

Impact of Perceived ICT demands on Employee's Well-being and Job Outcomes, COMPLETE THESIS (26000 words)

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Abstracts

The present research investigated the impact of ICT demands on employee's well-being and job outcomes (including burnout, engagement and performance) and also the moderating role of openness to experience were examined. A purposive sample of ICT user employees were selected from the population. Questionnaires were used for data collection purpose. People that were not ICT users were exclusion criteria for the study as they are not relevant to provide the data needed to fulfill the aim of research. The research used a quantitative cross sectional survey approach building on positivist paradigm and deductive approach. Data was analyzed using SPSS 20 by using descriptive statistics, correlation and multiple regression analysis to test the hypothesis. The results revealed that all hypotheses were supported, the positive relationship in ICT demands and employee burn out was found. It was found that ICT demands are negatively related to employee performance, engagement and wellbeing. Openness to experience was found to moderate the relationship in ICT demands and employee wellbeing as well as all job outcomes (Performance, burn out, engagement). This implies that the enhanced ICT demands cause stress and results in poor job outcomes and wellbeing but the employees who are open to experience have found to bear this impact in less intensity as compared to those who are less open to experience.

Key words: Perceived ICT Demands, Employee wellbeing, Burn out, engagement, Performance (wordcount of report: 2600 words)

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. Discussion

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