The relationship Between ICT use and Employees` Job satisfaction, Work-Life Balance, Personal Burnout, and intention to leave: an exploratory study in the Higher Education sector in Qatar

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1. Background
Even though there is greater awareness of the possible negative effect of ICT use on employees.
- This area is still limited and under development.
- The few attempts in this field were specific to certain cases.
- A comprehensive model that examines the effect of after working-hours emails on different aspects of employee-related outcomes is still missing.
- Most previous studies were measured in developed economies, none examined in developing economies, particularly in Qatar.

2. Goals and Objectives
This project attempt to fill a gap in the literature by developing and testing a comprehensive model for the effect of ICT demand on the ICT use, and the effect of ICT use on employees’ related outcomes of work life balance, personal burnout, job satisfaction, and intention to leave.

3. Methodology

Measures
- The conceptual model of this study was examined using a questionnaire as a collection method.
- Research variables were tested using survey items, on a 5 point Likert scale.

Data Collection and Sample
- The responses were collected from staff (both academic & administrative) employed Qatar University between May and November, 2018.
- The data were gathered by members of the team, using the drop-off/pick up method.

Data Analysis
- Study model was tested using Smart PLS, version 2.0.
- Model estimation was performed on a two-tier procedure.
  o Measurement model: examines the relation between the constructs and its indicators.
  o Structural model: shows the relationship between the constructs or latent variables.

4. Conclusion
All research hypotheses are supported.
- H1: ICT use significantly & positively influences ICT demand.
- H2: ICT demand significantly & negatively influences job satisfaction.
- H3: ICT demand significantly & positively influences personal burnout.
- H4: ICT demand significantly & negatively influences WLB.
- H5: ICT demand significantly & positively influences intention to leave.

5. Significance
- The findings contribute to an enhanced understanding of existing theories by providing a comprehensive model on the consequences of ICT use.
- It shed more light on the major impact of ICT use on employees, which can help organizations to develop plans to avoid such effect.
- One of the rare research that investigated this topic in an emerged economy (Qatar).

6. Results

![Diagram showing the relationship between ICT use, ICT demand, job satisfaction, personal burnout, intention to leave, and other variables]