

Relationship between the Use of IT and Wellbeing: A Literature Review

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Abstract

The pervasiveness of information technology (IT) has led to increased interest in its potential impact on individual, organizational, and societal wellbeing. A large body of information systems (IS) research has examined the wellbeing phenomenon achieved through IT. As IT will continue to develop or transform our lives, expanding people's boundaries and opportunities in the coming decade, this study aims to synthesize and review the existing knowledge on the relationship between IT and wellbeing, highlighting future opportunities for research in this important domain. This study can serve as a foundation for scholars to expand wellbeing research by identifying the research areas that have (not) been examined and opportunities to extend theoretical and practical knowledge. We undertake a systematic review of the IS literature on wellbeing. We identify various impacts of IT on wellbeing as well as the impact of IT-enabled wellbeing on user behavior. We discuss a research agenda through our synthesis, highlighting opportunities in IS and across disciplines.

Keywords: information technology, wellbeing, systematic literature review

1. Introduction

Information technology (IT) has become increasingly pervasive in our individual, organizational, and societal lives, enabling us to perform various tasks and offering numerous benefits. Consequently, in recent years, the use of IT and wellbeing has emerged as a topic of interest among scholars. In this study, we conceptualize wellbeing as improved outcomes facilitated by the use of IT, such as improving the quality of relationships, life satisfaction, and feelings of joy so that people perceive their lives are going well (CDC, 2018). Studies on wellbeing within the field of information systems (IS) range from exploring the impact of IT on individual happiness (Erfani & Abedin, 2018) to examining the influence of IT on the ability to perform well in the workplace and social environments (Srivastava &

Panigrahi, 2019). While the use of IT remains ubiquitous, expanding people's boundaries and opportunities, we expect innovative uses of IT will further play a crucial role in enhancing human flourishing in the digital era. As the digital landscape continues to evolve, the potential for IT to contribute to various dimensions of human flourishing becomes more evident. As we look ahead to the coming decade, there is a growing expectation that the synergy between IT and human flourishing will yield even more innovative solutions and opportunities for people to lead better lives (Hylving et al., 2022; Rowe, 2018; Stahl et al., 2021). To that end, this study aims to synthesize the existing research on IT and wellbeing and chart directions for furthering the research in this important domain, ensuring that the digital age becomes synonymous with human flourishing and holistic wellbeing.

Through an extensive review and synthesis of IS literature that emerged between 1992 and 2020, we present a model that describes the antecedents and consequences of IT use and wellbeing. In doing so, we provide a research agenda highlighting future opportunities to extend wellbeing research in IS. Specifically, this study answers the following research question: How has the landscape of wellbeing research within IS evolved over the past decade, and what potential future directions hold for IS scholars in advancing wellbeing research? To that end, we analyze the existing literature to identify (1) the major streams of wellbeing research, (2) the dominant theories and methodologies employed, and (3) the possible avenues of future wellbeing research for IS scholars. Through our synthesis, we make twofold contributions to the current understanding of wellbeing. First, we provide a qualitative and systematic literature review of the relevant literature, which fosters our comprehensive understanding of the use of IT for wellbeing. Second, we provide a framework of categories and themes found in wellbeing research. This framework can serve as a foundation for future wellbeing scholars, particularly by identifying potential research areas and laying a foundation for scholars to distinguish new contributions from prior work.

2. Methodology

In this study, we followed the systematic literature process to review the literature (e.g., Boell and Cecez-Kecmanovic 2015; Chan et al. 2021). Figure 1 summarizes the process.

We started the search with two primary search terms: wellbeing and wellness. However, the literature yielded using primary search terms also included articles focused on economic wellbeing and welfare. Thus, to refine our focus on the dimensions of human and health wellbeing, we further incorporated the search terms: human wellbeing and health wellbeing. Next, we identified IT search terms and their variances, such as IS, IT, digital platforms, and social media. We then progressively refined and expanded the IT search terms based on learning the relevant terms from the first search results in the public database, which included information and communication technology, digital technology, social network service, and technology. However, these search terms are limited to include current innovative technology. Therefore, we also included two more keywords, artificial intelligence and machine learning, to find any contribution of this advanced technology

to wellbeing. After identifying wellbeing-related papers from Google Scholar, EBSCO host databases, and Web of Science, we also explored AIS e-Library, a selected information system journal database. This process was done through two rounds, i.e., a preliminary search using public sources and a reverse citation search.

For our search in the public sources, combined keywords were used to search articles mainly through Google Scholar. We aimed to conduct a comprehensive review dating back to the first article that appeared as early as 1992. We set a cutoff date of December 31, 2020. Thus, our collection spans articles published between 1992 and 2020. We also restricted the search to IS-related publication outlets. To ensure the credibility of our selected articles, we selected 14 journals based on the Association of Information Systems (AIS) senior scholar's basket of journals and A* journal rating from the 2021 Australian Business Dean's Council (ABDC) journal quality list. We also scanned the papers that appeared in four IS conferences: Americas Conference on Information Systems (AMCIS), International Conference on Information Systems (ICIS), European Conference on Information Systems (ECIS), and Hawaii International Conference on System Sciences (HICSS).

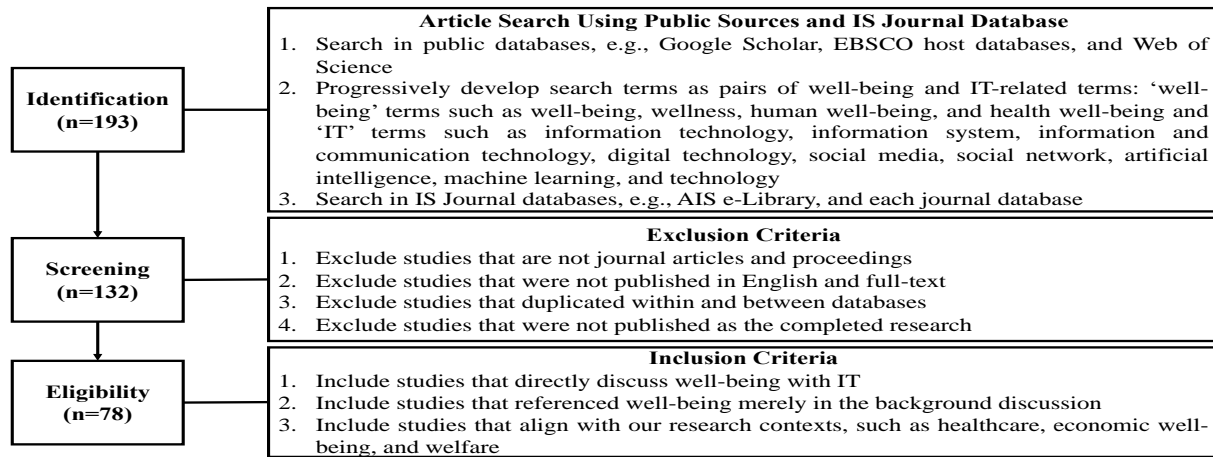


Figure 1. Systematic Literature Review Process

We searched for the title, abstract, and keywords sections of papers using selected keywords, as noted before. We eliminated book chapters, theses, research reports, and technical notes from these targets. Subsequently, the abstracts of articles and conference proceedings were screened manually by applying inclusion and exclusion criteria (e.g., Chan et al. 2021), keeping only relevant and eligible articles for further analysis. In the final synthesis, we identified 78 wellbeing-related papers in IS-related journals and conferences.

3. Findings

Our analysis suggested that conceptualizations of wellbeing research have greatly evolved over time. While earlier studies offered only a broad definition of wellbeing, recent research has introduced a broader range of wellbeing concepts. Notably, technostress has gained prominence in recent decades, and researchers have also explored the relationship between the use of social networking sites (SNS) or social media and subjective wellbeing (SWB). Thus, in the following section, we synthesize the entire literature corpus to

offer a deeper insight into the relationship between wellbeing and IT.

Table 2 provides a summary of our literature synthesis. Overall, wellbeing is a growing area of research. Some studies used the wellbeing concept as an umbrella term: positive feelings and experiences, weight, sleep quality, aging, satisfaction with life, and employee wellbeing. However, others adopted specific terminology of wellbeing: psychological wellbeing, social wellbeing, mental wellbeing, subjective wellbeing, and technostress. Even though the studies used the same term or concept, the measurements differed across the studies.

Regarding the contextualization of IT, we found that wellbeing has been studied in seven types of

technological contexts: digital technology (DT), information systems (IS), information technology (IT), information and communication technology (ICT), social networking site (SNS) and social media, healthcare technology, machine learning, and wearable devices. Related to the use of IT, the term wellbeing has been the most commonly studied aspect, followed by “subjective wellbeing” and “technostress.” Similarly, social media or SNS have been the most dominant IT types, followed by DT and ICT. However, this body of research has primarily focused on achieving wellbeing, and the impact of IT use on wellbeing. Others have also examined the utilization of IT to improve wellbeing and even prevent negative impacts on wellbeing.

Table 1. IT & Wellbeing Types (# of Literatures (# of Conference Papers))

IT Types (Total)	Wellbeing Types (Total)	SNS and Social media (22)	DT (15)	ICT (9)	IT (9)	IS (9)	Healthcare technology (7)	Wearable Devices (6)	Machine Learning (1)
	Wellbeing (43)	8(2)	9(2)	5	5(3)	8(3)	4(3)	4(2)	0
	Subjective Wellbeing (11)	7(2)	1	0	1(1)	0	1	2	0
	Technostress (10)	1	3(2)	3	3(2)	0	0	0	0
	Mental Wellbeing (3)	0	0	0	0	0	2(1)	0	1
	Psychological Wellbeing (10)	6(2)	2(1)	1	0	0	1	0	0
	Social Wellbeing (1)	0	0	0	0	1(1)	0	0	0

We can observe a certain trend of wellbeing research in IS. The two articles published in the 1990s were literature review studies, and the definition of wellbeing was more broad meaning. Jackson (1992) described wellbeing as human wellbeing and emancipation. He clarified that the workplace and organization utilize critical system thinking with the appropriate system as a method, which is dedicated to promoting emancipation. Walsham (1996) also defines wellbeing from a moral perspective. Both articles focused more on the consequent level of IS and highlighted that proper and ethical use of the system is necessary for the wellbeing of society. In the 1990s, scholarly discourse primarily revolved around the conceptualized societal-level wellbeing. However, the more recent literature has shifted its emphasis toward examining wellbeing at the individual level. Recent studies have delved into various aspects, such as individual productivity in the workplace (Cram et al., 2016; Zhao et al., 2020) and adoption and intention to use IT (Al-Natour et al., 2020; Farivar et al., 2020).

Turning into the 2000s, the interest in studying wellbeing increased, and the levels of study varied. However, the variety of IT and wellbeing types was still limited. In this period, the studies specifically examined how IT adoption impacts wellbeing (Dennis & Reinicke, 2004), how people collect information (Sharit et al., 2008), what kind of system design can

bring wellbeing achievement (Avital, 2004; Grimsley & Meehan, 2007), and how IT helps to achieve and support wellbeing (Kraft et al., 2009). Compared with the 1990s, articles in the early 2000s are very limited, but they addressed various topics similar to the recent decade. However, the difference is the wellbeing concept. While early studies only described a very broad concept of wellbeing, studies in recent decade have more variety of wellbeing concepts. In particular, technostress has been getting attention in recent decades. In addition, the relationship between the use of SNS or social media and subjective wellbeing (SWB) has been shed in light in recent decades.

3.1. Theories

Our research collection aimed to explore a multidisciplinary perspective by examining various theoretical foundations. Although there was a wide range of theories, few common theories related to wellbeing existed. However, we identified three theories that appeared multiple times in different studies: (1) Social presence theory (3 studies): This theory describes how using SNS or health systems can create a sense of presence for patients, their families, and friends and provide support (Erfani et al., 2017); (2) Transactional theory of stress (3 studies): This theory emphasizes the importance of an individual’s

ability to cope with challenges and problems related to IT use, such as work-home boundaries (Zhao et al., 2020). This ability may include adopting new technologies or maintaining a balance between work and home due to increased accessibility of work through IT; (3) Social support theory (3 studies): This theory explains how the availability of assistance and support and the level of social integration can positively impact a person's wellbeing. This support can come from various sources, such as family, friends, coworkers, pets, or organizations. In IS discipline, social support can be obtained from online communities or followers (Erfani et al. 2017). The combination of social presence theory and social support theory with other theories suggests that IT can be used to achieve multiple benefits and improve wellbeing (Erfani et al., 2017). However, increased adoption and use of IT can also lead to stress. The transactional theory of stress has been applied to explore solutions for addressing this issue and improving wellbeing.

3.2. Methodologies

We analyzed the methodologies used in the studies. We found that qualitative studies were the most commonly used approach in our collection. Among these studies, literature reviews were the most frequent, accounting for about one-third of all qualitative studies. Quantitative studies, on the other hand, were also utilized extensively, mainly through surveys. Although mixed methods were conducted in a few studies over the years, their number has decreased. While qualitative and quantitative studies were used throughout the years, quantitative studies were used less frequently than qualitative ones: (1) Qualitative method (31 studies): The dominant method is the literature review study (Nguyen et al., 2017; Keyes et al., 2020), while the interview also holds a significant following (Bentley et al., 2013; Erfani & Hanna, 2020). (2) Quantitative method (31 studies): We found three different ways to examine the study, and the survey was dominant (Al-Natour et al., 2020; Dennis & Reinicke, 2004; Li et al., 2020); (3) Mixed method (10 studies): Most studies used both surveys and interviews as a mixed-method approach (Farivar et al., 2020; Kari et al., 2020). (4) Design science (7 studies): While most studies tried to design the information system as a technological environment for wellbeing (Erfani et al., 2013; Grother et al., 2020; Vodanovich et al., 2014), Qi et al. (2015) designed a new method for measuring the subjective wellbeing.

3.3. Level of Analysis

Our collection predominantly consists of individual- and group-level studies, excluding literature review articles: (1) Individual-level (22 studies): As expected, these studies examined individual wellbeing using IT. In our collection, individual-level studies have embraced a range of wellbeing concepts, with subjective wellbeing emerging as the second most dominant (Kim & Hall, 2019), while the overarching concept of 'wellbeing', inclusive of various dimensions, stands as the foremost dominant; (2) Group-level (26 studies): These studies include certain groups, such as patient groups, including online health community, and IT user groups (Erfani et al., 2013; Li et al., 2020). Group-level studies have also adopted various wellbeing concepts, but mental, cognitive, and emotional wellbeing are most common; (3) Organizational-level (10 studies): These studies have mainly focused on employees' wellbeing, including technostress (Maier et al., 2019; Srivastava et al., 2015); (4) Societal-level (5 studies): Five studies in our collection examined societal wellbeing. Prominent themes include the wellbeing of smart communities (Grother et al., 2020) and country-wise perspectives (Ganju et al., 2016).

3.4. Antecedents

We found several antecedents to wellbeing in our collection. Overall, we categorized antecedents into four categories: individual, behavioral, organizational, and technological. While recent literature has examined different types of antecedents, behavioral ones remain the most commonly studies, and the organizational ones are the least studied. (1) Individual (18 studies): We identified individual factors that are related to individual characteristics, such as knowledge, beliefs, values, self-efficacy, and affective states, that influence behavior (Kim et al., 2017; Kim & Hall, 2019; Krasnova et al., 2015). It includes using technology to express emotions, comparing oneself to others, and experiencing envy, which all impact wellbeing (Krasnova et al., 2015; Qi et al., 2015) (2) Behavioral (33 studies): The behavior category focuses on observable actions or responses of individuals, specifically their human behavior, such as IT use, adoption, and other user behavior using IT (Bentley et al., 2013; Chen et al., 2020; Colley et al., 2016; Erfani et al., 2013; Salo et al., 2019; Wenninger et al., 2019). These antecedents were studied beginning in the 2000s. Among behavioral antecedents, IT use was the dominant antecedent (24 studies). (3) Organizational (9 studies): We also

categorized organizational antecedents that referred to personal and behavioral factors in the work environment. Organizational antecedents have had attention since 2014. Stress-related studies were repeatedly identified, such as technostress and stress management (Araujo & Pestana, 2017; Maier et al., 2019; Srivastava et al., 2015). (4) Technological (18 studies): Technology antecedents were consistently examined in the years 1992, 1996, 2004, and 2007, with renewed focus from 2016. This category consists of IS, IT characteristics, IT values, and privacy (Brohman et al., 2020; James et al., 2019; Mueller & Heger, 2018; Spiel et al., 2019).

3.5. Consequences

Related to the consequences, we identified a few factors that have been studied much more frequently. For example, 71 studies have explored the effect of IT use on wellbeing. More specifically, 60 studies have investigated positive outcomes of wellbeing such as maintaining a healthy life, successful aging, and social inclusion (Andrade & Doolin, 2019; Colley et al., 2016; Nguyen et al., 2017), whereas 11 studies have examined negative outcome of wellbeing such as technostress, job burnout, and IT addiction (Benlian, 2020; Moqbel, 2020; Srivastava et al., 2015). While the positive outcome-focused studies have generally been studied consistently, the negative outcome was first examined in 2013. In addition to examining positive and negative outcomes, we have categorized consequences related to IT into behavioral intention construct. This construct implies that user behavior intends to improve or maintain current wellbeing status by avoiding IT use or continuously using IT and balancing work and life (Gimpel et al., 2013; Kim & Hall, 2019).

4. Discussion

4.1. Relationship between IT use and Wellbeing

Based on the analysis of the literature on IT use and wellbeing, we now conceptualize the relationship between IT use and wellbeing. As noted before, the literature has evolved from studying the impact of IT on wellbeing to exploring wellbeing achievement, improvement, maintenance, and prevention of negative aspects through IT use. This shift emphasizes user engagement, participation, and the potential of advanced technologies to enhance wellbeing. As individuals have already been exposed to using various IT, they have developed diverse feelings,

perceptions, and emotions regarding IT use. Therefore, it is important to observe interrelatedness among these factors, where the interplay between individuals, their behavior, the environment, and IT form a dynamic relationship. Moreover, wellbeing extends beyond being a consequence; studies have investigated exploring one step further in wellbeing research. Although the past decade has witnessed a flow in wellbeing research, it has also allowed users to become more accustomed to using IT and improve their wellbeing status. Consequently, positive and negative wellbeing outcomes have been found to influence behavioral intentions, such as IT adoption and work-life balance. These behavioral intentions, in turn, serve as additional antecedents within the model. Therefore, the overall framework, as shown in Figure 2, demonstrates a recurring process where antecedents lead to wellbeing outcomes, which subsequently shape behavioral intentions, thereby influencing future antecedents.

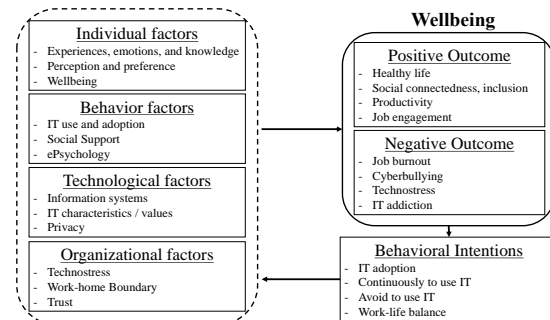


Figure 2. Relationship Between IT Use and Wellbeing

In addition to the antecedents and consequences, we observed the relationship has been contextualized around the three themes. The first theme is a generation-based one that studies wellbeing in a specific generation. Studies have examined the population by dividing them into young adults aged 18-22 or 18-24 (Patel et al., 2018; Techatassanasoontorn & Thaiprasert, 2013), youth aged 13-19 (Vodanovich et al., 2014), adolescents aged 12-18 or 11-17 (Dhir et al., 2018; Wenninger et al., 2019), and autistic children (Spiel et al., 2019). Even though the younger generation was studied at various levels, all are conceptualized to use IT, such as the internet, SNS, or mobile apps, and these IT impact or improve their wellbeing. Younger generations already know how to utilize IT, so they can enjoy using IT for cognitive, hedonic, and social purposes. Along with that, they recognize wellbeing when they feel a positive emotion or are satisfied in their lives. Thus, younger generations have more value in using IT for their wellbeing. However, one article also points out a negative impact on the wellbeing of using IT (Dhir et al., 2018). Since the younger generation was

exposed to online activities, some of them feel burdened and fatigued using IT, consequently reducing their life satisfaction.

On similar lines, the studies focused on older age groups note that users are interested in socialization using IT. However, they differ from younger groups in that younger generations feel positive emotions by socializing through IT, but older generations feel socializing using IT. In addition, the studies about the younger generation examined social media, but the studies about the older generation, aged 65 and above, or within the age range of 53-85, explored online communities (Goswami et al., 2010; Grother et al., 2020). In addition, for the older generation studies, aged 50 and above or 65 and above, health-related technologies were explored more (Farivar et al., 2020; Nurhas et al., 2020). However, when the older generation thinks about adopting the technology, they consider how they perceive IT and whether IT has any value to use; they adopt the technology when they recognize its value. The older generation adopted technology for their health and feel successful aging. However, if technology has social interaction features, they feel more social inclusion and intergenerational collaboration, and it leads to wellbeing.

The second theme is focused on healthcare and includes studies on healthcare system design (Brohman et al., 2020; Keyes et al., 2020) and patient wellbeing (Erfani et al., 2020; Erfani & Abedin, 2018; Mueller & Heger, 2018). A better system design leads to improved productivity and efficiency in the healthcare workplace and, finally, employees' and patients' wellbeing. Along with that, studies highlighted healthcare-related IT features such as health dashboards (Colley et al., 2016), smartphone features (Erfani et al., 2020), and health applications (Erfani & Hanna, 2020). The IT features should make it easy to find health information and users are willing to provide their information. Even though the users intend to give their information, they do not use it anymore if they feel it is not easy to put their information. Thus, health-related IT should have intuitive features and be easy to use. Then, users could achieve a positive impact and support their wellbeing. Especially, detection, diagnosis, and treatment suggestion of machine learning (ML)-enabled applications showed a positive impact and support wellbeing (Thieme et al., 2020), which would positively impact organizations and patients.

The interesting finding in this theme is patients' wellbeing. When the studies discussed patients, they included not only patients themselves but also their families and friends. They achieve and improve their wellbeing by exchanging information (Erfani et al., 2020; Erfani et al., 2013) and social support (Liu et al.,

2020). SNS and online communities make value co-creation behavior so that patients are still included in society, reducing stress, depression, and loneliness, being confirmed social existence, and exchanging sympathy. In addition, patients' emotional bonding with health-related IT is important (Li et al., 2020) because the suggestions and indications of current health status make them feel relieved and autonomy in managing their symptoms, and the feedback system enables them to self-management and improve their wellbeing (Brohman et al., 2020).

Lastly, the third theme is focused on employees. Technostress is caused by using IT in organizations, and the obstacles also refer to making it hard to reach wellbeing by using IT. Therefore, the articles focused on utilizing IT to avoid and reduce technostress and improve employees' wellbeing. Scholars note that one of the main characteristics of IT is that there is no limitation of connection; employees can access their work at home (Benlian, 2020; Browne, 2019; B uchler et al., 2020). Therefore, many employees experience vague work-home boundaries and work overload issues. Especially when an employee adopts new technology following their organization, they feel their work is overloaded, leading to technostress and, finally, job burnout (Maier et al., 2019; Srivastava et al., 2015). This mechanism is not only organizations' problem but also gig workers'. Especially gig workers also experience algorithmic impact (Cram et al., 2020).

On the other hand, some studies explored the positive impact of IT on employees. Mostly, employee health was studied, but the meaning of employee health is enjoyment and enrichment with the goal in the workplace and how they feel the fairness, authority to managing work environment, and their role. The wellbeing used to discuss technostress or obstacles to self-tracking technology and digital occupational health systems improve awareness of their health, leading to achieving wellbeing and welfare in the workplace (Giddens et al., 2017; Yassaee et al., 2019). In addition, IT monitoring and detecting features also provide employees' health status to the organization (Araujo & Pestana, 2017). Thus, the organization could avoid or solve any issues to improve their employee's work environment. In addition, if the organization has a proper IT control and engagement system, productivity and job engagement are improved (Cram et al., 2016; Pirkkalainen et al., 2020). Then, it would improve employees' wellbeing at their workplace.

4.2. Future Research

Based on our findings, several avenues for future research can be identified to further enhance our understanding of the relationship between wellbeing and behavioral intentions. First, studies should explore the impact of social interactions facilitated by IT on individuals' overall wellbeing and subsequent behavioral intentions. Additionally, given the rise of social media platforms, it is crucial to examine the unique dynamics and implications of social wellbeing within these contexts. Researchers should investigate the effects of social media use on individuals' wellbeing and the potential influence of social media influencers on both their followers and themselves. In addition, given the growing influence of social media platforms on individuals' lives, it is crucial to explore the impact of these platforms on social wellbeing. Research should examine how social media usage affects individuals' sense of social inclusion and social connectedness.

Second, future research is needed to comprehensively explore the impact of IT on social wellbeing. While extensive research has explored individual, group, and organizational wellbeing within IT contexts, wellbeing at the societal level remains relatively unexplored. Investigation of the effects of IT on social cohesion, shared values, and collective trust is crucial in understanding the broader implications of technology on societal health. For instance, positive impacts could encompass the rapid dissemination of information leading to informed citizenry and mobilization for social causes, while negative impacts might involve echo chambers and algorithmic biases exacerbating divisions and undermining social cohesion. By addressing these gaps and considering the complex interplay between IT and social wellbeing, researchers can provide valuable insights to shape a more harmonious and connected future society.

Lastly, with the popularity of video platforms like YouTube and TikTok (Wang et al., 2022; Xu et al., 2019), it becomes essential to understand the impact of video content consumption on individuals' wellbeing. Future research should explore the factors that contribute to positive or negative experiences with video content, such as the role of content relevance, engagement, and social interactions. Additionally, investigating the potential effects of different video genres (e.g., educational, entertainment) on wellbeing outcomes and exploring strategies to enhance the positive impact of video content on wellbeing would provide valuable insights.

By investigating these areas, researchers can gain a deeper understanding of the antecedents that

influence wellbeing, the consequences in terms of behavioral intentions, and how these antecedents may be influenced or modified. Additionally, future research should prioritize the conduct of empirical studies, encompassing quantitative surveys and experimental designs, to yield more robust and generalizable findings. This approach will enable researchers to establish causal relationships, examine mediation and moderation effects, and identify the underlying mechanisms that drive the relationship between antecedents, wellbeing, and behavioral intentions. Such research will contribute to the development of evidence-based interventions and strategies aimed at improving individuals' wellbeing and overall quality of life in the digital age.

4.3. Limitations

This research has several limitations which offer directions for future research. First, the focus of this study was primarily on journals and conference publications in IS discipline. Future studies should consider incorporating knowledge from other disciplines to broaden the scope of the integrative framework. Additionally, we limited the literature review of the articles published until December 31, 2020. In the future, we hope to extend the search to include articles from recent years. This expansion would enable a more comprehensive understanding of the relationship between wellbeing and IT.

Second, the keywords used in this study primarily consisted of general terms describing wellbeing and IT. The inclusion criteria were based on the presence of these general terms in the title, abstract, or keywords of the articles. Consequently, the study's results predominantly represent the broader umbrella term encompassing various concepts of wellbeing and types of IT. To overcome this limitation, future research should employ a more diverse set of keywords to capture a wider range of relevant articles. This would enhance the inclusiveness of the study and provide a more comprehensive overview of the literature.

Moreover, the search terms for wellbeing were not expanded beyond the initial collection, which may have limited the breadth of the findings. Future research should consider including additional keywords and search terms to further explore specific measurements of wellbeing and examine the influence of particular IT tools. By incorporating a more nuanced approach to the search process, researchers can uncover a more diverse range of articles and gain deeper insights into the relationships between wellbeing and the use of specific IT tools.

5. Conclusion

This study contributes to both academia and practice by delving into a timely research topic in the IS field. Our systematic literature review on IS publications provides a comprehensive understanding of the relationship between IT and wellbeing. The findings from our literature reviews will help one better understand which ITs are more important and the shift from studying the impact of IT on wellbeing to focusing on achieving, improving, maintaining, and preventing negative aspects of wellbeing through IT use. We also identify a recurring process involving four antecedent constructs and three consequence constructs. This process emphasizes the significance of user engagement, participation, and the potential of advanced technology in enhancing wellbeing. This study also suggests future research directions, including exploring the current advanced technologies, including artificial intelligence and machine learning-based models and tools for promoting wellbeing. The findings have practical implications for informing interventions and practices that harness IT to enhance wellbeing at individual, organizational, and societal levels. By deepening our understanding of the interplay between IT use and wellbeing, users can make informed decisions about technology usage and improve their overall wellbeing.

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