BMC N s n

RESEARCH Open Access

T sp eff to at -o s e t n n at n nn s s' y e afin : t e e at n e psy o a nt a t ea

Na Zhang[1], Xiaoyun Liu[1], Jingjing Li[2*] and Zhen Xu[3]

Abstract

Background Considerable research has investigated the in uencing factors of cyberloa ng in the workplace. However, few studies have focused on the antecedents in non-work elds, especially for nurses. According to the e ort-reward imbalance theory, this study aims to explore the spillover e ect of after-hours electronic communication on nurses' cyberloa ng, and the mediating role of psychological contract breach.

Methods A total of 282 nurses completed the online survey. PROCESS macro for SPSS was used to test how after-hour electronic communication a ect nurses' cyberloa ng.

Results After-hours electronic communication has a signi cant positive impact on nurses' cyberloa ng, and psychological contract breach plays a mediating role in the m [(on nlcscnhip)9611(.)]TJ ET EMC /P<</Lang(en-US)/MCID976>>BDC

Background

I 3 . -

(IC) , , - IC 1 . I , IC 4 . 2 . , H , (,) - - - . C , - (I) - (I) 5 . I , . C

*Correspondence:
Jingjing Li
lijj@bjut.edu.cn
[1]School of Economics and Management, Beijing Information Science & Technology University, Beijing, China
[2]College of Economics and Management, Beijing University of Technology, Beijing, China
[3]Medical College, Hebei University of Engineering, Handan, China

, 6 .

7 ,

8, 9 . F ,

38 . AEC

, , . E 39 , 27 . , 40 , . C , , AEC 26, 41 . , AEC, . . E . , , 42, 43 . . :

Hypothesis 1 AEC , .

The mediating effect of psychological contract breach

A - (E I) , , - (- - -), 44 . AEC, , , . F , 45 . . - , 46, 47 . E 48 . - , AEC ' . C , , F . 1:

Hypothesis 2 AEC .

Hypothesis 3 , .

Hypothesis 4 - AEC ' .

Methods

Aim

- AEC (') ' ( ), - .

Data collection and participants

- - C . C , C - , - . E C . D - A 2022. A 350 . A , I , 282 , 80.57%. A , 67.4% 21 30. , 94.3% . 53.2% 5 . (42.2%

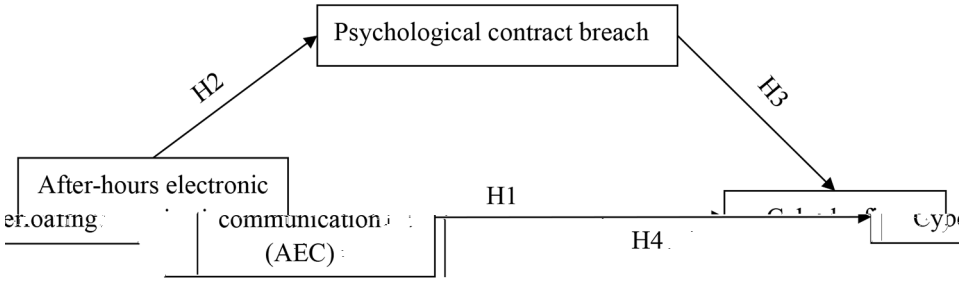

Fig. 1 Research model

,). 1
.

Measures

I -
,
. -
C
E . - C ,
E C
. -
,
.

AEC . AEC
C . 49, 50 ,
C 51,
52 . 5- L
AEC ,
1= 5= . - AEC
H - -
- I ':
C ' 0.76.

Psychological contract breach

4-
53 . A
I' '. -
5- L -
1 ( ) 5 ( ). C ' 0.82
.

Table 1 Demographic characteristics (n = 282)

Demographics	Classification	Frequency	Percent	Cumulative Percent
Gender	Female	266	94.3	94.3
	Male	16	5.7	100.0
Age (years)	≤ 20	11	3.9	3.9
	21–30	190	67.4	71.3
	31–40	60	21.3	92.6
	> 40	21	7.4	100.0
Clinical tenure (years)	≤ 5	150	53.2	53.2
	6–10	67	23.8	77.0
	11–15	35	12.4	89.4
	16–20	13	4.6	94.0
	> 20	17	6.0	100.0
Education level	Certi□cate (technical school)	10	3.5	3.5

Cyberloa ng L ' 54 -
, :
( ) ( ).
5- L
,
1= 5= . □
□ -
. C ' 0.90
.

0.70 55, 56 .

Control variables D (, ,
,)
.
. F : 0 1 . F
, 1 20 , 2 21 30 , 3
31 40 4 40 . F -
, :
20, 6 10 , 11 15 , 15 20 ,
20 . A 1 5 -
. F ' , 1 4
, , , ,
, , .

Data analysis

23.0 A
. F ,
, H ' - . ,
AEC,
. C -
, . - ,
(CFA)
. F , H ' CE
(4)
57 . I
-
5000
95% ,
.

Results

Testing of common method variance

- -
.
.
,
,
. F ,

.
,

Table 2 Descriptive statistics and correlation matrix

Variables	Mean	SD	1	2	3	4	5	6	7
1. Gender	0.06	0.232							
2. Age (years)	2.32	0.668	-0.103						
3. Clinical tenure (years)	1.87	1.170	-0.096	0.852**					
4. Education level	2.39	0.570	-0.062	0.207**	0.122*				
5. AEC	3.37	0.938	-0.021	0.040	-0.063	0.070	(0.716)		
6. Psychological contract breach	3.60	0.921	0.040	0.078	-0.009	0.148*	0.503**	(0.738)	
7. Cyberloafing	3.53	0.879	0.027	0.022	-0.107	0.198**	0.572**	0.611**	(0.712)

Note(s): SD=Standard deviation, *p<0.05(two-tailed), **p<0.01(two-tailed). The numbers in parentheses on the diagonal are the square roots of the average variance extracted (AVE).

Table 3 Measurement model

Construct	Item	Factor loadings	CR	AVE	IF
AEC	AEC1	0.706	0.759	0.513	1.367
	AEC2	0.728			
	AEC3	0.714			
Psychological contract breach (PC)	PC1	0.803	0.827	0.545	1.375
	PC2	0.716			
	PC3	0.692			
	PC4	0.736			
Cyberloafing (CY)	CY1	0.771	0.901	0.507	
	CY2	0.768			
	CY3	0.658			
	CY4	0.814			
	CY5	0.743			
	CY6	0.789			
	CY7	0.622			
	CY8	0.586			
	CY9	0.614			

Note(s): Abbreviations: AVE, average variance extracted; CR, composite reliability; AEC, Affective commitment; PC, psychological contract breach; CY, cyberloafing

. .

. A D

.

. B ,

, H ' -

. . CA 16 -

61.04% . .

45.25%

, 50% 58, 59 . . ,

60 .

Correlation analysis

2 , -

AEC,

(n=282). . -

3.37, 3.60 3.53 . . -

0.938, 0.921 0.879. A

, AEC

(r=0.503,

p<0.01) (r=0.572, p<0.01). -

-

(r=0.611, p<0.01).

Measurement model

B , ,

, .

2, 3

4 . F ,

, -

3: (1)

0.586 0.814, 0.40 61 . (2) A E -

0.50, C

0.759 0.901,

0.70, -

62 . ,

A E

. A 2,

A E -

62 . . ,

. F ,

Table 4 Comparison of competition models

Models	χ^2	df	χ^2/df	CFI	IFI	TLI	RMSEA
Three-factor model	264.549	101	2.619	0.924	0.925	0.910	0.076
Two-factor model 1	366.576	103	3.559	0.878	0.879	0.858	0.095
Two-factor model 2	434.715	103	4.221	0.847	0.848	0.821	0.107
One-factor model	516.234	104	4.964	0.81	0.811	0.780	0.119

Note(s): The "-" before AEC+psychological contract breach+cyberloafing; two-factor model 1 is AEC+psychological contract breach and cyberloafing; two-factor model 2 is AEC and psychological contract breach+cyberloafing; three-factor model is AEC, psychological contract breach and cyberloafing

Table 5 Mediating e□ect analysis

ariables	Cyberloafing			Psychological contract breach			Cyberloafing		
	β	SE	*p*	*β*	SE	*p*	*β*	SE	*p*
Gender	0.155	0.183	0.396	0.237	0.205	0.249	0.062	0.165	0.707
Age	0.227	0.124	0.068	0.152	0.140	0.279	0.168	0.112	0.135
Clinical tenure	-0.176	0.070	0.012	-0.062	0.079	0.433	-0.152	0.063	0.017

. A 4, - AEC, - ($\chi^2/f=2.619<5$; CFI=0.924>0.900; IFI=0.925>0.900; LI=0.910>0.900; EA=0.076<0.080) 63 . - , . I , IF . A 3, IF - 1.367 1.375 , 10 64 . - . - , .

Testing of hypotheses

A 5, - AEC , ($\beta=0.506$; $p<0.001$) ($\beta=0.479$; $p<0.001$), - H1 H2. AEC , - 0.393 ($p<0.001$), H3. A , AEC - ($\beta=0.318$; $p<0.001$), AEC - . A 6, AEC 0.188 (95% CI = 0.119, 0.273). - 95% 95% CI , AEC , . - , AEC , . A 37.15% . - , H4. F 2 .

Discussion

Interpreting the findings

AEC , - , - AEC . F , AEC , AEC

52 . AEC
, ,
. AEC
.
AEC 26 .
, AEC -
.
,
65 . AEC
. -
AEC ,
. -
.
-
,
45 .
- ,
. ,
.
-
,
-
.
-
-
46, 66 .
A ,
-
AEC ’ ,
AEC (-
-)
67,
68 . , -
’ - 69 . H , AEC
70 .
AEC ’ -
. -
19 .

Theoretical implications

-
.
F ,
-
AEC ’
-
.
-
1 , . A
AEC, - -
, - . -

-
,
AEC -
. A -
AEC,
,
, , , .-
AEC ’ ,
-
AEC.
- ,
1, 13 . -
AEC, -
, ,
.
F , AEC
, .
. -
. E .

Practical implications

- -
. -
’
. - -
,
. H ,
- ’ -
, .
AEC, -
AEC.
F ,
, -
. -
,
, -
. A
. -
.
, -
.-

F , , -
- -
. AEC.

Limitations and future studies

I .
F , -
. AEC ,
, . F -
AEC .
, . L -
- . I ,
, ,
- . - ,
AEC , -
(,
), -
(, -
). , -
AEC
, .
, -
, ,
. I
,
-
. B (
)
, -
-
. I
,
,
. D , -
. I ,
, -
, -
. , , -
71,
72 . A C .
,
. - -
,

. F
.
- ,
- -
7, 73 .
.
I ,
. I ,
.
D
(. .,
C),
. -
. - ,
.
F , AEC
, (. .,). A
(, ,
, E L),
-
74 . I , AEC ,
E L .
,
AEC
. AEC
. AEC -
IC ,
. I
AEC, IC -
.
. I , IC
-
. A , -
,
IC ,
.

Conclusions

-
,
-
. I ,
AEC , .

Abbreviations
AEC After-hours electronic communication

Acknowledgements
The authors thank participating hospitals and nurse participants. We would like to express our gratitude towards those nurses for their assistance.

Author contributions
N. Z. and J. L. participated in study design and manuscript drafting. X. L. and Z. X. participated in data collection and data analysis. All authors reviewed and approved the final manuscript.

Funding
This work was funded by the National Natural Science Foundation of China Project (71901031 and 72201011) and the Humanities and Social Sciences Youth Foundation, Ministry of Education, China (21YJC630064).

Data Availability
The datasets used and/or analysed during the current study are available from the corresponding author on reasonable request.

Declarations

Ethics approval and consent to participate
The research design was approved by the biomedical research ethics committee of Medical College of Hebei Engineering University. Data privacy and confidentiality were maintained and assured by obtaining subjects' informed consent to participate in the research. All methods were performed in accordance with the relevant guidelines and regulations.

Consent for publication
Not applicable.

Competing interests
The authors declare no competing interests.

Received: 27 June 2023 / Accepted: 22 September 2023
Published online: 27 September 2023

References

1. Tandon A, Kaur P, Ruparel N, Islam JU, Dhir A. Cyberloafing and cyberslacking in the workplace: systematic literature review of past achievements and future promises. Internet Res. 2021;32(1):55–89.
2. Zein Eldin Y. Nurses' cyberloafing and its relationship to procrastination and conscientiousness in damanhour national medical institute. Am J Nurs Sci. 2019;8:48.
3. Tan M, Demir M. The effects of personality traits of employees on cyberloafing behaviour. Int J Social Sci Educ Res. 2018;4(1):49–60.
4. Turan GB, Özer Z, Atan G. The relationship between cyberloafing levels and social media addiction among nursing students. Perspect Psychiatr Care. 2021;57(2):836–43.
5. Glassman J, Prosch M, Shao B. To monitor or not to monitor: effectiveness of a cyberloafing countermeasure. Inf Manag. 2015;52(2):170–82.
6. Özüdoğru M, Yildirim YT. Sanal Kaytarma ve İşgören Performansı İlişkisinde İş Stresinin Düzenleyici Etkisinin İncelenmesi: Sağlık Sektöründe Bir Araştırma. Afyon Kocatepe Üniversitesi Sosyal Bilimler Dergisi. 2020;22(2):467–90.
7. Sarıoğlu Kemer A, Dedeşin Özcan S. The dark side of technology: cyberloafing, a turkish study of nursing behaviour. Int Nurs Rev. 2021;68(4):453–60.
8. Lim VKG, Chen DJQ. Cyberloafing at the workplace: gain or drain on work? Behav Inform Technol. 2012;31(4):343–53.
9. Koay KY, Soh PCH, Chew KW. Do employees' private demands lead to cyberloafing? The mediating role of job stress. Manage Res Rev. 2017;40(9):1025–38.
10. Ross J. Cyberloafing' in health care: a real risk to patient safety. J PeriAnesthesia Nurs. 2018;33(4):560–2.
11. Agarwal UA, Avey JB. Abusive supervisors and employees who cyberloaf: examining the roles of psychological capital and contract breach. Internet Res. 2020;30(3):789–809.
12. Wang S, Zhang X. Study on the effect of cyber-loafing behavior on job burnout. Soft Sci. 2021;35(01):120–5.
13. Hadlington L, Parsons K. Can cyberloafing and internet addiction affect organizational information security? Cyberpsychology. Behav Social Netw. 2017;20(9):567–71.
14. O'Neill TA, Hambley LA, Bercovich A. Prediction of cyberslacking when employees are working away from the office. Comput Hum Behav. 2014;34:291–8.
15. Hensel PG, Kacprzak A. Job overload, organizational commitment, and motivation as antecedents of cyberloafing: evidence from employee monitoring software. Eur Manage Rev. 2020;17(4):931–42.
16. Usman M, Javed U, Shoukat A, Bashir NA. Does meaningful work reduce cyberloafing? Important roles of affective commitment and leader-member exchange. Behav Inform Technol. 2021;40(2):206–20.
17. Agarwal UA. Impact of supervisors' perceived communication style on subordinate's psychological capital and cyberloafing. Australasian J Inform Syst. 2019;23.
18. Khansa L, Kuem J, Siponen M, Kim SS. To cyberloaf or not to cyberloaf: the impact of the announcement of formal organizational controls. J Manage Inform Syst. 2017;34(1):141–76.
19. Sahay S, Wei W. Work-family balance and managing spillover effects communicatively during COVID-19: nurses' perspectives. Health Commun. 2023;38(1):1–10.
20. Deng X, He S, LYu P, Zhou X, Ye Y, Meng H, et al. Spillover effects of workplace ostracism on employee family life: the role of need for affiliation and work-home segmentation preference. Acta Physiol Sinica. 2021;53(10):1146–60.
21. Calderwood C, Gabriel AS. Thriving at school and succeeding at work? A demands-resources view of spillover processes in working students. J Vocat Behav. 2017;103:1–13.
22. Elhanafy E. Relationship between cyberloafing, organizational justice, work engagement and organizational trust among nurses. Int J Nurs Sci. 2018;4:157–68.
23. Butts MM, Becker WJ, Boswell WR. Hot buttons and time sinks: the effects of electronic communication during nonwork time on emotions and work-nonwork conflict. Acad Manag J. 2015;58(3):763–88.
24. Clark SC. Work/Family border theory: a new theory of work/family balance. Hum Relat. 2000;53(6):747–70.
25. Xie J, Ma H, Zhou ZE, Tang H. Work-related use of information and communication technologies after hours (W_ICTs) and emotional exhaustion: a mediated moderation model. Comput Hum Behav. 2018;79:94–104.
26. Güğerçin U. Does techno-stress justify cyberslacking? An empirical study based on the neutralisation theory. Behav Inform Technol. 2020;39(7):824–36.
27. Becker WJ, Belkin L, Tuskey S. Killing me softly: electronic communications monitoring and employee and spouse well-being. Acad Manage Annual Meeting Proc. 2018;2018(1):12574.
28. Ou CX, Sia CL, Hui CK. Computer-mediated communication and social networking tools at work. Inform Technol People. 2013;26(2):172–90.
29. Syrek CJ, Kühnel J, Vahle-Hinz T, De Bloom J. Share, like, twitter, and connect: ecological momentary assessment to examine the relationship between non-work social media use at work and work engagement. Work Stress. 2018;32(3):209–27.
30. Yildiz Durak H, Saritepeci M. Occupational burnout and cyberloafing among teachers: analysis of personality traits, individual and occupational status variables as predictors. Social Sci J. 2019;56(1):69–87.
31. Kim KH, Chon MG. When work and life boundaries are blurred: the effect of after-hours work communication through communication technology on employee outcomes. J Communication Manage. 2022;26(4):386–400.
32. Van Koningsbruggen G, Hartmann T, Du J. Always on? Explicating impulsive influences on media use. In: Vorderer P, Hefner D, Reinecke L, Klimmt C, editors. Permanently online, permanently connected: living and communicating in a POPC World. New York: Routledge; 2018. pp. 51–60.
33. Alqahtani N, Innab A, Alammar K, Alkhateeb R, Kerari A, Alharbi M. Cyberloafing behaviours in nursing: the role of nursing stressors. Int J Nurs Pract. 2022;28(5):e13079.
34. Griep Y, Vantilborgh T. Reciprocal effects of psychological contract breach on counterproductive and organizational citizenship behaviors: the role of time. J Vocat Behav. 2018;104:141–53.
35. Robinson MSL. When employees feel betrayed: a model of how psychological contract violation develops. Acad Manage Rev. 1997;22(1):226–56.
36. Suazo MM, Stone-Romero EF. Implications of psychological contract breach: a perceived organizational support perspective. J Managerial Psychol. 2011;26(5):366–82.
37. Brosch E, Binnewies C. A diary study on predictors of the work-life interface: the role of time pressure, psychological climate and positive affective states. Manage Revue. 2018;29(1):55–78.

38. Wang X, Xu N, Liu J, Li Q. The influence of work connectivity behavior after-hour on satisfaction with work-family balance: a moderated mediation model. J Psychol Sci. 2019;42(04):956–62.
39. Dettmers J, Vahle-Hinz T, Bamberg E, Friedrich N, Keller M. Extended work availability and its relation with start-of-day mood and cortisol. J Occup Health Psychol. 2016;21:105–18.
40. Wang Y, Yang T, Miao X, Song G. The relationship between work during non-working hours and employees' life satisfaction: the mediating role of psychological detachment and the moderating role of motivation for phone use. J Psychol Sci. 2021;44(02):405–11.
41. König CJ, de la Caner ME. Exploring the positive side of personal internet use at work: does it help in managing the border between work and nonwork? Comput Hum Behav. 2014;30:355–60.
42. Shi J, Long L. The depletion effects of sleep deprivation among employees: a new topic in organization and management research. Adv Psychol Sci. 2018;26(05):896–909.
43. Wagner DT, Barnes CM, Lim VKG, Ferris DL. Lost sleep and cyberloafing: evidence from the laboratory and a daylight saving time quasi-experiment. J Appl Psychol. 2012;97(5):1068–76.
44. Siegrist J. Effort-reward imbalance at work and health. In: Perrewe L, Ganster PC D, editors. Historical and current perspectives on stress and health. Research in Occupational Stress and Well Being. Volume 2. Emerald Group Publishing Limited; 2002. pp. 261–91.
45. Wiechers HE, Coyle-Shapiro JAM, Lub XD, ten Have S. The tremors of interconnected triggers over time: how psychological contract breach can erupt. J Organizational Behav. 2022;43(7):1172–89.
46. Zacher H, Rudolph CW. Relationships between psychological contract breach and employee well-being and career-related behavior: the role of occupational future time perspective. J Organizational Behav. 2021;42(1):84–99.
47. Abdalla MJ, Said H, Ali L, Ali F, Chen X. COVID-19 and unpaid leave: impacts of psychological contract breach on organizational distrust and turnover intention: mediating role of emotional exhaustion. Tourism Manage Perspect. 2021;39:100854.
48. Sun H, Chen H. The influence of directionality and asymmetry of interinfiltration between work and non-work boundaries on job burnout. Economic Surv. 2020;37(01):132–9.
49. Xie J. Work-related use of information and commuication technologies and work-related welling-being: the moderating role of couple's work-family boundary management profile. Central China Normal University; 2017.
50. Ma H, Xie J, Tang, Hanying, Shen C, Zhang X. Relationship between working through information and communication technologies after hours and well-being among chinese dual-earner couples: a spillover-crossover perspective. Acta Physiol Sinica. 2016;48(1):48–58.
51. Shi G, Zheng X. The double-edged sword effect of work connectivity behavior on thriving at work during non-working time. Soft Sci. 2021;35(04):106–11.
52. He Y, Yu J. The effect of electronic communication during non-work time on employees' time banditry behavior: a conservation of resources theory perspective. Hum Resour Dev China. 2020;37(01):54–67.
53. Robinson SL, Morrison EW. The development of psychological contract breach and violation: a longitudinal study. J Organizational Behav. 2000;21(5):525–46.
54. Lim VKG. The IT way of loafing on the job: cyberloafing, neutralizing and organizational justice. J Organizational Behav. 2002;23(5):675–94.
55. Nunnally JC. An overview of psychological measurement. In: Wolman BB, editor. Clinical diagnosis of Mental Disorders: a handbook. Boston, MA: Springer US; 1978. pp. 97–146.
56. Zhou ZE, Pindek S, Ray EJ. Browsing away from rude emails: Effects of daily active and passive email incivility on employee cyberloafing. J Occup Health Psychol. 2022;27(5):503–15.
57. Hayes AF. Introduction to mediation, moderation, and conditional process analysis: a regression-based approach. New York, NY, US: Guilford Press; 2013.
58. Hair J. Anderson, Rolph, Tatham, Ronald, Black, William. Multivariate data analysis. Fifth edition. NJ: Prentice Hall: Upper Saddle River;; 1998.
59. Chun Jiwen G, Yongyu H, Xiaoyong. Effect of autonomous motivation and family's social class on the relationship between teacher's autonomy support and junior middle school students' academic engagement. Psychol Dev Educ. 2015;31(02):180–7.
60. Tehseen S, Ramayah T, Sajilan S. Testing and controlling for common method variance: a review of available methods. J Manage Sci. 2017;4(2):142–68.
61. Jiang L, Lawrence A, Xu X (Violet), editors. Does a stick work? A meta-analytic examination of curvilinear relationships between job insecurity and employee workplace behaviors. Journal of Organizational Behavior. 2022;43(8):1410–45.
62. Lim PK, Koay KY, Chong WY. The effects of abusive supervision, emotional exhaustion and organizational commitment on cyberloafing: a moderated-mediation examination. Internet Res. 2020;31(2):497–518.
63. Khalid J, Weng QD, Luqman A, Rasheed MI, Hina M. After-hours work-related technology use and individuals' deviance: the role of interruption overload, psychological transition and task closure. Kybernetes. 2021;52(1):158–81.
64. Shi S, Chen Y, Cheung CMK. How technostressors influence job and family satisfaction: exploring the role of work–family conflict. Inform Syst J. 2023;33(4):953–85.
65. Pengbo L, Gao Jing H, Zixin, Wang runna. Research on the influence mechanism of illegitimate tasks on turnover intention of employees from the perspective of psychological contract. Chin J Manage. 2023;20(5):705–14.
66. Lin X, Wu CH, Dong Y, Chen GZX, Wei W, Duan J. Psychological contract breach and destructive voice: the mediating effect of relative deprivation and the moderating effect of leader emotional support. J Vocat Behav. 2022;135:103720.
67. Nijp HH, Beckers D, Karina V, Geurts S, Kompier M. Effects of new ways of working on work hours and work location, health and job-related outcomes. Chronobiol Int. 2016;33(6):604–18.
68. Griep Y, Bankins S, Vander Elst T, De Witte H. How psychological contract breach affects long-term mental and physical health: the longitudinal role of effort–reward imbalance. Appl Psychology: Health Well-Being. 2021;13(2):263–81.
69. Trainor S, Delfabbro P, Anderson S, Winefield A. Leisure activities and adolescent psychological well-being. J Adolesc. 2010;33(1):173–86.
70. Ter Hoeven CL, van Zoonen W, Fonner KL. The practical paradox of technology: the influence of communication technology use on employee burnout and engagement. Communication Monogr. 2016;83(2):239–63.
71. Adamovic M. How does employee cultural background influence the effects of telework on job stress? The roles of power distance, individualism, and beliefs about telework. Int J Inf Manag. 2022;62:102437.
72. Li P, Sun JM, Taris TW, Xing L, Peeters MCW. Country differences in the relationship between leadership and employee engagement: a meta-analysis. Leadersh Q. 2021;32(1):101458.
73. Koay KY, Lim VKG, Soh PCH, Ong DLT, Ho JSY, Lim PK. Abusive supervision and cyberloafing: a moderated moderation model of moral disengagement and negative reciprocity beliefs. Inf Manag. 2022;59(2):103600.
74. Rusbult CE, Farrell D, Rogers G, Mainous AG. Impact of exchange variables on exit, voice, loyalty, and neglect: an integrative model of responses to declining job satisfaction. Acad Manag J. 1988;31(3):599–627.

Publisher's Note