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Impact of Internet Incivility on Health Professionals' Job Involvement: Roles of Organizational Support and Sanctions

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Impact of Internet Incivility on Health Professionals' Job Involvement: Roles of Organizational Support and Sanctions

TREO Talk Paper

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Abstract

Internet has enabled high employee performance through intrinsic motivators such as, stress reduction, job autonomy, and improved employee self-efficacy (Hua et al. 2020). Despite these benefits, many individuals still practice internet incivility (Lim and Teo 2009). Internet incivility is manners exhibited by individuals regarding their use of information systems (IS) that violate the norms of an organization. Prior research has laid emphasis on workplace incivility (e.g., Rahim and Cosby 2016). However, internet incivility, a concept that applies to the IS research domain is yet to be explored. This study seeks to answer three questions. 1) *What are the drivers of individuals' internet incivility?* 2) *What impact does internet incivility have on individuals' job involvement?* 3) *Is the effect of internet incivility on job involvement moderated by sanctions and organizational support?* We develop and test our model using theoretical insights from *human curiosity theory* (Ruggiero 2000) and *uses and gratification theory* (Berlyne 1954). Healthcare provides a suitable context for this study as professionals largely depend on internet technologies to facilitate their work; and any unwanted behaviors towards its use can lead to medical errors, threaten patient safety, and incur expenses to the organization. In fact, organizations spend about \$300billion annually on stress-related healthcare costs due to cyber incivility (Lim and Teo 2009).

Conducting this research is important for the following reasons. First, the findings will help to explain how organizations can mitigate some consequences of uncivil internet behaviors such as, distraction and low job involvement, productivity loss and legal liability, and exposure of an organization's information systems to a host of new security threats through sanctions and support. Second, our theory-based conceptualization of internet incivility and the findings of this study should provide a theoretical model framework that can be generalized in other contexts of IS research, such as, internet incivility and student classroom involvement; internet incivility and workplace IS policy compliance. Third, theoretically, this study should extend understanding of the drivers and consequence of internet incivility and how support and sanctions play a role to minimize the effects of internet incivility. Fourth, practically, examining the effects of internet incivility on individuals' job involvement can assist managers to understand that internet incivility behaviors arise due to users' unsatisfied curiosity needs and their needs for gratification. These desires, if not well-managed by practitioners, could lead to deviant effects on the organization. Thus, managers can address these needs by building positive attitudes towards the use of IS and enhancing good citizenship behaviors that align with the organization's IS policies through organization support.

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