzzi & Barber, 2018). This study demonstrates additional insights about affective job-related well-being among telepressured employees at work, where previous studies only focused on general well-being outcomes such as burnout.

Furthermore, it was expected that workplace telepressure is linked to less satisfaction with work-life balance, consistent with earlier research (Barber, Conlin & Santuzzi, 2018). However, this does not appear to be the case in this study. A reason for this could be that previous research is conducted under employees who are working from an office instead of home. In this study most of the participants were working from home (70%). Participants could experience varied feelings among how they allocate their time and attention across work and home demands, because for most of them, teleworking was a new situation due to COVID-19. Where some participants could experience more control over their leisure time, others may find it hard to relax due to unpredictable work-related messages. Moreover, participants could still experience feelings of telepressure, but not necessarily link this with their work-life situation because of blurred boundaries between their office and home.

However, interesting additional results showed that the feelings of workplace telepressure are related to the location of the participants' workplace. It appeared that employees who are currently working from home, experience higher levels of telepressure than employees who are working from an office. One logical reason for this finding could be that they fulfil functions where ICT-use and demands are originally higher than those who are not able to work from home. Besides, workers from home may be more dependent on their ICT resources and feel obligated to respond as quickly as possible to appear present and meet perceptions about promptly responding. This may also explain the finding that working from home is associated with poorer job-related well-being and more stress. In sum, although workplace telepressure is not related to work-life balance, there is a positive relationship between feelings of telepressure and working from home. Future research should be undertaken to further investigate the exact impact of workplace telepressure when working from home.

The Role of Mindfulness

As above mentioned, trait mindfulness is negatively related to workplace telepressure and, in combination with prior research, we can agree that mindfulness have beneficial effects for a variety of positive outcomes. The aim was to explore whether mindfulness could buffer the relationship between workplace telepressure and its negative consequences. Unfortunately, the results of this research did not support this assumption and there is no moderation effect found for mindfulness. In other words, mindful employees who show similar levels of telepressure as non-mindful employees, do not experience different negative consequences.

Still, it is remarkable that this study confirms that mindfulness partially mediated the relationship between telepressure on job-related well-being and psychological complaints. Thus, high mindfulness scores would be positive indicators of less telepressure and its negative health risks. As earlier discussed, this observed effect is consistent with a number of research. Assumingly, self-regulating thoughts and present-moment awareness could support psychological detachment from work, and therefore decrease feelings of telepressure. Further research should continue to unpack the underlying mediating role of trait mindfulness on telepressure and its consequences.

Limitations

This research has some notable limitations. First of all, a sample size of 160 is not ideal. According to statistical power analysis using GPower, a sample size of 180 would be sufficient to make accurate generalisations and strengthen the results (Erdfelder, Faul & Buchner, 1996). Moreover, this is a correlational research, which makes it impossible to make statements about the causality of the findings. The results are still useful for future research, but it needs to be interpreted more carefully.

Second, it must be noted that all of the data were collected during the beginning phase of the COVID-19 outbreak. Measurements were conducted during abnormal and unsure times for participants due to the corona virus. Participants could experience a wide varied range of feelings of stress, fear and anxiety because of the uncertain times. For example, negative feelings of job-related well-being and high psychological complaints could be more likely among employees who are working in health services during the corona crisis than employees in business services. So it is important to bear in mind that their feelings of well-being, psychological complaints and work life-balance cannot be fully extrapolated for 'normal' times. Besides, most of the participants were not able to go to their former workplace, where for some working from home was totally new. The boundary between their 'office' and home was blurred

and some employees were more dependent on their ICT tools. Therefore, their feelings of workplace telepressure could be different than normal, thus the results need to be interpreted with caution. Future research should be undertaken to focus on target groups of employees who hold specific functions including ICT-tools. Nevertheless, this study contributes to our understanding of experiencing workplace telepressure at home, which is important because it is likely that working from home becomes the new normal in the near future of work.

Third, previous research showed that workplace telepressure is related to the perceived organizational norms (Barber & Santuzzi, 2015). In this study, most participants were obliged to work from home, what can change their perceptions about their own and others ICT-responsiveness. Where normally the standards may be different, during COVID-19 employees may feel the urge to respond more quickly to appear present for their colleagues and show that they doing their work properly. Therefore, the determination of workplace telepressure and generalisability should be taken into account. Thus, future work should be held during 'normal' times and incorporate organizational norms about ICT-use during teleworking.

Lastly, this research is based on a cross-sectional survey which limits generalizability across time. The report of the variables of workplace telepressure, trait mindfulness and its consequences were all situational. Therefore, future research using longitudinal designs should consider if increasing mindfulness over a short period of time may affect workplace telepressure and its negative consequences.

Practical implications

In times of inevitable dependence on ICT resources and where teleworking is becoming the new normal, organizations should take some important measures into account. This study learns us that workplace telepressure can be a dangerous product of the technological work environment most of us are working in today. Organizations could create more awareness about their prescriptive norms about ICT-use, and highlight the importance of taking technological-breaks and communicating expectations of after work ICT use, especially for employees who are working from home. Emphasizing more 'offline-time' during lunch breaks or after working hours may be helpful in supporting employees' well-being. Especially during times where one is more dependent on their ICT tools, providing interventions that ensures psychological detachment from (technological) work demands in order to restore work recovery are needed.

Another practical implication could take form in an intervention to convey desired ways of communication between colleagues and emphasize cultural values about work-family roles. Altogether, creating a shared awareness of ICT-related health risks and clear communication about response expectations will maintain good employee mental health, what is in great interest for the organization as for the employees.

Second, this study highlights the importance of trait mindfulness and its positive effects. Some earlier studies suggest that trait mindfulness can be achieved through mindfulness-based interventions (Shapiro, Brown, Thoresen & Plante, 2011; Kiken, Garland, Bluth, Palsson & Gaylord, 2015). Here, organizations can take the opportunity to invest more in such interventions to create a healthy and happy work environment.

Conclusion

The main goal of this study was to determine the effect of trait mindfulness on workplace telepressure and, in turn, if trait mindfulness could buffer the negative consequences of workplace telepressure. The results confirmed that mindful employees are experiencing lower levels of workplace telepressure than non-mindful employees, most probably through their regulation of stressful thoughts and emotions. Where at the same time, workplace telepressure is causing poorer job-related well-being and higher psychological complaints. However, no moderation effect was found for mindfulness between workplace telepressure and its negative consequences. It should be noted that this research is conducted during the beginning phase of COVID-19, where uncertainty and instability are playing major roles in employees' daily well-being, which may lead to non-representative or unreliable data. Future research during 'normal' times is required to determine the role of mindfulness in workplace telepressure. However, additional results indicated that mindfulness seems to inhibit telepressure and its negative health consequences, and therefore functions as a mediator. Therefore, it seems that the importance of presence in mindfulness at the workplace is something that organizations should invest in. This together with creating awareness about ICT-related health risks and clear communication about ICT-usage, could deliver a great contribution in creating a sustainable and healthy work environment.

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Appendixes

Questionnaire

<u>Demografische gegevens</u>

Wat is uw leeftijd?	………………..
Wat is uw geslacht?	Vrouw
	Man
	Ik omschrijf mezelf als:
	Dat zeg ik liever niet
Wat is uw hoogste behaalde opleidingsniveau?	Geen opleiding/onvolledige basisschool
	Basisonderwijs
	MAVO, LBO, VMBO
	HAVO, MBO
	VWO
	HBO
	WO
Wat is uw huidige werksituatie?	Niet werkzaam
	Zelfstandig werkzaam (ZZP)
	Werkzaam (indienst bij een organisatie)
	Studerend (niet werkzaam)
	Studerend (wel werkzaam)
	Stagiair
	Schoolgaand
	Gepensioneerd
Hoeveel uur per week bent u gemiddeld werkzaam?	…………………

In welke sector bent u werkzaam?

33

Landbouw en visserij

Industrie

Bouwnijverheid

Handel

Horeca

Transport en communicatie

Financiële sector

Zakelijke dienstverlening

Overheid

Onderwijs

Gezondheids- en welzijnszorg

Cultuur, sport, recreatie en overige diensten

ICT middelen gebruik

Voor **werkgerelateerde zaken** maak ik gebruik van:

Een werktelefoon
Zakelijke e-mail
Een werklaptop
Mijn privélaptop
Mijn privételefoon
Social media (bijv. LinkedIn, Facebook)
Andere communicatiesystemen (Bijv. Skype)
Geen van bovenstaande
Anders, namelijk: ……………….

Hoeveel uur werkt u gemiddeld **op dit moment** met de bovengenoemde technologische en/of ICT-middelen **per dag**?

…………………

Mijn werksituatie **vóór het corona-virus**:

Ik werkte op een vaste werkplek buitenshuis (bijvoorbeeld op kantoor).

Ik werkte weleens thuis.

Ik werkte altijd thuis.

Ik werkte op externe locaties.

Ik werkte op flexplekken (cafés, zzp plekken).

Hoeveel dagen werkte u gemiddeld **wekelijks** thuis?

Minder dan 1 dag
1
2
3
4
5

Mijn huidige werksituatie **tijdens het corona-virus:**

Ik werk vanuit huis.
Ik werk niet.
Ik ben nog steeds in de mogelijkheid om naar mijn werk te gaan.
Ik werk zowel thuis als op mijn vaste werkplek.

Mijn werkzaamheden **tijdens het corona-virus** zijn ...

Hetzelfde
Een beetje veranderd
Heel erg veranderd
Totaal anders

Ik ervaar mijn werk als meer stressvol **tijdens het corona-virus.**

Sterk mee eens
Mee eens
Neutraal
Oneens
Sterk mee oneens

Mijn werkuren tijdens het corona-virus zijn …

Verminderd
Hetzelfde
Verhoogd

Mindfulness

Hieronder staan een aantal uitspraken over uw dagelijkse ervaring **in het algemeen**. Kies voor elke uitspraak het juiste antwoord dat voor u het best aangeeft hoe vaak u de ervaring heeft. Geef aan wat echt uw ervaring weergeeft in plaats van hoe het wellicht zou moeten zijn volgens u.

Antwoordschalen:

1: Bijna altijd
2: Vaak
3: Regelmatig
4: Niet vaak
5: Bijna nooit

- Ik kan een emotie ervaren en mij daar pas later bewust van zijn.
- Ik breek of mors dingen door onzorgvuldigheid, onoplettendheid of doordat ik er met mijn gedachten niet bij ben.
- Ik vind het moeilijk om mijn aandacht te houden bij wat er op dat moment gaande is.
- Ik heb de neiging snel naar mijn bestemming te lopen, zonder aandacht te schenken aan wat ik onderweg meemaak.
- Ik merk lichamelijke spanning of ongemak pas op als deze echt mijn aandacht trekken.
- Ik vergeet iemands naam bijna meteen als ik die voor de eerste keer hoor.
- Het lijkt er op dat ik dingen automatisch doe zonder mij erg bewust te zijn van wat ik aan het doen ben.
- Ik voer activiteiten haastig uit, zonder er echt aandacht aan te schenken.
- Ik ben zo gericht op een doel, dat ik het zicht verlies op wat ik op dit moment aan het doen ben om dat te bereiken.
- Ik doe klussen en taken automatisch, zonder mij bewust te zijn van wat ik aan het doen ben.
- Ik merk dat ik met een half oor naar iemand luister en ondertussen met iets anders bezig ben.
- Ik ga op 'automatische piloot' ergens heen en vraag mij dan af waarom ik daar ook alweer heen ging.
- Ik merk dat ik erg bezig ben met de toekomst of het verleden.

Telepressure

De volgende vragen zijn gebaseerd op hoe u technologische communicatiemiddelen gebruikt om te communiceren met personen **tijdens uw huidige werksituatie (dus tijdens de corona-crisis).** Denk vooral aan communicatiemiddelen waarbij u kunt bepalen wanneer te reageren (zoals email, whatsappberichten, voicemail etc.). Beoordeel in welke mate u het eens of niet eens bent met de volgende stellingen.

Antwoordschalen:

1: Sterk mee oneens
2: Oneens
3: Neutraal
4: Mee eens
5: Sterk mee eens

Wanneer ik gebruik maak van technologische communicatiemiddelen voor werkgerelateerde zaken ...

- maak ik me zorgen om mijn snelle reactietijd.

- denk ik er vaak aan dat ik sneller moet reageren.

- vind ik het moeilijk om me te focussen op andere dingen wanneer ik een berichtje ontvang van iemand.

- kan ik me beter concentreren op andere taken wanneer ik gereageerd heb op mijn berichten.

- kan ik niet stoppen met denken aan een berichtje totdat ik hierop heb gereageerd.

- voel ik een sterke drang om zo snel mogelijk op anderen te reageren.

- Ik heb een overweldigend gevoel om direct te reageren op een bericht/verzoek dat ik ontvang

- Ik vind het moeilijk om mezelf te weerstaan om gelijk op een berichtje te reageren.

Psychological complaints

De volgende vragen gaan over uw stemming van **de afgelopen week**. Geef voor ieder van de onderstaande uitspraken aan in hoeverre de uitspraak de afgelopen week voor u van toepassing was.

Antwoordschalen:

1: Helemaal niet of nooit van toepassing
2: Een beetje of soms van toepassing
3: Behoorlijk vaak van toepassing
4: Zeer zeker of meestal van toepassing

- Ik had moeite met ademhalen (bijv. overmatig snel ademen)

- Ik vond het moeilijk me te ontspannen.

- Er waren situaties die mij zo angstig maakten dat ik erg opgelucht was wanneer het ophield.

- Ik had het gevoel dat ik niets had om naar uit te kijken.

- Ik merkte dat ik gemakkelijk overstuur raakte.

- Ik was erg opgefokt.

- Ik merkte dat ik nogal lichtgeraakt was.

- Ik transpireerde merkbaar (bijv. zweethanden) terwijl het niet warm was en ik me niet inspande.

- Ik vond het moeilijk om op mijn verhaal te komen.

- Ik was niet in staat om enig plezier te hebben bij wat ik deed.

- Ik was me bewust van mijn hartslag terwijl ik me niet fysiek inspande (bijv. het gevoel van een versnelde hartslag of het overslaan van het hart).

- Ik voelde me somber en zwaarmoedig.

- Ik merkte dat ik snel prikkelbaar was.

- Ik had het gevoel dat ik bijna in paniek raakte.

- Ik was niet in staat om over iets enthousiast te worden.

- Ik had het gevoel dat ik niets waard was.

- Ik had volstrekt geen geduld met dingen die me hinderden bij iets dat ik wilde doen.

- Ik voelde me ontzettend angstig.

- Ik had het gevoel dat mijn leven geen zin had.

- Ik merkte dat ik beefde (bijv. met de handen).

- Ik vond het moeilijk om het initiatief te nemen om iets te gaan doen.

- **Job-related well-being**

  Elk van onderstaande woorden beschrijft een gevoel of stemming. Geef hieronder voor elk van deze woorden aan hoe vaak u zich de **afgelopen week** zo heeft gevoeld **tijdens uw werk** door het passende antwoord te selecteren.

  Antwoordschalen:

  1:Nooit
  2: Zelden
  3: Af en toe
  4: Regelmatig
  5: Vaak

- Kwaad
- Ongerust
- Op mijn gemak
- Verveeld
- Kalm
- Tevreden
- Neerslachtig

- Ontmoedigd
- Vol afkeer
- Opgetogen
- Energiek
- Enthousiast
- Opgewonden
- Vermoeid
- Bang
- Woedend
- Somber
- Geïnspireerd
- Ontspannen
- Voldaan

Work-life balance

De volgende vragen gaan over uw **huidige** werk-privé balans. Geef aan hoe vaak elke stelling voor u van toepassing is.

Antwoordschalen:

1: Vaak
2: Regelmatig
3: Af en toe
4: Zelden
5: Nooit

Hoe vaak komt het voor dat…:

- u moeilijk aan uw verplichtingen thuis kunt voldoen omdat u in gedachten steeds met uw werk bezig bent?
- u vanwege verplichtingen op uw werk afspraken met uw partner/familie/vrienden met wijzigen of afzeggen?
- uw werktijden het moeilijk maken om aan uw verplichtingen thuis te voldoen?
- u zoveel werk te doen heeft dat u niet toekomt aan uw hobby's?
- uw werk tijd in beslag neemt die u liever aan uw partner/familie/vrienden zou besteden?
- u voor uw werk zoveel te doen heeft dat u niet toekomt aan huishoudelijke en/of zorgtaken thuis?
- uw thuissituatie niet goed te combineren is met verplichtingen op uw werk?