

Association for Information Systems

## AIS Electronic Library (AISeL)

---

NEAIS 2022 Proceedings

New England Chapter of Association for  
Information Systems

---

10-29-2022

### Use of IT and Wellbeing: A Literature Review

Hyein Jeong

*University of Massachusetts Boston*, [hyein.jeong001@umb.edu](mailto:hyein.jeong001@umb.edu)

Romilla Syed

*University of Massachusetts - Boston*, [romilla.syed@umb.edu](mailto:romilla.syed@umb.edu)

Follow this and additional works at: <https://aisel.aisnet.org/neais2022>

---

#### Recommended Citation

Jeong, Hyein and Syed, Romilla, "Use of IT and Wellbeing: A Literature Review" (2022). *NEAIS 2022 Proceedings*. 42.

<https://aisel.aisnet.org/neais2022/42>

This material is brought to you by the New England Chapter of Association for Information Systems at AIS Electronic Library (AISeL). It has been accepted for inclusion in NEAIS 2022 Proceedings by an authorized administrator of AIS Electronic Library (AISeL). For more information, please contact [elibrary@aisnet.org](mailto:elibrary@aisnet.org).

# **Use of IT and Well-being: A Literature Review**

## ***Completed Research Paper***

Hyein Jeong  
University of Massachusetts - Boston  
Hyein.Jeong001@umb.edu

Romilla Syed  
University of Massachusetts - Boston  
Romilla.Syed@umb.edu

### **ABSTRACT**

Information technology (IT) holds great promise to improve people's lives and productivity. With recent development and adoption of advanced technologies such as Artificial Intelligence (AI) and Machine Learning (ML), more progress is expected to improve people's overall well-being and help them lead better lives. A large body of information systems (IS) research has examined the well-being phenomenon achieved through IT. As IT will continue to develop or transform our life, expanding people's boundaries and opportunities in the coming decade, it is essential to synthesize the knowledge on how IT impacts people's overall well-being. To that end, we provide a comprehensive literature review of existing well-being research in the IS discipline. We are particularly interested in understanding the growth of knowledge about well-being to understand the research trends and what constructs have been studied in what contexts. This study can serve as a foundation for scholars to expand well-being research by identifying the research areas that have (not) been examined and opportunities to contribute theoretical and practical knowledge. This review is guided by the following research questions: (1) What are the different conceptualizations of well-being in the IS discipline? (2) What are the different types of contexts and constructs of well-being? (3) What are the antecedents and consequences of well-being? (4) What are the future research opportunities to examine the use of IT and well-being? We undertake a systematic review of the IS literature on well-being. In our collection, the abstracts of articles and conference proceedings were screened manually by applying inclusion and exclusion criteria, ensuring that only relevant and eligible studies were retained for further analysis. We identified a set of contextual variables from prior literature and find research trends about well-being in IS discipline have increased continuously during the last decade. We also see various impacts of IT on well-being and the impact of well-being on user behavior on IT. We discuss a research agenda through our synthesis, highlighting opportunities in IS and across disciplines.

### **Keywords**

Literature review, well-being, information technology.