

IMPACT OF INFORMATION OVERLOAD ON DECISION-MAKING

What is information overload? It is simply defined as being exposed to a needless amount of information. Information overload does not discriminate, so anybody can be affected, no matter their race, sex, age, occupation, or social rank. When a person tries to consume too much information at once, it can lead to health concerns, both physical and mental, thus impacting decision-making. Physically it can cause fatigue, neck pain, and eye strain; mentally it can cause anxiety, poor intellect, confusion, and headaches. Since the decision-making process becomes damaged, work productivity and lifestyle choices are impacted, even leading to difficulty in recollecting previous knowledge.

Nugapitiya, O., & Wickramarachchi, R. (2023). Strategies to Overcome Information Overload in the Workplace: A Systematic Literature Review. 2023 IEEE 8th International Conference for Convergence in Technology (I2CT), 1–5. <https://doi-org.ezaccess.libraries.psu.edu/10.1109/I2CT57861.2023.10126353>

Phillips-Wren and Adya discuss what hinders the decision-making process. They identified four Decision Stressors which are information overload, time pressure, complexity, and uncertainty. Out of those four stressors, recent research has discovered that most of the stress workers have been under stems from time pressure and information overload. They say that these stressors cause people to be more prone to risky decisions

and significantly impacts decision quality, which is characterized by how the decision was made and the outcome of the decision. During a study, people under stress would use their brain power to fight the stress rather than the problem at hand. It was also shown that people under stress would ignore information and use incorrect strategies. A proposed way that they are combating this is by using decision aids such as decision support systems (DSS).

Phillips-Wren, G., & Adya, M. (2020). Decision making under stress: the role of information overload, time pressure, complexity, and uncertainty. *Journal of Decision Systems*, 29(sup1), 213–225. <https://doi-org.ezaccess.libraries.psu.edu/10.1080/12460125.2020.1768680>

The article titled “Information Overload in Organization: Impact on Decision Making and Influencing Strategies” did an excellent job at considering the impacts of Information Overload in modern organizations. The study is about how the flow of information can hamper the decision-making process. This effect is amplified by the fact that most information comes in multiple mediums and from different sources. The article also notes that some information is important, but too much provides less accuracy and more processing time. Strategies to militate this issue include prioritization, grouping, and others.

Shrivastav, H., & Kongar, E. (2021). Information Overload in Organization: Impact on Decision Making and Influencing Strategies. IEEE. <https://doi.org/10.1109/temscon-eur52034.2021.9488649>