

## Impacts of Job characteristic and Technostress inhibitors on WFH Job performance: Context of Banking industry

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### Abstract

*The purpose of this research was to study the factors of job characteristics and technostress inhibitors that influence job performance during work from home in the context of the banking industry. The research process consisted of three steps: (1) a review of related literature and studies, (2) an empirical study, and (3) an analysis and conclusion of the research. The population of the research was Thailand's top 5 commercial bank employees (Bank of Thailand, 2020) who used to work from home, namely Bangkok Bank, Kasikorn Bank, Siam Commercial Bank, Bank of Ayudhya, and Krungthai Bank. Sample data was collected from 534 employees by purposive sampling and was analyzed by using the structural equation modeling (SEM) technique. The result showed that the technostress inhibitors influenced the technostress at 28.40 percent, and the technostress inhibitors and technostress emerged influenced the job satisfaction at 68.40 percent and also work efficiency at 33.50 percent. The result of this research can be used as a guideline for the preparation of organizations to adjust the way employees work to support the work-from-home operation in the future.*

**Keywords:** Work from home, Technostress, Technostress inhibitors