

The Influence of Smart Technologies on Supply Chain Resilience Capabilities: Moderating, Mediation Roles of Technostress and Ergonomics in the Media Industry

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Keywords

AI, Ergonomics, Supply chain resilience capabilities, Smart technologies, Technostress

Abstract

Purpose of the research: Smart technologies in the media industry are helping shape the news, but misinformation and disinformation has become so pervasive that it is to the point of destroying the real news. The media supply chain is largely affected by deliberate twisting of facts to suit the narrative that satisfies a particular interest. The use of smart technologies can be used to curb or exacerbate this phenomenon. Supply chain resilience capabilities within the media industry can deal adequately with this uncertainty globally.

Design/methodology: The study is quantitative in nature. One hundred and twenty (120) media personnel from different (public and private) media houses were surveyed and the results validate the relationship hypotheses in this study. Using SmartPLS 4.0 software and partial least squares-structural equation modeling (PLSSEM), the proposed associations were examined.

Results/findings: The empirical evidence from this study suggests smart technologies positively influence supply chain resilience capabilities because misinformation, disinformation and fake news are managed by the resilience capabilities of the media industry supply chain. Furthermore, smart technologies positively influence the working environment and this environment influences supply chain resilience capabilities. Ergonomics mediates the relationship of smart technologies and supply chain resilience capabilities. Technostress moderates the relationship between smart technologies and supply chain resilience capabilities but not significant in this context.

Practical implications and Conclusions: The finding from this study suggests that media players need to develop resilience capabilities in their supply chain to migrate the spread of false information that may generate lawsuits that cause the loss of huge sums of money. Theoretically, the contribution is the extension of the dynamic, absorptive, recovery capability theories in the media industry, which is novel to this study. The evidence from this research suggests that, practically, media industry players must invest in their supply chain resilience capabilities to ensure that their media outlet can mitigate against misinformation, disinformation and fake news.

Introduction

Smart technologies include but are not limited to Artificial intelligence (AI), Internet of Things (IoT), Machine learning (ML), Digital transformation (DT), Real-time analytics (RTDA), and Block chain (BC) (Nazarian et al., 2024). These and many other disruptive technologies are changing the media landscape. The data generated in the media industry comes from many data points and sources. The incidence of big data requires that this type of data is processed electronically to be able to generate the information required to inform the intended audience. The enemy to the media landscape is the incidence of misinformation and disinformation. These two concepts are a distraction to information in general. The consumers of media houses are sometimes not able to decipher good information from the bad because of misinformation and disinformation (Lecheler and Edenhofer, 2022). Smart technologies enable us to effectively compare different sources of information to ascertain the right information to make the decisions that ultimately adds

value to recipients. Misinformation and disinformation blinds informed decisions that affect decision making. Disinformation is deliberately created for mischief and the spread of disinformation is partly misinformation. Although false news creates misinformation, the intention is not always to harm; nevertheless, due to the lack of factual information, misinformation is created (Guess and Lyons, 2020; Zaheer et al., 2024). Fake news has the same consequence as disinformation and misinformation (Aïmeu, 2023). Social media has become the channel through which misinformation, disinformation and fake news easily and conveniently spreads globally. This has the potential to affect the performance of the recipients (individuals, organizations) (Petratos, 2021), thus distorting information, so it is imperative that media houses develop resilience in their respective supply chains (Stahl, 2006; Shu et al., 2020).

The working environment of media houses in Sub-Saharan Africa leaves much to be desired. Although the same high standards are required of media houses globally, the working environments of media houses in developed countries contrast that of developing countries. Subsequently, ergonomics requires that the working environment of employees is conducive for them to deliver their best (Rodríguez-Gámez et al., 2022; Rubin, 2019). Media houses require to perform at the highest standards; this expectation guarantees that their working environment are conducive. Computers, internet access, desk, adjustable chairs, good ventilation guarantees a comfortable space that ensure efficiency. These important components affect the level of work. Smart technology depends heavily on electricity in modern working environment. Adequate lighting is a problem in developing economies as electronic gadgets only function with electrical power. Most of the media houses are private and small. The state media houses are more resourced compared to the private ones. State media houses in developing counties are inadequately funded. The limited funding affects the working environments, modern electric gadgets are relatively expensive and attracting competent staff is not easy. All these affect the quality of news in the supply chain. Thus, media houses develop resilience capabilities in their supply chain to ensure they stay relevant and credible in the media industry.

Supply chain resilience capabilities should address distortions that include distractions, vulnerability, and uncertainty in the news. Whether it is misinformation, disinformation and fake news, the resilience component in the supply chain should detect and correct these distortions (Zhao et al., 2023) before the news is put out. The resilient capabilities include absorptive, responsive and recovery capabilities (Zhao et al., 2023) within the media industry.

The challenges in the working environment of the media industry generate stresses that comes with the performance of their pressurized working environment. News is fast and swift. The transmission channels should be faultless to deliver the authentic news based on facts to the consumers. The pressure on the news entablments and the competition among them is fierce. This pressure of work puts considerable stress on the workers in this establishment. The frustration, anxiety, tension and stress are enormous on media personnel. The enormity of the pressure creates the technostress associated with their working environment; Technostress is work related. When the components of frustration, anxiety, tension and stress are adequately dealt with in the working environment, then it can be said that supply chain has resilience capabilities. The ability to absorb, response and recover from work related activities constitute resilience capabilities (Zhao et al., 2023; Offei et al., 2025).

Theoretical review (diffusion and planned behavior)

The adoption and dissemination of technology in education have been examined using innovation diffusion theory (IDT). Pinho et al.'s study on Moodle's application in higher education highlighted the significance of student-centered learning management systems by identifying favorable influences of Moodle's features and individual inventiveness on its adoption. Within the media industry globally diffusion of ICT is widely use to disseminate news items swiftly as it unfolds. Social media thrives on disruptive and diffusion technologies such as Facebook, x, WeChat, WhatsApp's, Instagram, tiktok etc. to reach their audience. Gen z and Gen alpha generations use diffusion and disruptive technologies to enable social reengineering among themselves.

A psychological model known as the theory of planned behavior (TPB) contends that a person's intentions, which are influenced by three main elements – attitude toward the conduct, subjective norms,

and perceived behavioral control – are the main predictor of their behavior. High levels of social pressure, a positive outlook, and a strong sense of control increase the likelihood that a behavior will be carried out. The media space and the actors in the industry use the theory of planned behavior to carry out their intentions. Freelance journalism, individuals, sometimes unsupervised share more news than main stream media. Content creations and the use of disruptive technologies ensure that news go viral before editors of mainstream media houses give clearance for publication of these news items. The TPB contends that person's intentions are critical to their behavior and this intention influences their actions accordingly.

In the media industry the competition is intense, this competition is not only among corporations but also among individuals who are intentionally use these platforms to share news and sometimes make monetary gains as a result of their work. Some Individuals have more following online than some of the media houses studied. The channels are more global and news worthy than some media houses. According to (Liao, 2024) there is evidence of a relationships between pro-environmental behavior and social media elements.

Conceptual framework

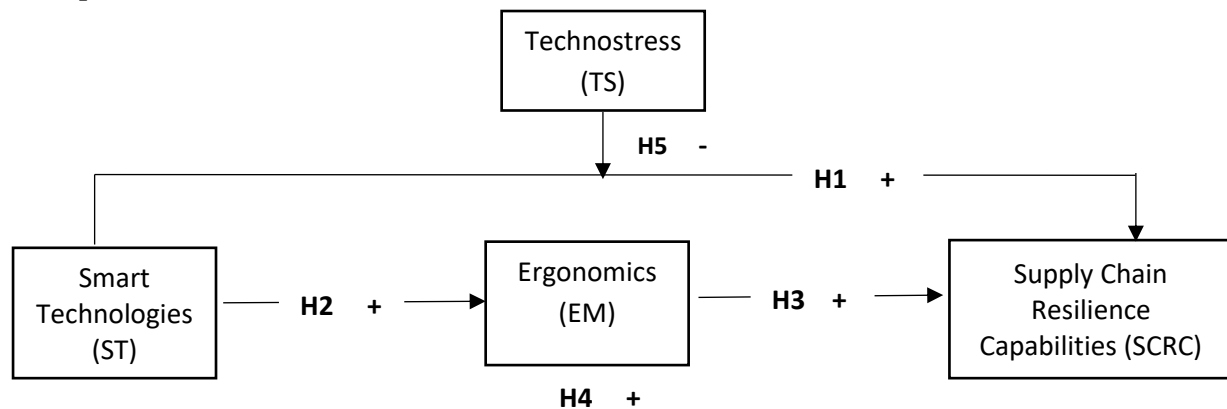


Figure Conceptual framework

Hypothesis development

Smart technologies generally improve organizational performance (Lee et al., 2023); however, they have a dichotomy effect in the media landscape. Misinformation, disinformation and fake news can affect an organization's reputation very badly (Petratos, 2021): on the contrary, smart technology can positively influence performance (AlMulhim, 2021; Toku et al., 2025) in some organizations. In the media industry, AI tools are often used to gather data and analyze large amounts of data to help new editors generate models to enable fast, informed decision-making just-in-time to feed real time news outlets. This requires speed and precision to disseminate real-time news, chats, communication that uses computer technology and interconnectivity that facilitates social media platform and news feed websites such as X, Facebook, Instagram, WeChat, WhatsApp, and tick-tok. Real-time content generation and dissemination requires AI filters that will deal with misinformation, disinformation and fake news to ensure that the news that is consumed by readers is authentic (Oukropec, 2025). By using immense computer technologies, AI tools that gather large amounts of data also ensure that the news and communications is free from distortion by using online filters.

The supply chains that create media content and disseminate same must have built-in resilience capacities to curb the distortion in the media landscape. We, therefore hypothesize that;

H1: Smart technologies positively influence supply chain resilience capabilities

To be able to harness the full benefits of smart technologies in organization the working environment where these technologies are used need to accommodate these technologies to ensure optimum

performance (García-Tudela et al., 2020; Plaza et al., 2025) of the organization. Ergonomics has three dimensions, namely physical, cognitive, and emotional needs of the working environment. All of these dimensions are impacted by the kind of technologies that used in these environments. The ultimate objective of ergonomics is to enhance efficiency, productivity and safety while reducing the incidence of injury and strain. The integration of smart technologies like AI, data analytics, internet of things (IOT) (Plaza et al., 2025), requires that working environment are adjusted to accommodate these new phenomena. Industry 5.0's smart technologies have completely changed workplaces and the way people interact with data, systems, and robots. This age, which is marked by automation, smart factories, and networked devices, has increased production significantly but has presented new difficulties for workers' physical and mental health. Ergonomics has become a crucial field in this complex technologically driven work place that aims to improve human comfort and performance (Plaza et al., 2025; Park et al., 2025). We, therefore hypothesize that;

H2: Smart technologies positively influence the ergonomics of an office environment

Resilience capabilities within supply chain are absorptive (before the disruption), responsive (during the disruption), and recovery capability (after the disruption) (Zhao et al., 2023, Birkel et al., 2023), all of which impact on supply chain performance (Adelwini et al., 2023; Toku and Offei 2024). This hypothesis seeks to establish how physical, cognitive and emotional conditions influence the supply chain resilience capabilities. We therefore hypothesized;

H3: The ergonomics of an office positively influences supply chain resilience capabilities

There is an empirical gap in the research literature. Most research generally agree that more empirical studies will need to be conducted (Ivanov, 2021; Zhao et al., 2023; Birkel et al., 2023; Kähkönen et al., 2023) on how digitalization can facilitate supply chain resilience at various stages and enhance supply chain performance. The integration of smart technologies improves supply chain operational performance (Hald and Coslugeanu, 2021; Ivanov, 2021, Jum'a et al., 2025). The working environment is as important as smart technology that influence supply chain. The ergonomics, which includes physical, cognitive and emotional issues in the working environment, can mediate the relationship between smart technology and supply chain resilience capabilities. Accordingly, we hypothesize that;

H4: Ergonomics mediates the relationship between smart technologies and supply chain resilience capabilities

Technostress can have a negative impact on people's well-being at work and raise expenses for businesses by causing weariness, a lack of motivation, difficulty focusing, discontent at work, and decreased productivity, among other things.

Recent research (Ioannou, 2023; Berger et al., 2024) has demonstrated the positive effects of mindfulness in lowering people's feelings of technostress. Nevertheless, the evidence that is now available is quite scant and mostly focuses on assessing the effects of mindfulness on technostress and its adverse effects. Technostress is becoming one of the main challenges among employees in the increasingly digital work context. Following the job demands-resources (Talib et al., 2022). Although stress associated with technology has been researched to some extent (Bondanini et al., 2020; Sasidharan, 2022), nothing had been done in the media context despite media workers using ICT almost exclusively. Digital supply chains can improve the acquisition of supply chain knowledge and data to bolster resilience in times of disruption. This research seeks to investigate the moderating role technostress has on smart technologies in the media industry, and therefore propose this hypothesis:

H5: Technostress moderates the relationship between smart technologies and supply chain resilience capabilities

Methodology

This study seeks to improve practical understanding within the media industry supply chain, which is real-time and saddled with misinformation and disinformation. It uses a field study methodology, collecting data directly from the target environment using questionnaires. In terms of methodology, it uses a quantitative approach, more precisely the descriptive field methodology with 120 respondents. As a result, the research strategy used quantitative analysis to achieve this research objective.

Population and sampling

The researches take into account the heterogeneity media landscape, which includes online, books, radio stations, newspapers, podcasts, television, and social media platforms, to create the sample plan for this study. We created a sampling framework that encompassed a wide range media landscape. The tenfold rule of thumb was used to establish the minimum sample size, making sure that it was greater than 100 to confirm that the variance stayed within reasonable bounds. We used 150 questionnaires administered to all the media landscape in Eastern Region of Ghana, the third largest region in Ghana and 120 returned from the respondents.

Data collection tool and process

Quantitative data on the impact of smart technology on supply chain resilience and performance was collected through a questionnaire-based poll, reflecting personal experiences in information media. This five-point Likert scale survey was developed using constructs that were modified from earlier studies. To get the desired sample size and expand the respondent pool, a combination of convenience sampling and snowball sampling techniques was used. In order to accomplish this, experts and practitioners knowledgeable in media landscape professional social media platforms, such as Facebook, WhatsApp, and LinkedIn, were asked to fill out the questionnaire. The link to the survey was sent to the participants' appropriate networks. Two months were allotted for data collecting.

Analytical methods

Using SmartPLS 4.0 software and partial least squares-structural equation modeling (PLSSEM), the proposed associations were examined. The ability of PLS to handle data that is not normally distributed is the main justification for PLSSEM. A flowchart giving a broad summary of the procedures involved in PLSSEM analysis is shown in Figure 2. Depending on this particular media context of this research, modifications were required to adequately take of this study.

Analysis of data and research findings

A closed-ended questionnaire was employed to collect 120 valid responses from media managers, experts, and practitioners who are well-versed in the media industry. The demographic data is displayed in Table 3.5. Data analysis was performed using Partial Least Squares-Structural Equation Modeling (PLSSEM) with SmartPLS 4. A total of 150 questionnaires were administered and 120 were returned successfully, yielding a solid dataset for in-depth analysis. The response rate was 80 percent ensuing that the data analysis was extremely satisfying, and had excellent validity and reliability. To improve the precision of the results, a number of important factors were carefully taken into account before starting the PLSSEM analysis. The treatment of missing data was one of the main issues since it can have a big impact on the outcomes of any statistical study and possibly lead to erroneous or biased conclusions. Strict procedures were used to fill up any gaps in the dataset in order to reduce this danger. These approaches may have utilized imputation techniques, which approximate missing values using other available data. The study not only addressed missing data but also made sure that all of the data gathered satisfied the presumptions required for PLS-SEM analysis. This involved confirming the dataset's distributional characteristics, making sure the data was suitably scaled, and adequately deals with multicollinearity. The study established a solid basis for using PLS-SEM by carefully addressing these factors, which eventually produced solid and trustworthy analytical results.

Demographic characteristics

Type of media outline	No. of media outline	Mode of transmission	Ownership	Years of operation
Radio stations	27	Broadcast and online	Private and Public	15+
Newspapers	13	Paper and online	Private and Public	10-14
Podcasts	35	Online stream, recordings	Private and Public	1-5
Social media platforms (freelance)	40	Newsfeeds, live telecast, chat, recordings, online	Private	1-5
Television	34	Broadcast	Private and Public	10-15
Books	1	Paper	Private	20+

All average variance extracted values (AVE) are greater than 0.5, all factor loadings are greater than 0.7, and the composite reliability is greater than 0.7. Consequently, this measure shows strong convergent validity (Bagozzi et al., 1981). Discriminant validity was confirmed by comparing the square root of each construct's AVE value with the correlations between this construct and other elements. When the square root of AVE on the diagonal is greater than the correlation between this construct and other constructs, the constructs are considered to have good discriminant validity (Bagozzi et al., 1981). Using a structural equation model, we looked at the results of our hypothesis testing and investigated the connections between the constructs.

Table 3: Discriminate Validity

Constructs	AVE	ST	EM	TS	SCRC
Smart Technologies (ST)	0.706	0.840			
Ergonomics (EM)	0.649	0.551	0.806		
Technostress (TS)	0.813	0.423	0.35	0.901	
Supply Chain Resilience Capabilities (SCRC)	0.697	0.421	0.279	0.517	0.835

Table 4: Convergent validity

Variable	Items	Factor loading	CA	CR	AVE
ST	ST1	0.870	0.911	0.935	0.739
	ST2	0.891			
	ST3	0.887			
	ST4	0.869			
	ST5	0.860			
	ST6	0.771			
EM	EM1	0.845	0.904	0.917	0.766
	EM2	0.788			
	EM3	0.802			
	EM4	0.775			
	EM5	0.737			
	EM6	0.831			
TS	TS1	0.890	0.916	0.963	0.813
	TS2	0.895			
	TS3	0.920			
	TS4	0.909			

	TS5	0.875			
	TS6	0.838			
SCRC	SCRC1	0.880	0.912	0.933	0.700
	SCRC2	0.874			
	SCRC3	0.813			
	SCRC4	0.891			
	SCRC5	0.836			
	SCRC6	0.711			

Table 5: Path-coefficients

Hypothesis paths	Beta (β)	SD	t-value	R ²	Results
ST>>SCRC	0.401	0.087	4.636	0.480	Supported
ST>>EM	0.107	0.068	1.970		Supported
EM>>SCRC	0.244	0.085	2.959		Supported
Mediation					
ST>>EM>>SCRC	0.211	0.052	4.030		Supported
Moderation					
TS mod STxSCRC	0.032	0.050	0.649		Not supported

Smart technology (ST); Ergonomics (EM); Technostress (TS); Supply chain resilience capabilities

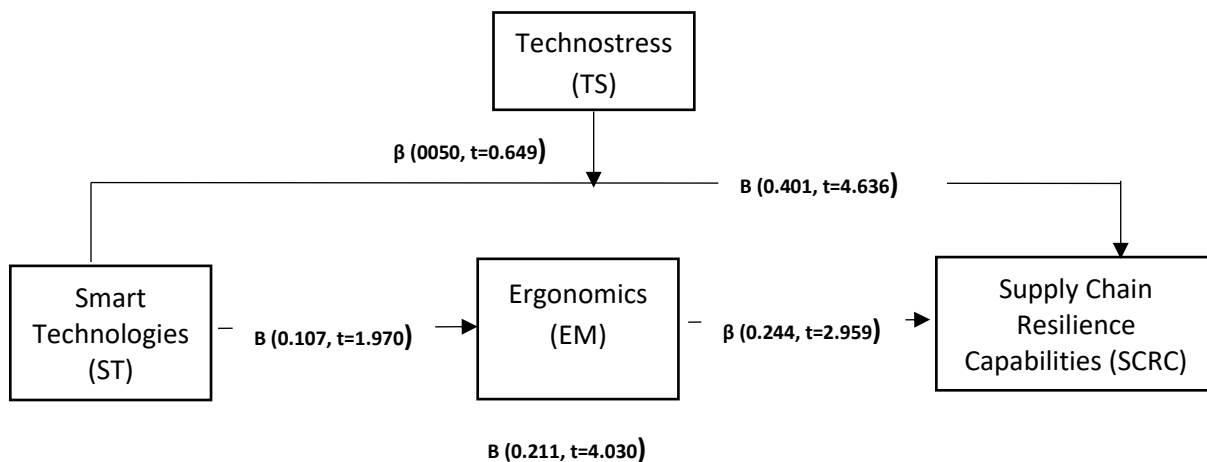


Figure 2: Structural model results

Discussion

The purpose of this novel study was to examine how employees engage smart technologies, cope with technostress, and how their working environments (ergonomics) relate with supply chain resilience capabilities within the media industry. According to the absorptive capacity theory, which was first proposed by Cohen and Levinthal in 1990, a firm's power to innovate and prosper depends critically on its capability to identify the value of fresh external information, absorb it, and use it for business objectives. The study yielded practical results for practice and policy. Specifically, the theory of absorptive capacity

explains how smart technologies and ergonomics influences supply chain resilience capabilities positively in the media space. Smart technologies have a dichotomy role it plays in the media industry (Khai et al., 2023). Disinformation and misinformation have the capability to distort information and subsequently negatively impact (Broda, and Strömbäck, 2024; Strömbäck et al., 2022) the news and create many legal battles for corporate media houses (Shah et al., 2024).

The real-time social media platforms have the potential to send bad news viral (Aïmeur et al., 2023; Shah et al., 2024). The highly competitiveness nature of media houses and the anonymity of the internet means that people sometimes send news spontaneously without verification of the said news. The resilience nature of supply chain ensures that news is filtered and sources authenticated in real-time to give credibility to the news. The news that serves as information to consumers who ultimately make decisions that can give them benefit (profit) or lose (lose) impart them profoundly. The resilience capabilities (Bustinza et al., 2019) enhance quality delivery to satisfy customers according to the absorptive capacity theory. Absorptive capacity theory that reinforces and explains disruptions, absorptive, responsive and recovery which are resilience capabilities within supply chains, are also consistent with this study in the media landscape (Zhao et al., 2023; Ozdemir et al., 2022; Konstantinou et al., 2021).

The inconsistency in the media landscape arises when fake news, misinformation and disinformation distort the real news (Rød et al., 2025; Petratos et al., 2023; Dobrescu et al., 2022), thus testing the resilience capabilities, which normally would have caused sometimes irreparable damage.

The pressure to break the news first to the world puts enormous pressure on media houses; however, freelance journalists are at liberty to break the news without the strings that comes from more established media houses. The private and the public media houses have editors to go through before they can share news with consumers, but the internet and social media platforms that serves as disruptive technologies ensure that news can be shared globally. The purpose of the third hypothesis was to evaluate how the ergonomics of the office environment influence media industry practitioners supply chain resilience capabilities. The working environment of practitioners impact their performance in many industries (Hasanain, 2024); for example, in engineering (Roy et al., 2024), and in the higher educational environment (Abdul Latip, 2025). The issues of health and safety in ergonomics is a prime concern within industry practice (Roy et al., 2024). Since media practitioners work in these environments, it is importance to ensure that their physical and mental health in the ever-demanding space is taken more seriously. A conducive working environment in the media landscape positively influences the media landscape's supply chain resilience in this study; however, a bad ergonomic environment is a recipe for poor performance (Adhikari et al., 2021; Sabir et al., 2019). So, most organizations are working around the clock to improve their working environment (Sabir et al., 2019; Adhikari et al., 2021).

Modern organizations work smart. With technological advancement the need to work green and smart is ascending. The second hypothesis suggests smart technologies positively influence ergonomics in the media industry. This is supported by other studies (Roy et al., 2024). The use of modern tools and technologies requires that the office setup reflects the current state of affairs among the employees of these media houses. It cannot be business as usual for the media fraternity, which is highly competitive and has a low barrier of entry. The anonymity of the internet and disruptive tech like social media allows any person to post any news of interest online.

These, social media platforms and social media reengineering requires that persons and organizations who are in this environment suitably make video recordings which are sometimes interactive in nature. Posting of news sometimes requires some esthetics that requires that the practitioner sit for lengthy hours because some of this news is developing stories. Some news items require regular updates to keep the audience hooked on the story. For the working environment to be conducive, the right tech will have to be employed, thus smart technologies influence the working environment of media practitioners. Standing for long waiting for the right movement to capture real-time news requires the right equipment and gadgets to give the consumers of this news the relevant information.

This study sought to establish how ergonomics mediates the relationship between smart technologies and supply chain resilience capabilities. The argument made by this study suggests that with the right smart technologies, a conducive working environment (ergonomics) will enhance supply chain resilience

capabilities in the media landscape. Other studies (Adhikari et al., 2021, Roy et al., 2024,) collaborate this research. The reserve also holds with a non-conductive working environment supply chain resilience capability will have failed woefully. This research and others underscore how important ergonomics is in ensuring that supply chain can deliver what they are intended to deliver. Consumers of news are making decisions on the spare of the moment and will mistrust any news outfit that delivers disinformation, misinformation and fake news subsequently. The working environment is critical to the organizational performance of industries (Sarbat et al., 2022; Olabode et al., 2017). The difference, however, is these results could be different due to misinformation, disinformation and fake news in the media industry.

The final hypothesis suggest that technostress moderates the relationship between smart technology and supply chain resilience capabilities. From this study smart technology positively influences supply chain resilience capabilities and furthermore smart technology is improve by ergonomics to supply chain resilience capabilities. The impact of technostress greatly moderates the impact of smart technology on supply chain resilience capabilities (Xia and Ha, 2021). The results of the current study are consistent with the performance of the company, which has been firmly attributed to customer orientation values by Smirnova et al. (2018) and Neneh and Kuada (2018).

Technostress has the potential of affecting the performance of organization positively or negatively (Kuadey et al., 2024; Tams et al., 2018; Cahapay and Bangoc, 2021; Tarafdar et al., 2014; 2015) however, in this study it moderates positively but not significant, the relationship between smart technology and supply chain resilience capabilities in a way that reinforces the resilience capabilities (Wang and Beh, 2025; Cepeda-Cardona and Arias-Pérez, 2025). Similar to previous research, the current study found that competition orientation affects a firm's ability to succeed (see Na et al., 2019; Puspaningrum, 2020; Sutapa et al., 2017). Customer focus is therefore crucial to gaining a long-term competitive edge in the market for distant learning (Gupta and Banerjee, 2025).

Managerial Implication

Apart from theoretical contributions, this study's findings offer businesses some useful managerial insights. The findings demonstrate how digitization makes it possible to disseminate news services, which strengthens supply chain resilience capabilities. This is made possible by smart technology in their dynamic ability to completely unleash the digital driving influence during emergencies. The following are specific management implications for practitioners and managers. First, our research emphasizes how absorptive, recovery capabilities work together to prevent supply chain interruption by delivering supply chain resilience capabilities. Unexpected supply chain disruptions can result from changes in the external environment, including natural disasters, political interventions, and the complexity of supply networks. According to our research, enhancing SCRC in extremely turbulent media industry conditions requires the development of resilience-related operations. The media industry must improve their capacity and detect disinformation, misinformation and fake news by dynamically dealing with this disruptive capability that increases resilience capabilities (Namdar et al., 2018; Pettit et al., 2013).

Nonetheless, the study found that management of this disruption in the media industry will have to be anticipated and adequate measures put in place to deal with it because of the competitiveness in the industry. If there are swift smart technological ways to deal with disinformation, misinformation and fake news then law suits will drastically reduce and consumers' confidence will increase by trusting the news. The results of this study support Ivanov et al.'s (2022) assertion that redundant assets are resources that are "waiting" to be deployed in emergency situations. It might be ineffective to use them solely for emergency response, as this will not result in a noticeable improvement in performance.

Using the diffusion theory, this study shows how smart technologies positively influence SCRC and reduces exposure to technostress, which has the potential to disrupt the working environments by enhancing supply chain resilience capabilities. Overall, our results indicate that both effective smart technology and ergonomics can shield people from the damaging effects of stressful situations brought on pressure from the media industry workplace and improve supply chain reliance capabilities through the theory of planned behaviour. Suitable office environment will definitely enhance supply chain resilience capabilities. Management will have to be mindful and deliberate by planning an intervention program that

will be integrated into the workplace to help protect and enhance employees' well-being while they are at work.

Conclusion, limitations, and future research

By examining technostress moderating smart technologies and supply chain resilience capability this study adds to the body of research on technostress and offers a more comprehensive understanding of this phenomena. Smart technologies influences supply chain resilience capability and the working environment of media personnel make it conducive for them to deliver in an industry that is real-time in nature. Disinformation, misinformation and fake news can seriously affect the news items in a way that can never be corrected on time so the need to continuously develop supply chains that are resilient enough to adequately deal with all these negative characteristics in the media space to curtail unwholesome news. This study is quantitative and therefore comes with all inherent deficiencies of that methodology, however, a qualitative study can be carried out for further deeper understanding of the relationship that exists with the construct under consideration in this work. There is also the need to critically look at the media industry because that industry informs the world in real-time and can have serious consequences for individuals, and private and public organizations that depend on information to make informed decisions that impact their livelihoods.

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