



The Role of Office Management in Regulating Digital Information Load and Its Impact on Employee Productivity and Mental Health

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ABSTRACT

The rapid digitization of modern work systems enhances connectivity but introduces the challenge of digital information overload, characterized by excessive message streams that disrupt concentration and psychological stability. This study examines the influence of digital communication culture on information overload and its impact on employee productivity and mental health, alongside the regulatory role of office management. Employing a Systematic Literature Review method with a descriptive-qualitative approach, this research synthesizes data from scientific literature indexed in Sinta and Scopus from 2020 to 2025 using thematic content analysis. The findings reveal that unstructured digital interaction and high message intensity correlate with increased work stress and diminished efficiency. Conversely, effective office management strategies, such as structured communication protocols and digital literacy enhancement, mitigate these negative effects while maintaining productivity and mental well-being. The study concludes that managerial intervention is crucial for designing digital communication policies that regulate information flow, ensuring technology supports rather than hinders the psychological balance of employees in hybrid and remote work environments.

Keywords: Digital Communication Culture; Digital Information Overload; Productivity; Mental Well-Being; Office Management; Digital Well-Being



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INTRODUCTION

The rapid development of information technology has reshaped office work systems, shifting administrative activities from manual procedures to digital processes that are faster, more practical, and highly accessible. Through collaborative platforms, cloud storage, and virtual communication tools, employees can complete tasks without being constrained by space and time. This transformation accelerates decision-making and enhances productivity, while at the same time forming new work patterns and digital-based cultures (Nahuway, 2024). In this context, digital communication culture, which refers to shared norms, values, and practices that govern interactions across electronic platforms such as email and instant messaging, also shapes how information is created, distributed, and consumed (Nasution *et al.*, 2024).

Behind these benefits, however, lies a growing challenge related to the volume of information employees must manage each day. Notifications from work applications, messages from multiple platforms, and updates from project management systems often arrive simultaneously and without clear structure. Such conditions make it difficult for employees to set priorities, disrupt concentration, and trigger cognitive fatigue. This phenomenon, known as digital information overload, occurs when the volume of information exceeds an individual's capacity to process and utilize it effectively, leading to cognitive and psychological strain (Ahmad *et al.*, 2025). Prolonged exposure to scattered digital communication reduces one's ability to think clearly, slows task completion, and ultimately lowers productivity.

The problem becomes more complex when unregulated information flow affects communication quality within the organization. Messages that are too frequent or poorly organized can lead to confusion, misinterpretation, and weakened coordination among employees. Septiawan (2025) caution that although technology accelerates work processes, its use without proper managerial control can create new pressures in the workplace. Digital work culture, defined as the collective values, beliefs, and practices that guide how organizations utilize digital technology to support work processes (Caesario, 2022), also tends to blur the boundaries between personal and professional life, leaving employees more vulnerable to mental exhaustion.

In this situation, the role of office management becomes crucial to ensure that technological developments truly support, rather than burden, employees. This urgency is further reinforced by recent empirical evidence showing that high levels of digital communication intensity and an overwhelming flow of unfiltered messages can generate psychological pressure and work-related fatigue. Mihalca *et al.* (2021) found that 67% of employees working in digitally intensive environments experienced a significant increase in exhaustion, while 54% reported reduced concentration due to persistent digital interruptions. These findings indicate that without adequate communication regulation, technology may become a source of cognitive overload that hinders productivity and threatens employees' mental well-being. Management must establish clear digital communication policies, including limiting communication outside working hours, organizing message channels based on urgency, and maintaining proportional online working arrangements. Strengthening a culture of digital wellbeing namely, balancing technology use, productivity, and mental health also becomes an important component of organizational governance.

Although studies exploring digital technology and productivity continue to grow, discussions specifically linking digital communication culture, information overload, and employees' mental well-being remain limited. Many earlier studies emphasize technological efficiency, while its psychological and managerial implications are less explored. This research therefore seeks to contribute new insights by integrating

communication and digital management perspectives to examine how communication policies can reduce information overload and strengthen employees' digital wellbeing.

Considering the increasing adoption of remote and hybrid working systems, the issue of digital information overload is becoming more urgent. Continuous digital interaction demands managerial strategies capable of regulating communication intensity so that work effectiveness can be maintained. Based on this background, this study aims to analyse the influence of digital communication culture on the emergence of information overload in modern office environments, its implications for employee productivity and mental health, and the role of office management in developing efficient and sustainable digital communication policies.

LITERATURE REVIEW

Digital Communication and the Transformation of Modern Organizations

The development of information technology has fundamentally changed the way organizations conduct their activities, including in terms of communication, collaboration, and information management. Digital communication is now the main backbone of coordination and decision-making processes in the modern workplace. The shift from a conventional system to a digital system is creating significant changes in organizational structure, employee interaction patterns, and work culture dynamics.

According to Calderon Monge & Ribeiro-Soriano (2023), organizational digitalization enables the integration of cross-divisional communication processes through the use of collaborative applications, cloud-based systems, and knowledge management technologies that facilitate real-time information exchange. Digital transformation is not only technological but also sociological. Socio-technical systems theory explains that every technological innovation in the work environment will impact the social aspects of the organization, particularly in terms of roles, work relationships, and responsibility structures (Yu *et al.*, 2022). In the modern context, organizations are required to balance technological efficiency with the well-being of their human resources. When digital communication technology is adopted without mature management, the risk of information overload and technostress increases (Kim *et al.*, 2023).

Digital communication also demands a paradigm shift in office management. If in the previous era, communication was vertical and formal, then in the digital era, communication patterns are more horizontal, fast, and open. This supports the formation of a flexible and data-driven collaborative work culture. Van Zoonen *et al.* (2023) emphasize that digital communication shortens the distance between employees, speeds up responses, and increases transparency in decision-making. However, the high speed of information flow also presents new challenges, namely the need to filter relevant information and avoid distractions that hinder productivity.

In contemporary management literature, organizational digital transformation is often associated with the concept of the digital workplace, which is a work environment that integrates technological devices to support work processes, communication, and innovation (Calderon Monge & Ribeiro-Soriano, 2023). Through the digital workplace, organizations can increase efficiency and flexibility, but at the same time, they must also ensure that regulations govern the ethics, time, and intensity of technology used to maintain a work-life balance. Therefore, the role of office management becomes central in ensuring that digital communication technology is used strategically and humanely to support performance without sacrificing employees' mental well-being.

Digital-based organizational transformation is ultimately not just about implementing new devices, but rather a paradigm shift in information governance and

communication culture. Modern office management is required to be a digital orchestrator capable of effectively directing the use of technology toward organizational goals. Thus, well-managed digital communication will be a catalyst for increased productivity and innovation, while poor management has the potential to lead to cognitive fatigue, work disorientation, and a decline in employees' psychological well-being.

The Role of Office Management in ICT Regulation

Office management plays a crucial role in maintaining the smooth flow of information and communication amidst the increasingly rapid digital transformation. Changes in work systems influenced by information and communication technology (ICT) have transformed organizational structures, employee interaction patterns, and decision-making processes within an institution.

In this context, the office management's ability to organize communication and information becomes key to the organization's success in remaining efficient, adaptable, and psychologically healthy for all its employees.

According to Hanna (2023), communication is the core of the management system in a modern office because it serves as a link between all organizational elements, including leaders, staff, and interdependent divisions. Without effective communication, management functions such as planning, organizing, supervising, and evaluating cannot operate optimally. Communication in the workplace is not just about exchanging messages; it also shapes the organizational climate, influencing employee motivation, engagement, and job satisfaction. In a digitalized environment, the communication process is no longer limited to face-to-face interaction, but rather involves various media such as email, online collaboration applications, and cloud-based management systems.

Navimipour (2023) emphasizes that advancements in ICT enable organizations to become more flexible and agile in the face of change. However, the rapid increase in data and communication flow also presents new challenges, such as the potential for information overload. Therefore, the role of office management becomes crucial in establishing a communication management system capable of efficiently filtering, managing, and disseminating information. The coordination function in management must ensure that all information is delivered to the right parties, at the right time, and through channels appropriate to its level of urgency.

Besides coordination, the oversight function also plays an important role in maintaining the effectiveness of digital information flow. Supervision is carried out to ensure that internal communication does not cause overlap, confusion, or distortion of meaning due to the simultaneous use of various digital platforms. Hanna (2023) explains that in modern organizations, unstructured communication can lead to decreased efficiency and an increased risk of miscommunication between departments. To address this, office management needs to implement a digital communication policy that regulates the frequency, timing, and ethics of using communication media in the workplace.

This policy also serves as a guideline for maintaining a balance between employee productivity and mental health. As employees are constantly exposed to messages, notifications, and data from various sources, their ability to focus decreases. This is where the importance of a management system that not only emphasizes the speed and accessibility of information, but also considers psychological well-being comes into play. By establishing a human-centered digital communication pattern, management helps create a calmer, more focused, and performance-supporting work environment for the long term.

This concept of coordination and communication policy aligns with the view of Navimipour (2023) that the integration of ICT-based systems in modern management

should be directed toward accelerating information exchange, reducing errors, and strengthening decision-making effectiveness. The use of technologies like cloud computing and digital collaborative systems makes the flow of information more transparent, but without a clear control structure, it can actually lead to additional work pressure.

Therefore, the function of office management is not only as a technical regulator of communication, but also as a balancer between the demands of efficiency and the human need for a healthy cognitive space. Besides technical aspects, office management also needs to strengthen the organizational communication culture. Hanna (2023) emphasizes that an open, honest, and mutually respectful communication culture can create a positive work environment and minimize the potential for conflict among employees. Healthy communication builds trust between leaders and employees, which ultimately increases loyalty and team performance. In the digital context, this can be achieved through policies that promote information transparency, participatory involvement in decision-making, and ethical digital communication training.

Overall, the role of office management in regulating the flow of information and communication in the digital age is strategic, not merely administrative. Management plays a role in building an efficient communication system while also considering employees' well-being. Planned coordination, active supervision, and communication policies that adapt to technological developments help organizations control the challenges of information overload more effectively. When communication is well-managed, productivity increases and the balance between technology and human aspects in the workplace can be maintained.

Information Overload

The rapid development of information technology has reshaped work practices and communication patterns in modern organizations. Although digital transformation improves access to data and accelerates communication, it has also intensified the problem of digital information overloading a condition in which the volume and speed of information exceed an individual's cognitive capacity (Belabbes *et al.*, 2022). Employees now face continuous streams of messages from email, instant messaging services, collaboration tools, and project management platforms. When information becomes excessive and unstructured, it impairs task prioritization and reduces performance while increasing psychological strain (Mao, 2022). Similar findings by Kriswara *et al.* (2021) show that rising informational pressure weakens concentration and employee productivity.

Digital information overload originates from a mismatch between human cognitive limits and the accelerating capacity of digital communication systems. Sbaffi *et al.* (2020) argue that excessive messaging leads to cognitive overload marked by fatigue, reduced focus, and greater error rates. Semaan *et al.* (2023) add that constant notifications and the expectation of being "always on" heighten stress, disturb sleep, and lower job satisfaction. Singh *et al.* (2022) further note that remote workers are especially vulnerable to techno-stress and burnout because of blurred work-life boundaries. As emphasized by Kriswara *et al.* (2021), when workload and informational demands exceed individual capacity, stress rises and effectiveness declines, illustrating the core problem of information overload.

Within office management, regulating digital communication has become essential. Kalman *et al.* (2021) highlight that organizations must design communication systems that are fast, clear, and aligned with human needs. Strategies such as adjusting message frequency, limiting communication windows, and sorting information by

urgency help prevent digital fatigue. Sanders *et al.* (2020) stress the importance of information filtering so that only relevant recipients receive specific messages. Farias-Gaytan *et al.* (2023) underline the need for digital literacy and communication ethics training to support employee adaptability. Consistent with these views, Kriswara *et al.* (2021) recommend structured workload planning and organized communication flows to reduce stress and strengthen focus.

Digital well-being frameworks provide additional support by promoting balance between productivity, mental health, and responsible technology use (Vanden Abeele & Nguyen, 2022). Organizations may implement flexible work hours, hybrid arrangements, and scheduled digital breaks to reduce overload and enhance well-being.

Overall, digital information overload reflects a complex managerial and psychological challenge. Without proper governance, it can disrupt communication, hinder decision-making, and weaken organizational performance. Effective office management is therefore crucial in shaping a structured communication environment that protects employees' mental health and supports sustainable workplace practices (Kriswara *et al.*, 2021).

Employee Productivity

Employee productivity serves as a pivotal metric for assessing the efficacy with which an organization fulfills its strategic objectives. Productivity should not be viewed merely as the ratio between input and output but rather as an indicator of how effectively human resources are utilized to generate organizational value. Ogochukwu *et al.* (2022) explain that productivity arises from the ability of employees to convert time, skills, and energy into results that are directly aligned with institutional goals. They further emphasize that productivity depends on the quality of human resource management, particularly in engaging employees in goal formulation, performance evaluation, and the provision of constructive feedback. Such engagement fosters role clarity, promotes accountability, and enhances motivation in the workplace. Moreover, active participation helps align individual aspirations with organizational objectives, resulting in more consistent performance outcomes. Supporting this perspective, Chaniago *et al.* (2025) state that the synergistic relationship between employees and management, facilitated through open communication, collaboration, and participatory leadership, significantly strengthens workplace harmony and productivity.

Similarly, Zakaria *et al.* (2020) found that productivity is influenced by three main factors: motivation, work environment, and job satisfaction. Among these, motivation emerges as the most influential driver because it supports commitment and consistent performance. A conducive work environment and fair reward system further enhance job satisfaction and reduce stress, ensuring productivity over the long term. Consistent with these findings, Chaniago *et al.* (2025) assert that positive relationships and collaboration between employees and management directly affect team effectiveness and overall productivity, particularly when supported by participatory and inclusive management practices.

Taken together, these studies indicate that productivity is shaped by the interaction between individual factors and organizational support systems. Ogochukwu *et al.* (2022) highlight the importance of management frameworks that promote employee engagement, while Zakaria *et al.* (2020) emphasize the role of motivation and working conditions in maintaining performance. Both studies agree that productivity depends not only on individual competence but also on a supportive and psychologically healthy work environment. Reinforcing this view, Chaniago *et al.* (2025) identify two-way

communication, mutual trust, and active participation as fundamental elements of organizational synergy that drive optimal performance.

In conclusion, sustained employee productivity strengthens organizational competitiveness, improves operational efficiency, and enhances adaptability to dynamic business environments. Therefore, efforts to improve productivity should be implemented as a long-term strategic priority focused on building a directed, participatory, and sustainable organizational culture (Chaniago *et al.*, 2025).

Employee Mental Health

Employee mental health is a crucial aspect in creating a productive, harmonious, and sustainable work environment (Mahajan, 2025). Modern organizations are not only required to ensure work efficiency through the use of technology but also hold responsibility for the psychological well-being of their employees. According to the World Health Statistics (2022), mental health in the workplace is defined as a state of well-being in which individuals are able to realize their potential, cope with everyday life pressures, work productively, and contribute positively to both the organization and society. In the context of increasingly intensive work digitalization, employee mental health has become a critical issue because psychosocial stress and cognitive load tend to rise due to excessive technology use and continuous communication (Farmanesh, 2025).

Recent research indicates that excessive technology use in the workplace can trigger technostress, digital fatigue, and information overload, which directly contribute to mental health disorders such as chronic stress, anxiety, and depressive symptoms (Martín Rodríguez, 2020). This condition is exacerbated by a digital work culture that demands rapid responses, unlimited availability (an always-on culture), and high productivity expectations (Semaan *et al.*, 2023). In the long run, this kind of pressure can decrease motivation, hinder creativity, and increase the risk of burnout in employees. López-Núñez *et al.* (2020) emphasize that the balance between work demands and an individual's psychological capacity is a key factor determining the sustainability of organizational performance.

Employee mental health is also influenced by organizational factors such as leadership style, work climate, communication systems, and social support in the workplace. Juddi *et al.* (2025) stated that organizations with open and supportive communication patterns are able to significantly reduce work stress levels. Conversely, unstructured communication and a competitive work environment without boundaries tend to increase the risk of psychological stress. In the digital work era, the blurring of work-life boundaries and the high volume of online communication often lead to role ambiguity and emotional exhaustion, which negatively impact employees' mental health (Mihalca *et al.*, 2021).

To maintain the mental well-being of employees, office management plays a strategic role in creating policies and a work environment that is oriented toward psychological balance. The digital well-being approach is one of the strategies widely implemented in global organizations because it emphasizes the balanced use of technology with human needs for rest, social interaction, and self-control (Vanden Abeele & Nguyen, 2022). Its implementation can be achieved through flexible work hour policies, limiting communication outside of work hours, providing psychological counselling, and digital stress management training. Additionally, providing workspaces that support face-to-face social interaction is also important for strengthening interpersonal connections and a sense of community, which are the foundation of mental health in the workplace (Durakovic *et al.*, 2023).

Conceptually, the mental health of employees cannot be separated from the managerial system implemented by the organization. When management is able to integrate productivity aspects with psychological well-being, a work environment that is both competitive and humane is created. Conversely, neglecting mental health aspects can lead to decreased performance, increased turnover, and reduced employee loyalty to the organization. Therefore, office management needs to view mental health not just as an individual issue, but as a strategic investment for organizational sustainability amidst the increasingly complex dynamics of digital work.

RESEARCH METHOD

This study employs a Systematic Literature Review (SLR) with a descriptive qualitative approach to analyze findings related to office management, digital communication, digital information overload, employee productivity, and employee mental health. The literature was obtained from reputable databases such as Scopus, ScienceDirect, SpringerLink, Emerald Insight, Garuda, and Sinta using the keywords office management, digital communication, information overload, employee productivity, and mental health, with deduplication and reference management performed using Mendeley. The inclusion criteria consisted of articles published between 2020 and 2025, full-text availability, relevance to the research variables, and written in English or Indonesian. The exclusion criteria covered articles without full-text access, those not relevant to the topic, or not peer-reviewed. The literature selection followed the PRISMA guidelines through the stages of identification, title and abstract screening, eligibility assessment, and final article inclusion.

Data analysis was conducted using thematic content analysis, involving data reduction, categorization, and narrative synthesis to map conceptual relationships across studies on office management (X), digital information overload (Z), employee productivity (Y_1), and mental health (Y_2). Validity was ensured through rigorous literature selection, triangulation of findings, and transparent methodological procedures. All bibliographic data and search protocols are available to readers who require them for replication or further research development in accordance with open-data principles.

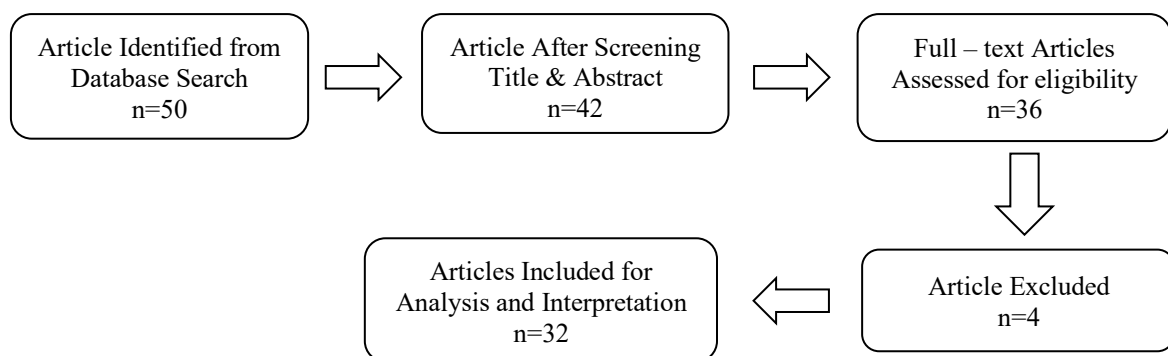


Figure 1. Flow Diagram of Systematic Literature Review
Source: Own Compilation, 2025

RESEARCH RESULTS

This section presents a series of research findings derived from the synthesis of 32 SLR-included articles. The results are arranged sequentially to form a coherent narrative of the findings, without interpretation or discussion.

Table 1. Synthesis of key findings from the reviewed literature

Aspects	Article Findings	Reference
Information Overload	The concept of information overload is described as a condition in which the volume, complexity, and speed of information exceed an individual's processing capacity.	Belabbes <i>et al.</i> (2022)
Factors Triggering Overload	Information burden increases due to the intensity of digital messages, communication frequency, and message fatigue, particularly in the context of COVID 19 communication.	Mao <i>et al.</i> (2022)
Impact of Digital Communication on Employees	Communication pressure (telepressure) has the potential to affect workers' physiological, emotional, and behavioral conditions.	Semaan <i>et al.</i> (2023)
Role of Communication in Modern Office Management	Digital communication serves as a core element of office management, influencing coordination effectiveness and operational performance.	Omelchak (2023)
Role of ICT in Management	ICT-based systems enhance organizational efficiency, coordination, and productivity through data processing and digital integration.	Jafari Navimipour <i>et al.</i> (2023)

Source: Own Compilation (2025)

Information Overload in Digital Work Environments

The existing scholarly literature indicates that information overload occurs when the influx of information exceeds an individual's cognitive processing capacity. The frequent use of digital communication, incessant notifications, and the prevailing expectation of prompt replies in professional settings drive this phenomenon. In numerous contexts, such elevated levels of communication impose additional pressures that hinder employees' abilities to sustain concentration and precision in message interpretation. Prior research further elucidates the ramifications of extensive communication campaigns, particularly during the pandemic, which exacerbated message fatigue and increased the informational load individuals experienced.

Digital Strain, Technostress, Fatigue, and Psychological Pressures

The growing use of digital platforms in professional environments widens the scope for technology-induced pressures. Empirical findings suggest that technostress manifests as cognitive strain, mental fatigue, and emotional instability, especially in tasks that require intensive digital coordination. The phenomenon of telepressure, characterized by the persistent compulsion to respond, further affects employees' physiological and behavioral states. Moreover, fatigue from recurring virtual meetings has emerged as a prevalent issue, particularly in hybrid work configurations.

Digital Communication and Its Implications for Organizational Well-being

The caliber of internal digital communication is pivotal in fostering a conducive work environment. Clear and consistent communication enhances trust, psychological stability, and more synchronized work relationships. In contrast, an overabundance of ambiguous communications, or those disseminated through unstructured channels, may engender uncertainty and diminish employee engagement. Investigations into temporal expectations in digital communication further corroborate the idea that time-related pressures embedded in rapid exchanges can exacerbate emotional strain.

Digitalization of Office Management Functions

The advent of digitalization has profoundly altered the methodologies used by administrative units to manage information. Recent empirical investigations reveal that the incorporation of information and communication technology-based systems facilitates task automation, expedites documentation processes, and promotes more efficient coordination across various units. Contemporary office management is progressively evolving toward more flexible work structures, dynamic collaboration models, and the utilization of integrated communication platforms to sustain coherent information flows.

Workforce Transition and Digital Literacy Requirements

Digitalization has transformed employee roles, moving them from conventional administrative tasks to positions that require analytical proficiency and technological acumen. Numerous studies underscore that digital literacy is a fundamental prerequisite for sustained work effectiveness in digitally interconnected landscapes. Deficiencies in digital literacy have been demonstrated to impede adaptation and engender additional pressures, particularly for individuals who are compelled to engage with continuously evolving systems.

Productivity Dynamics in Digitally Intensive Work Settings

Digitalization exerts disparate effects on productivity levels. Certain studies indicate that deliberate digital engagement, judicious utilization of platforms, and structured work methodologies can enhance efficiency and overall performance. Conversely, adverse outcomes occur when the volume of information and digital workload exceeds individual capacities. Such conditions contribute to fatigue, reduced accuracy, and increased susceptibility to burnout, which directly affect productivity. In specific remote work environments, the flexibility afforded by digitalization is often accompanied by feelings of isolation and technological exhaustion, further undermining work performance.

DISCUSSION

The Role of Office Management in Controlling the Digital Information Overload

The advancement of digital communication technology has encouraged organizations to operate at a faster and more data-driven pace. The continuous flow of messages, the use of multiple communication platforms, and the expectation for immediate responses have increased the risk of digital information overload. This situation not only heightens psychological pressure on employees but also affects the accuracy of decision-making. Bauer & Riedl (2023) note that the intensive use of communication technology, including frequent online meetings, is associated with higher digital workloads that may lead to burnout. In addition, a study by Jr & Craighead (2023) highlights that employees' digital behavior is strongly influenced by their abilities and habits in using technology; when digital competence is uneven, cognitive load and work pressure tend to rise. These findings reinforce the importance of managing information flow as a strategic function that must be designed systematically within office management.

As the unit responsible for coordinating administrative activities and managing information flow, office management plays a central role in maintaining the orderliness of digital communication. This responsibility includes filtering information, establishing communication boundaries, and determining message priorities based on organizational needs. Arnold *et al.* (2023) argue that digital communication can support organizational

efficiency when information management systems are clear and well structured. This perspective aligns with the findings of Chaniago *et al.* (2024), who explain that well-directed digital behavior, which includes adequate knowledge, access to technology, and proper adoption practices, enables employees to work with greater focus and reduces the tendency to feel overwhelmed by digital interactions.

Efforts to control information overload can be implemented through restrictions on message delivery times, the use of designated communication channels for different types of information, and the application of internal communication ethics. Strengthening guidelines for technology use also helps reduce unnecessary digital distractions and lowers employees' cognitive burden. Furthermore, a well-organized system of digital archiving and classification facilitates data retrieval and minimizes mental fatigue caused by repeated information searches.

Overall, the effectiveness of office management in regulating information flow affects the proportionality and relevance of digital communication in the workplace. When this function is carried out properly, the organization can maintain a balance between information needs and employees' work capacity. Conversely, without adequate managerial intervention, digitalization may lead to information overload, disrupt concentration, and reduce overall productivity.

The Impact of Digital Information Overload on Productivity and Employee Morale

Digital information overload is becoming a significant issue in the modern workplace because employees have to deal with a constant stream of messages from various channels, including email, instant messaging, virtual meetings, and notifications from collaborative applications. The increase in information volume exceeding individual cognitive capacity often leads to employees working in overwhelmed conditions and difficulty maintaining concentration.

In the context of productivity, digital information overload can disrupt work rhythms because employees have to constantly shift their attention every time they receive a notification. The disruption breaks up work time that should be used for productive activities, reduces accuracy, extends task completion time, and increases the potential for errors. This aligns with the research findings of Lie *et al.* (2022), which show that the intensity of communication technology use, especially excessive online meetings and digital message exchange, is associated with increased psychological burden and burnout risk, negatively impacting work productivity.

From a mental health perspective, the constant flow of information creates pressure to always be vigilant and respond quickly. This condition triggers emotional tension, anxiety, and mental fatigue due to the lack of time for self-recovery. When it lasts for a long time, officers are potentially exposed to chronic stress, emotional exhaustion, and even early symptoms of burnout.

The link between digital information overload, productivity, and mental health forms a self-perpetuating cycle. Increased information overload leads to decreased productivity, while declining productivity increases work pressure and worsens psychological conditions. The weakening of mental health then reduces employees' ability to manage information, making the perceived burden even heavier. Therefore, managing digital information overload is a strategic step to maintain work performance while also protecting the psychological well-being of employees.

Digital Information Management as a Support for Productivity and Mental Health

Office management efforts to maintain employee productivity and mental health can be strengthened through structured digital information management. At the operational level, the crucial first step is to establish the primary communication channels for each type of information so that employees don't have to navigate multiple platforms simultaneously. Consistency in using communication channels helps employees focus on clear information sources and reduces distractions from irrelevant messages.

Regulating the intensity of digital interaction is also an important aspect, especially regarding the frequency of virtual meetings. Excessive meeting frequency can reduce productive work time and accelerate the onset of mental fatigue. By setting standards for the number of meetings, proportionate duration, and focused agendas, office management can establish an efficient coordination pattern without adding psychological pressure.

Additionally, an information filtering mechanism is needed to help employees distinguish between urgent and routine messages. The system of grouping and marking urgency levels allows employees to prioritize their work more effectively, thus minimizing cognitive load. This step needs to be balanced with the implementation of work time limits to prevent the formation of an "always-on" culture. Restricting communication outside of working hours, except in urgent situations, allows employees to recover mentally and maintain psychological balance.

Office management also has a responsibility in building a work culture that encourages the wise use of digital technology. Education on notification management, focus time setting, and message management techniques can improve employees' digital literacy, thereby reducing the pressure caused by the high flow of information.

Overall, managing digital information overload is not just a technical issue, but a sustainable human resource management strategy. When the flow of information is well-organized, productivity can increase, mental health is maintained, and organizations have a strong foundation to face the dynamics of work in the digital age.

CONCLUSIONS

Digital transformation has fundamentally altered the ways organizations communicate and manage information. This transition significantly elevates the importance of office management, particularly in safeguarding against the potential for technology to engender excessive informational overload. When the flow of information is not adeptly regulated, employees are predisposed to diminished concentration, heightened cognitive fatigue, and psychological pressures that may escalate into stress or burnout. Strategies such as organizing communication channels, filtering information systematically, limiting the frequency of virtual meetings, and regulating working hours help mitigate digital distractions and facilitate more structured work processes. The efficacy of these strategies is further enhanced when organizations actively foster a robust communication culture and bolster digital literacy, thereby empowering employees to use technology appropriately and align it with their specific needs.

In summary, maintaining employee productivity and psychological well-being is achievable when the digital information load is managed with careful consideration and sustainability in mind. Office management plays a critical role in establishing a digital work environment that is not only organized and efficient but also conducive to employee wellness. Achieving an equilibrium between technological efficacy and employees' psychological well-being is crucial for organizations striving to remain agile and thrive in an increasingly dynamic work environment. This study is subject to several limitations.

The analysis is based exclusively on available literature, which implies that the conclusions may not adequately capture the diverse conditions across organizational environments.

Furthermore, discrepancies in job contexts, organizational cultures, and levels of digital literacy across the studies reviewed may influence the synthesis of results. These limitations present avenues for future researchers to broaden the scope of investigation, for instance, by collecting empirical field data, undertaking longitudinal studies, or integrating additional variables such as digital Leadership and intergenerational work dynamics. Such methodologies possess the potential to yield a more nuanced comprehension of how organizations navigate the management of digital information load and its impact on employee productivity and mental health.

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