

## **Women have it Worse: an ICT Workplace Digital Transformation Stress Gender Gap**

### **Abstract**

Although information and communications technology (ICT) solutions involve positive outcomes for both companies and employees, the process of digital transformation (DT) could have an impact on employees' well-being. The jobs of the employees became more demanding and they were expected to learn ICT skills and cope with ICT workloads and hassles. Due to negative stereotypes about women's deficiency in technology, these ICT problems could affect women and men differently. Thus, we predicted that this additional pressure may manifest itself in higher levels of digital transformation stress (DTS) in female employees. The results confirmed this prediction and indicated the existence of a gender gap in DTS, measured two-fold - in sentiment analysis of help desk tickets and self-report using a psychological scale. Based on these results, we explore the need to discuss possible solutions and tools to support women in ICT-heavy workplace contexts.