



# A Study on the Impact of Digital Fatigue and Cognitive Load on Employee Productivity and Work Life Balance with reference to IT Sector in Chennai

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**Abstract:** This study examines the impact of digital fatigue and cognitive load on employee productivity and work–life balance in the IT sector in Chennai. In today’s technology-driven work environment, employees are increasingly exposed to prolonged screen time, multitasking and constant digital connectivity, which often lead to mental exhaustion and reduced efficiency. The study adopts a descriptive research design and uses primary data collected from 113 IT employees through a structured questionnaire using the snowball sampling technique. Secondary data from journals and research articles support the study. Statistical tools such as descriptive statistics, correlation, regression and factor analysis were employed for data analysis. The findings reveal that digital fatigue and cognitive load have a significant negative impact on both employee productivity and work–life balance. Key contributing factors include information overload, continuous virtual meetings and lack of adequate digital breaks. These issues lead to decreased concentration, increased stress and difficulty in managing personal and professional life. The study suggests that practices such as regular digital breaks and better digital management strategies can improve employee well-being, productivity and overall work performance.

**Keywords:** Digital Fatigue, Cognitive Load, Employee Productivity, Work–Life Balance, IT Sector.

## I. INTRODUCTION

The rapid growth of digital technologies has transformed the modern workplace, particularly in the IT sector, where employees rely heavily on digital tools for communication, collaboration and task execution. While these technologies enhance efficiency and connectivity, excessive reliance on digital platforms has led to emerging challenges that affect employee well-being and performance. Among these challenges, digital fatigue and cognitive load have gained increasing attention in recent years.

Digital fatigue refers to the mental and physical exhaustion caused by prolonged screen exposure and continuous digital interactions, whereas cognitive load represents the mental effort required to process information and perform tasks. In the IT work environment, employees are frequently engaged in multitasking, virtual meetings and constant connectivity, which can lead to stress, reduced concentration and decreased productivity. These factors also contribute to difficulties in maintaining a healthy work–life balance.

Although prior studies have examined digital fatigue and cognitive load independently, limited research has explored their combined impact on employee productivity and work–life balance, particularly in the context of the IT sector. This lack of integrated analysis highlights a significant research gap that needs to be addressed.

The primary objective of this study is to examine the impact of digital fatigue and cognitive load on employee productivity and work–life balance among IT employees. The study contributes to the existing literature by providing empirical evidence on the combined effects of these factors and by offering practical insights for organizations to promote digital wellness practices, including the adoption of regular digital breaks to improve employee well-being and performance.

## II. LITERATURE REVIEW

The increasing reliance on digital technologies in modern workplaces has led to growing concerns regarding digital fatigue and cognitive load, particularly in knowledge-intensive sectors such as information technology. Digital fatigue is widely recognized as a form of mental and physical exhaustion resulting from prolonged screen exposure, continuous



virtual communication and constant connectivity. Several studies highlight that excessive digital engagement contributes to stress, burnout and reduced employee well-being, ultimately affecting productivity and work–life balance. Employees often struggle to disconnect from work, leading to blurred boundaries between personal and professional life.

Similarly, cognitive load plays a crucial role in determining employee performance and efficiency. It refers to the mental effort required to process information and complete tasks. In complex work environments, high cognitive demands, multitasking and information overload significantly increase mental strain, resulting in decreased concentration, poor decision-making and increased workplace errors. Research also indicates that excessive cognitive load negatively impacts psychological well-being and job satisfaction.

A growing body of literature suggests that digital fatigue and cognitive load are closely interconnected. Continuous exposure to digital platforms increases cognitive demands, which in turn intensifies fatigue and stress levels. Studies across various sectors, including IT, manufacturing and remote work environments, consistently report that prolonged digital engagement, frequent interruptions and high workload contribute to emotional exhaustion, disengagement and reduced productivity. Furthermore, factors such as virtual meetings, constant notifications and hyperconnectivity have been identified as key contributors to both digital fatigue and cognitive overload.

From a theoretical perspective, the Cognitive Load Theory explains how excessive mental demands can exceed an individual’s processing capacity, leading to reduced performance and efficiency. In addition, the Technostress Model highlights how excessive use of digital technologies creates stress due to overload, complexity and constant connectivity. These theoretical frameworks provide a strong foundation for understanding the negative impact of digital work environments on employees.

Despite the extensive research on digital fatigue and cognitive load, most studies have examined these factors independently or focused primarily on mental health and productivity outcomes. There is limited empirical research that integrates both variables to examine their combined effect on employee productivity and work–life balance, particularly in the Indian IT sector. This gap highlights the need for a comprehensive analysis that considers both technological and psychological factors simultaneously.

III. METHODOLOGY

The present study adopts a descriptive research design to examine the impact of digital fatigue and cognitive load on employee productivity and work–life balance. Primary data was collected through a structured questionnaire from 113 respondents working in the IT sector in Chennai. The respondents were selected using the snowball sampling technique. Secondary data was gathered from journals, research articles and reliable online sources to support the study. The collected data was analysed using statistical tools such as percentage analysis, descriptive statistics, Pearson correlation analysis, multiple regression analysis and factor analysis. The reliability of the instrument was tested using Cronbach’s Alpha, which yielded a value of 0.928, indicating a high level of internal consistency.

IV. RESULTS & ANALYSIS

A. PERCENTAGE ANALYSIS

The demographic profile of the respondents, including gender, age, marital status, years of work experience, average daily screen time and average working hours per day are presented in TABLE I.

TABLE I. DEMOGRAPHIC PROFILE OF THE RESPONDENTS

Particulars		No of respondents	Percentage
Gender	Male	45	39.82%
	Female	68	60.18%
Age	Below 25 years	16	14.16%
	25–30 years	40	35.40%
	31–35 years	27	23.89%
	36–40 years	19	16.81%
	Above 40 years	11	9.73%
Marital Status	Married	72	63.72%
	Unmarried	41	36.28%
Years of experience	Less than 1 year	9	7.96%

	1 – 3 years	35	30.09%
	4 – 6 years	34	30.97%
	7 – 10 years	23	20.35%
	More than 10 years	12	10.62%
Average daily screen time	Less than 5 hours	4	3.54%
	5 – 7 hours	34	30.09%
	8 – 10 hours	70	61.95%
	More than 10 hours	5	4.42%
Average working hours per day	Less than 8 hours	3	2.65%
	8 – 9 hours	85	75.22%
	10 – 11 hours	22	19.47%
	More than 11 hours	3	2.65%

The demographic analysis shows that a majority of respondents are female (60.18%). Most respondents belong to the age group of 25–30 years (35.40%). A significant proportion of respondents are married (63.72%). In terms of work experience, most respondents have between 1 and 6 years of experience. The findings also indicate that a majority of employees spend 8–10 hours daily on screens (61.95%) and work for 8–9 hours per day (75.22%), highlighting high levels of digital exposure among IT employees.

### B. RELIABILITY STATISTICS

The reliability statistics of the study based on Cronbach’s Alpha is presented in TABLE II.

TABLE II. RELIABILITY STATISTICS

Cronbach’s alpha	No of respondents
0.928	30

The reliability analysis shows a Cronbach’s Alpha value of 0.928 for 30 respondents, indicating excellent internal consistency of the measurement scale. This confirms that the questionnaire items are highly reliable for further analysis.

### C. DESCRIPTIVE STATISTICS

The descriptive statistics of the study variables are presented in TABLE III.

TABLE III. DESCRIPTIVE STATISTICS

	N	Min	Max	Mean	Std. Deviation
1. Gender	113	1.0	2.0	1.602	.4917
2. Age	113	1.0	5.0	2.726	1.1896
3. Marital Status	113	1.0	2.0	1.363	.4830
4. Years of Work Experience	113	1.0	5.0	2.947	1.1247
5. Average Daily Screen Time	113	1.0	4.0	2.673	.6188
6. Average Working Hours Per Day	113	1.0	4.0	2.221	.5301
1. Prolonged screen time reduces my overall work efficiency.	113	1.0	5.0	3.796	.7091
2. Frequent multitasking negatively affects the quality of my work output.	113	1.0	5.0	3.832	.7429
3. Information overload makes it difficult for me to stay focused during working hours.	113	1.0	5.0	3.867	.7501
4. Digital exhaustion affects my ability to meet work deadlines.	113	1.0	5.0	3.699	.7779
5. Digital stress reduce my consistency and motivation in job performance.	113	1.0	5.0	3.699	.8545
6. High mental effort required at work impacts my personal time after office hours.	113	2.0	5.0	3.770	.7560
7. Mental overload at work makes it difficult for me to balance work and personal life.	113	2.0	5.0	3.779	.7408
1. Spending long hours on digital screen increases my digital stress.	113	2.0	5.0	3.920	.6566

2. Continuous virtual meetings significantly contribute to my digital exhaustion.	113	1.0	5.0	3.496	.9740
3. Frequent digital notifications interrupt my concentration at work.	113	1.0	5.0	3.540	.8766
4. Handling multiple tasks at the same time increases my mental overload.	113	1.0	5.0	3.796	.8146
5. Information overload at my work leads to mental tiredness.	113	1.0	5.0	3.770	.8129
6. Tight deadlines increase my mental work pressure.	113	2.0	5.0	3.681	.7591
7. Pressure to be always online makes me feel mentally strained.	113	2.0	5.0	3.708	.8093
1. I feel mentally exhausted by the end of a typical workday.	113	1.0	5.0	3.770	.7907
2. I experience eye strain due to prolonged screen usage.	113	2.0	5.0	3.903	.6404
3. I feel physically uncomfortable after long hours of digital work.	113	2.0	5.0	3.876	.6565
4. My work requires a high level of continuous mental effort.	113	1.0	5.0	3.832	.6801
5. I often feel mentally fatigued due to work complexity.	113	1.0	5.0	3.708	.7870
6. Mental exhaustion from work affects my sleep and recovery.	113	1.0	5.0	3.717	.8605
1. Work related digital notification interfere with my personal life.	113	1.0	5.0	3.699	.7779
2. I find it difficult to disconnect from work after office hours.	113	2.0	5.0	3.646	.7431
3. Mental pressure from work affects my emotional well-being at home.	113	2.0	5.0	3.699	.7057
4. Work stress spills over into my family or social life.	113	1.0	5.0	3.566	.8224
5. I feel mentally preoccupied with work during personal time.	113	1.0	5.0	3.690	.8771
6. Digital work pressure reduces my mental relaxation after work hours.	113	2.0	5.0	3.664	.7513
1. Lack of regular digital breaks increases my mental fatigue.	113	2.0	5.0	4.204	.7924
2. Taking digital breaks helps improve my concentration at work.	113	2.0	5.0	4.416	.6229
3. Short breaks from screens reduce my stress levels.	113	2.0	5.0	4.381	.7236
4. Digital breaks help me manage my workload more effectively.	113	2.0	5.0	4.416	.6229
5. Adequate break time improves my emotional well-being.	113	1.0	5.0	4.416	.6778
6. Digital rest periods help me maintain a healthier work life balance.	113	1.0	5.0	4.442	.6806
Valid N (listwise)	113				

The descriptive statistics indicates that 4.442 is the highest mean value, which indicates that the responses of the respondents are highly inclined towards agreement on the given scale regarding digital breaks and the corresponding standard deviation of 0.6806 is moderate, indicating a certain level of variation among the respondents. 2.221 is the lowest mean value, which indicates that the responses are comparatively lower on the agreement level for average working hours and the corresponding standard deviation of 0.5301 is relatively low, indicating minimum deviation and more consistency in the responses from the mean value.

#### D. *FACTOR ANALYSIS*

Factor analysis was performed using Principal Component Analysis to identify the underlying structure among the variables. The results are presented below.

##### 1) *KMO and BARTLETT'S TEST:*

The adequacy of the sample for factor analysis was tested using KMO and Bartlett's Test of Sphericity, which is presented in TABLE IV.

TABLE IV. KMO and BARTLETT'S TEST

<b>Kaiser-Meyer-Olkin Measure of Sampling Adequacy.</b>		.795
<b>Bartlett's Test of Sphericity</b>	Approx. Chi-Square	3019.007
	df	496
	Sig.	.000

2) *COMMUNALITIES:*

The communalities of the variables are presented in TABLE V.

TABLE V. COMMUNALITIES

	Initial	Extraction
1. Prolonged screen time reduces my overall work efficiency.	1.000	.749
2. Frequent multitasking negatively affects the quality of my work output.	1.000	.738
3. Information overload makes it difficult for me to stay focused during working hours.	1.000	.743
4. Digital exhaustion affects my ability to meet work deadlines.	1.000	.797
5. Digital stress reduce my consistency and motivation in job performance.	1.000	.887
6. High mental effort required at work impacts my personal time after office hours.	1.000	.832
7. Mental overload at work makes it difficult for me to balance work and personal life.	1.000	.821
1. Spending long hours on digital screen increases my digital stress.	1.000	.727
2. Continuous virtual meetings significantly contribute to my digital exhaustion.	1.000	.702
3. Frequent digital notifications interrupt my concentration at work.	1.000	.699
4. Handling multiple tasks at the same time increases my mental overload.	1.000	.846
5. Information overload at my work leads to mental tiredness.	1.000	.777
6. Tight deadlines increase my mental work pressure.	1.000	.658
7. Pressure to be always online makes me feel mentally strained.	1.000	.752
1. I feel mentally exhausted by the end of a typical workday.	1.000	.712
2. I experience eye strain due to prolonged screen usage.	1.000	.728
3. I feel physically uncomfortable after long hours of digital work.	1.000	.701
4. My work requires a high level of continuous mental effort.	1.000	.664
5. I often feel mentally fatigued due to work complexity.	1.000	.729
6. Mental exhaustion from work affects my sleep and recovery.	1.000	.748
1. Work related digital notification interfere with my personal life.	1.000	.838
2. I find it difficult to disconnect from work after office hours.	1.000	.760
3. Mental pressure from work affects my emotional well-being at home.	1.000	.826
4. Work stress spills over into my family or social life.	1.000	.804
5. I feel mentally preoccupied with work during personal time.	1.000	.786
6. Digital work pressure reduces my mental relaxation after work hours.	1.000	.739
1. Lack of regular digital breaks increases my mental fatigue.	1.000	.609
2. Taking digital breaks helps improve my concentration at work.	1.000	.876
3. Short breaks from screens reduce my stress levels.	1.000	.804
4. Digital breaks help me manage my workload more effectively.	1.000	.865
5. Adequate break time improves my emotional well-being.	1.000	.865
6. Digital rest periods help me maintain a healthier work life balance.	1.000	.799
Extraction Method: Principal Component Analysis.		

3) *TOTAL VARIANCE EXPLAINED:*

The total variance explained by the extracted factors is shown in Table VI.

TABLE VI. TOTAL VARIANCE EXPLAINED

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	11.454	35.795	35.795	11.454	35.795	35.795	4.117	12.864	12.864
2	3.670	11.468	47.263	3.670	11.468	47.263	3.921	12.254	25.119
3	2.182	6.818	54.081	2.182	6.818	54.081	3.703	11.573	36.692
4	2.045	6.392	60.473	2.045	6.392	60.473	3.278	10.245	46.937

5	1.556	4.863	65.336	1.556	4.863	65.336	3.162	9.882	56.820
6	1.514	4.731	70.067	1.514	4.731	70.067	2.611	8.161	64.981
7	1.121	3.504	73.570	1.121	3.504	73.570	2.433	7.603	72.584
8	1.040	3.250	76.820	1.040	3.250	76.820	1.356	4.236	76.820
9	.770	2.407	79.228						
10	.750	2.344	81.571						
11	.680	2.125	83.696						
12	.631	1.971	85.667						
13	.578	1.807	87.474						
14	.509	1.589	89.063						
15	.432	1.351	90.414						
16	.405	1.266	91.680						
17	.358	1.120	92.800						
18	.332	1.039	93.839						
19	.322	1.007	94.845						
20	.247	.772	95.617						
21	.217	.677	96.294						
22	.199	.622	96.916						
23	.165	.515	97.431						
24	.155	.483	97.914						
25	.130	.405	98.319						
26	.119	.372	98.691						
27	.109	.342	99.033						
28	.086	.269	99.302						
29	.067	.209	99.510						
30	.063	.198	99.708						
31	.053	.165	99.873						
32	.041	.127	100.000						

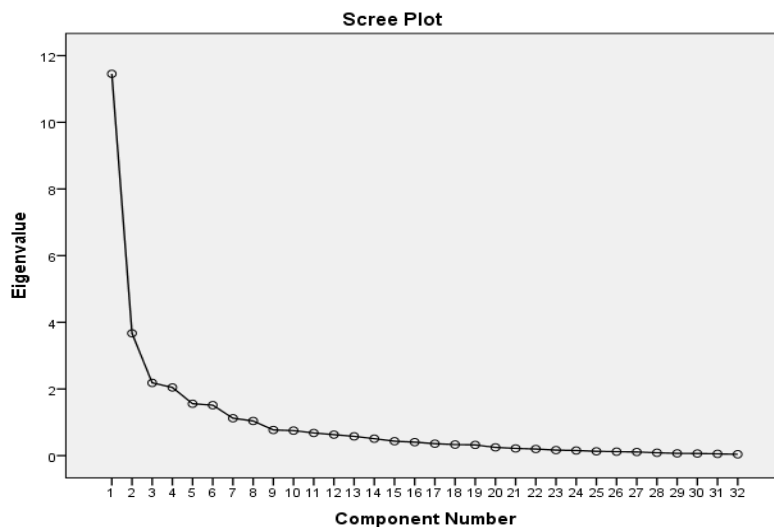


Fig 1. Screen Plot

4) *ROTATED COMPONENT MATRIX:*

The rotated component matrix showing factor loadings of the variables is presented in Table VII.

TABLE VII. ROTATED COMPONENT MATRIX

	Component							
	1	2	3	4	5	6	7	8
1. Prolonged screen time reduces my overall work efficiency.					.743			
2. Frequent multitasking negatively affects the quality of my work output.					.686			
3. Information overload makes it difficult for me to stay focused during working hours.					.586			
4. Digital exhaustion affects my ability to meet work deadlines.						.533		.512
5. Digital stress reduce my consistency and motivation in job performance.								.586
6. High mental effort required at work impacts my personal time after office hours.						.804		
7. Mental overload at work makes it difficult for me to balance work and personal life.						.777		
1. Spending long hours on digital screen increases my digital stress.					.667			
2. Continuous virtual meetings significantly contribute to my digital exhaustion.			.742					
3. Frequent digital notifications interrupt my concentration at work.			.723					
4. Handling multiple tasks at the same time increases my mental overload.							.706	
5. Information overload at my work leads to mental tiredness.							.670	
6. Tight deadlines increase my mental work pressure.			.566					
7. Pressure to be always online makes me feel mentally strained.			.693					
1. I feel mentally exhausted by the end of a typical workday.				.667				
2. I experience eye strain due to prolonged screen usage.				.517			.647	
3. I feel physically uncomfortable after long hours of digital work.				.739				
4. My work requires a high level of continuous mental effort.				.632				
5. I often feel mentally fatigued due to work complexity.				.553				
6. Mental exhaustion from work affects my sleep and recovery.				.671				
1. Work related digital notification interfere with my personal life.	.835							
2. I find it difficult to disconnect from work after office hours.	.807							
3. Mental pressure from work affects my emotional well-being at home.	.733							
4. Work stress spills over into my family or social life.	.615							
5. I feel mentally preoccupied with work during personal time.	.576							
6. Digital work pressure reduces my mental relaxation after work hours.	.774							
1. Lack of regular digital breaks increases my mental fatigue.				.554				
2. Taking digital breaks helps improve my concentration at work.		.859						
3. Short breaks from screens reduce my stress levels.		.785						
4. Digital breaks help me manage my workload more effectively.		.881						
5. Adequate break time improves my emotional well-being.		.853						
6. Digital rest periods help me maintain a healthier work life balance.		.762						

Factor analysis shows that the data is suitable for analysis ( $KMO = 0.795, p < 0.001$ ). Eight factors were extracted which explain 76.820% of the total variance. The communalities indicate that all variables are well represented in the model. The rotated component matrix shows that the variables are grouped into meaningful factors such as digital fatigue, work stress, cognitive overload, psychological strain, work-life imbalance, and recovery through digital breaks. Overall, the results confirm that the study variables have a strong and valid factor structure.

E. PEARSON CORRELATION ANALYSIS

The Pearson correlation analysis between digital breaks and employee mental well-being is presented in Table VIII. The following hypotheses were formulated to examine the relationship between digital breaks and employees mental well-being:

H0: There is no significant correlation between digital breaks and employees mental well-being.

H1: There is a significant correlation between digital breaks and employees mental well-being.

TABLE VIII. PEARSON CORRELATION

		1. Lack of regular digital breaks increases my mental fatigue.	2. Taking digital breaks helps improve my concentration at work.	3. Short breaks from screens reduce my stress levels.	4. Digital breaks help me manage my workload more effectively.	5. Adequate break time improves my emotional well-being.	6. Digital rest periods help me maintain a healthier work life balance.
1. Lack of regular digital breaks increases my mental fatigue.	Pearson Correlation	1	.297**	.362**	.279**	.290**	.378**
	Sig. (2-tailed)		.001	.000	.003	.002	.000
	N	113	113	113	113	113	113
2. Taking digital breaks helps improve my concentration at work.	Pearson Correlation	.297**	1	.597**	.701**	.665**	.741**
	Sig. (2-tailed)	.001		.000	.000	.000	.000
	N	113	113	113	113	113	113
3. Short breaks from screens reduce my stress levels.	Pearson Correlation	.362**	.597**	1	.715**	.548**	.471**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	113	113	113	113	113	113
4. Digital breaks help me manage my workload more effectively.	Pearson Correlation	.279**	.701**	.715**	1	.792**	.573**
	Sig. (2-tailed)	.003	.000	.000		.000	.000
	N	113	113	113	113	113	113
5. Adequate break time improves my emotional well-being.	Pearson Correlation	.290**	.665**	.548**	.792**	1	.643**
	Sig. (2-tailed)	.002	.000	.000	.000		.000
	N	113	113	113	113	113	113
6. Digital rest periods help me maintain a healthier work life balance.	Pearson Correlation	.378**	.741**	.471**	.573**	.643**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	113	113	113	113	113	113

Pearson correlation analysis shows that the significant (2-tailed) value is 0.00 which is less than 0.05 ( $p < 0.05$ ). Hence, H0 is rejected and H1 is accepted, indicating that regular digital breaks significantly improve concentration, reduce stress, enhance emotional well-being and support a healthier work–life balance among employees.

F. MULTIPLE REGRESSION ANALYSIS

Multiple regression analysis was conducted to examine the impact of the digital fatigue and cognitive load on the employee productivity and work life balance.

Model 1: Digital Fatigue and Cognitive Load Impact on Productivity

The hypotheses were formulated to examine the impact of digital fatigue and cognitive load on employee productivity.

H0: Digital fatigue and cognitive load have no significant impact on employee productivity

H1: Digital fatigue and cognitive load have a significant impact on employee productivity

TABLE IX. MODEL SUMMARY

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.914 <sup>a</sup>	.835	.832	.24797

TABLE X. COEFFICIENTS

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
(Constant)	.321	.176		1.821	.001		
1 DF_total	.721	.087	.633	8.277	.000	.257	3.892
CL_total	.363	.090	.310	4.047	.000	.257	3.892

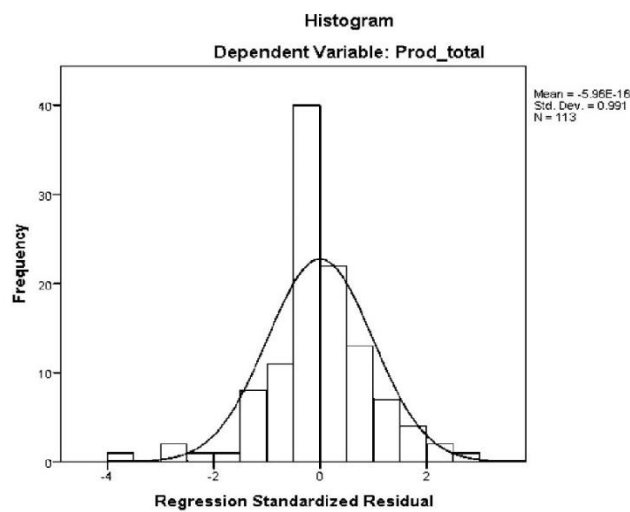


Fig 2. Histogram

The model shows a strong relationship between digital fatigue, cognitive load, and employee productivity (R = 0.914). The R<sup>2</sup> value of 0.835 indicates that 83.5% of the variation in productivity is explained by the independent variables. Both digital fatigue ( $\beta = 0.633$ ,  $p < 0.001$ ) and cognitive load ( $\beta = 0.310$ ,  $p < 0.001$ ) significantly influence productivity, with digital fatigue having a stronger impact. Hence, H<sub>0</sub> is rejected and H<sub>1</sub> is accepted, confirming a significant effect on employee productivity.

Model 2: Digital Fatigue and Cognitive Load Impact on Work Life Balance

The hypotheses were formulated to examine the impact of digital fatigue and cognitive load on work life balance.

H<sub>0</sub>: Digital fatigue and cognitive load have no significant impact on work-life balance

H<sub>1</sub>: Digital fatigue and cognitive load have a significant impact on work-life balance

TABLE XI. MODEL SUMMARY

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.741 <sup>a</sup>	.549	.541	.40029

TABLE XII. COEFFICIENTS

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
(Constant)	.425	.285		1.493	.018		
1 DF total	.347	.141	.312	2.467	.015	.257	3.892
CL total	.521	.145	.455	3.602	.000	.257	3.892

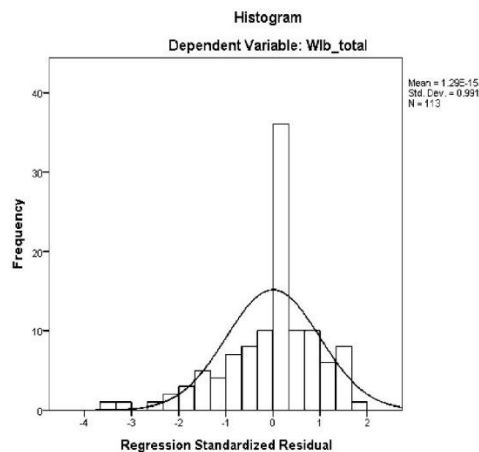


Fig 3. Histogram

The model shows a moderate to strong relationship between digital fatigue, cognitive load, and work-life balance ( $R = 0.741$ ). The  $R^2$  value of 0.549 indicates that 54.9% of the variation in work-life balance is explained by the independent variables. Both digital fatigue ( $\beta = 0.312$ ,  $p = 0.015$ ) and cognitive load ( $\beta = 0.455$ ,  $p < 0.001$ ) significantly influence work-life balance, with cognitive load having a stronger impact. Hence,  $H_0$  is rejected and  $H_1$  is accepted, confirming a significant effect on work-life balance.

## V. CONCLUSION

This study highlights that digital fatigue and cognitive load have a significant impact on the productivity and work-life balance of IT employees in Chennai. With increasing screen time, constant connectivity and high work demands, employees are experiencing both mental and physical exhaustion, which in turn affects their efficiency, focus and overall well-being. The findings clearly show that while digital tools improve work performance, excessive usage without proper breaks leads to stress, reduced productivity and difficulty in maintaining a balance between work and personal life. At the same time, the study also emphasizes the importance of digital breaks and effective workload management in reducing stress and improving employee performance. Overall, creating a healthy digital work environment with proper support and balance is essential for ensuring long-term productivity and employee well-being.

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