

Work Segmentation, Psychological Detachment, and Burnout: The Moderating Role of Work-Related Communication Technology Use During Leisure Hours

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Abstract

Employees have recently experienced difficulties in maintaining boundaries and detaching from work due to increased availability expectations that accompany communication technology use. However, research has found that switching off from work is imperative for well-being and recovery. Drawing on the Conservation of Resources model and boundary theory, the objectives of this cross-sectional study was to explore the relationships between work-home segmentation preferences and norms, communication technology (CT) use, and psychological detachment. This study also investigated whether low psychological detachment was an indicator of burnout. A total of 224 participants responded to an online questionnaire. Results of initial hierarchical regressions indicated that psychological detachment was positively associated with segmentation preferences and perceived segmentation norms. In addition, bootstrapped mediation analyses indicated that CT use mediated the former relationship. However, low psychological detachment was not a significant predictor of increased burnout. Discussion focuses on the implementation of organisational policies for employees to achieve successful boundary control and improved psychological detachment.

Keywords: Employee Well-being, Psychological Detachment, Work-home Segmentation, Burnout, Communication Technology.

1. INTRODUCTION

The development of communication technologies (CT) such as smartphones and laptops have created countless opportunities for workers, providing them with increased flexibility and autonomy. Work is no longer restricted to fixed hours at a specific location, as CT enables employees to be productive outside the office and during unconventional working hours (Towers, Duxbury, Higgins, & Thomas, 2006). Employees also have more control over how they organize their time and work (Allen & Shockley, 2009; Allvin, Mellner, Movitz, & Aronsson, 2013). As such, they are able to respond to emails and work-related calls during the evenings or the weekend (Kossek & Lautsch, 2012; Major & Germano, 2006). The use of smartphones and personal computers has also facilitated telecommuting. It is now convenient to work and communicate with co-workers or clients irrespective of time and place (Boswell & Olson-Buchanan, 2007; Grant et al., 2013; Middleton, 2007). In other words, such technological developments enable employees to be constantly available. One large advantage of this phenomenon is that organisations are able to react quickly to changing markets and the rapid increase in global competition (Mellner, 2016).

However, with such advancements comes a price. In recent years, there has been an increased expectation for employees to be accessible outside regular working hours (Middleton & Cukier, 2006; Wang, Shu, & Tu, 2008). This “always on” policy often leads to excessive use of

communication technologies, which may cause the blurring of boundaries between work and home domains. Employees may have difficulties with mentally “switching off” from work while they are away from the office (Duxbury & Higgins, 2001). Such poor psychological detachment might have adverse effects on the recovery process and well-being, as employees may find it harder to recharge at the end of the day (Eden, 2001; Geurts & Sonnentag, 2006). The lack of separation between the work and home lives may also lead employees to consciously attempt to segment the two domains in order to maintain a balance (Towers et al., 2006). As such, the present study takes work-home segmentation preference and perceived segmentation norms into account as potential predictors of psychological detachment.

The lack of recovery due to pressures from work “overflow” outside working hours has also been found to contribute to burnout, which may have negative consequences on employee health and job performance (Hakanen & Schaufeli, 2012). It is therefore imperative that more research is conducted in order to form a holistic understanding of psychological detachment, its antecedents, and its relationship with stress and burnout. This knowledge will facilitate the development of more effective work habits, which may promote a healthier workforce.

Regardless of the growing body of empirical research demonstrating the importance of psychological detachment (Binnewies, Sonnentag, & Mojza, 2009; Sanz-Vergel, Demerouti, Bakker, & Moreno-Jiménez, 2011), there exists a serious gap in existing knowledge on the impact of work-related communication technologies on psychological detachment and how individuals cope with these effects through segmentation or integration strategies. There is also a demand for replication studies to be conducted to determine whether the findings of previous studies can be reproduced (Cesario, 2014).

This study planned to investigate employee well-being in terms of psychological detachment, work-home segmentation and burnout constructs when using communication technology, using quantitative methods.

2. THEORETICAL FRAMEWORK

2.1 Conservation of Resources Theory and Psychological Detachment

The conservation of resources model (COR) is one of the leading models of stress. According to the model, individuals seek to obtain and retain physical and psychological resources such as conditions, personal characteristics, and energies (Hobfoll, 1989). Recovery experiences allow employees to regain resources that have been lost due to work demands and to generate new resources. Recovery is defined as a process in which a person’s psycho physiological systems that were in operation are able to return to a baseline level (Sonnentag & Fritz, 2007). This process allows the individual to replenish their mental and physical resources that may be depleted in the workplace (Hobfoll, Johnson, & Jackson, 2003). In other words, it eliminates or alleviates the effects of stressors and restores the individual’s functioning to its original levels where strain is reduced (Meijman & Mulder, 1998). Recovery experiences are extremely important for employees as a lack of recovery from work, particularly over time, would result in decreased resources. The individual must expend greater effort and energy to deliver sufficient performance (Clinton, Conway, & Sturges, 2017). The consequences of the lack of resources could have detrimental effects towards the individual’s overall job performance and well-being. For instance, it has been found to be related to increased fatigue and poor sleep (Van Hooff, Geurts, Kompier, & Taris, 2006).

Recovery experiences are crucial mechanisms in the recovery process. These include psychological detachment, mastery experiences, relaxation, and control during leisure time (Etzion, Eden, & Lapidot, 1998; Sonnentag & Fritz, 2007). Psychological detachment in particular has been shown to have especially strong associations with well-being (Sonnentag & Fritz, 2007; Sonnentag & Fritz, 2015). Regarded as one of the most important recovery experiences (de

Jonge, Spoor, Dormann, van den Tooren, 2012), it involves being physically away from work, refraining from completing work-related tasks, and psychologically leaving the workplace behind during leisure time (Etzion et al., 1998; Shimazu et al., 2016). According to the COR model, mentally disengaging from work allows active functional systems to recuperate (Sonnentag & Fritz, 2007). As psychological detachment helps individuals to not only restore lost resources, but to gain new ones, it is related to improved employee well-being, life satisfaction, organisational citizenship, intrinsic motivation (Binnewies et al., 2010; Sonnentag & Bayer, 2005; Sonnentag, Binnewies, Mojza, 2008), as well as lower levels of emotional exhaustion (Fritz, Yankelovich, Zarubin, & Barger, 2010).

2.2 Boundary Theory

Psychological detachment has been found to be associated with the boundaries between employees' work and home lives. A boundary exists when the limits or extent between two spaces or areas can be determined. Confusion over boundaries can occur. Some people may enjoy bringing their work home with them while others may dislike it. The setting of such boundaries is determined by various factors, such as the individual, society, culture, family, and so on. The boundary theory claims that employees balance cognitive, spatial, and temporal boundaries between work and family with the use of different boundary management strategies (Ashforth, Kreiner, & Fugate, 2000; Edwards & Rothbard, 2000). Such strategies fall on a continuum from weak boundaries (higher integration) to stronger boundaries (high segmentation) (Ashforth et al., 2000; Duxbury, Higgins, Smart, & Stevenson, 2014). According to Nippert-Eng (1996), a person may choose to only take calls from clients while in the workplace and to participate fully in non-work-related activities during off-job time. This individual chooses to segment between work and home domains. On the other hand, those who respond to emails while at home engage in integrative boundary management behaviours (Nippert-Eng, 1996).

3. LITERATURE REVIEW

3.1 Work-Home Segmentation Preference and Psychological Detachment

Researchers have found that employees who are able to maintain concrete boundaries between different domains experience less work-family conflict in comparison to those who are unable to separate between these boundaries (Ashforth et al., 2000). Integration often leads to cross-role interruptions and has been found to affect the recovery process (Boswell & Olson-Buchanan, 2007; Mellner, 2006). Employees often have a preference towards using either segmentation or integration strategies (Kreiner, 2006). A higher work-home segmentation preference has been found to be positively associated with psychological detachment (Hahn & Dormann, 2013; Park, Fritz, & Jex, 2011). Foucreault, Ollier-Malaterre, and Ménard (2016) also stated that preference for segmentation was related to reduced emotional exhaustion as it led to higher psychological detachment. The reduction in emotional exhaustion was even stronger for employees who perceived that the organisation had a culture of segmentation (Foucreault et al., 2016). Conversely, Hahn and Dormann (2013) examined the role of partners and children on the psychological detachment of employees. They found that the work-home segmentation preferences of employees and their partners were associated with employees' psychological detachment. Boundary violations have also been reported to be associated with greater work-family conflict and lower levels of satisfaction with investment in work (Hunter, Clark, & Carlson, 2019). These findings indicate that employees' preferences do influence the use of boundary management strategies, which in turn affects well-being.

While the association between segmentation and psychological detachment has gained increasing interest from researchers in recent years, there are still few studies that have been conducted to explore this relationship. Therefore, the first research hypothesis for this study is to test the proposition that employees who show a preference towards segmenting between work and home domains also experience higher psychological detachment.

Hypothesis 1: A high work segmentation preference will be positively associated with psychological detachment during leisure hours.

3.2 Perceived Segmentation Norms and Psychological Detachment

Based on the boundary theory and the above studies (Foucreault et al., 2016; Hahn & Dormann, 2013; Park et al., 2011), it can be argued that boundary management behaviours are a matter of individual free choice. However, while the individual is inclined to behave based on their own preferences, they are also exposed to various behaviours, norms, values, and beliefs in their organisation (Thompson, Beauvais, & Lyness, 1999). This organisational culture may in fact favour one particular boundary management approach over another (McDonald, Pini, & Bradley, 2007). The boundary theory states that an employee's boundary creation between work and home is influenced by psychosocial factors in the workplace (Ashforth et al., 2000; Kossek & Lautsch, 2012). As such, it is not uncommon for organisations to encourage employees to adopt, for instance, integrative boundary management strategies although it is against their personal preference (Rothbard & Ollier-Malaterre, 2015).

Employees' perceptions of the segmentation norms within their organisation may also be a predictor of psychological detachment during leisure hours. Studies have found that employees who perceived that others within their organisation separated work and home domains were more likely to do so themselves (Park et al., 2011; Yang, Zhang, Shen, Liu, & Zhang, 2019; Foucreault et al., 2016). Conversely, the perception of an organisational culture of greater integration reduced the effect of segmentation preference. As such, these employees experienced less detachment from work during leisure time. Yang et al. (2019) specifically explored the impact of increased work-related ICT (Information Communication Technology) on work-family segmentation. The researchers found that an organisation's work-family segmentation norms have a significant impact on the degree to which employees engage in work-related use of ICT. Findings also showed that work-related ICT has a potential negative impact on work-family conflict, as shown in previous studies (Haris et al., 2015; Carlson et al., 2017).

There is still an insufficient number of empirical studies on segmentation norms and its impact on psychological detachment. It is possible that an employee's perception of the boundary management behaviours of others within their organisations influence that employee's own segmentation behaviour and, as a result, their psychological detachment. Thus, the next objective of this study is to better understand how organisational cultures impact employees' boundary management approaches. With this knowledge, organisations can encourage employees to utilize strategies that enable them to set clear boundaries between work and home lives (Derks & Bakker, 2014). Therefore, the second research hypothesis is to test the proposition that employees' perceptions of high segmentation norms within their organisations will lead employees to adopt segmentation strategies as well, leading to better psychological detachment.

Hypothesis 2: Perceived segmentation norm is expected to be positively associated with psychological detachment.

3.3 Communication Technology During Leisure Hours and Psychological Detachment

Communication technology (CT) influences all areas of life in modern societies. It has become an integral part of both work and personal time (Day, Scott, & Kelloway, 2010) and has provided various benefits for employees and workers (Mamaghani, 2006). However, past research has found that the use of CT for work-related purposes during rest periods shifts boundaries between home and work (Day et al., 2010; Rothbart & Olliver-Malaterre, 2015; Towers et al., 2006). Boundaries (e.g., physical, temporal, behavioral) serve to structure and demarcate the various roles an individual maintains in different domains. However, CTs allow for greater work-life integration, thereby allowing the line between domains to blur (Batt & Valcour, 2003; Chesley, Moen, & Shore, 2003; Fenner & Renn, 2004; Valcour & Hunter, 2005). The use of CT in such a manner is a dual-edged sword, as it comes with both increased flexibility for employees and

expectations from managers and colleagues (Towers et al., 2006). CT makes it easier for work to overlap with family time and may also result in a greater workload.

Organisations have a responsibility to make employees aware of the possible effects of using CT on their health. Research on strategies for managing boundaries has recently received growing attention from scholars and practitioners alike (Daniel & Sonnentag, 2016; Dumas & Sanchez-Burks, 2015). Derks and Bakker (2014) claim that intensive smartphone users have great potential to improve work-family relations if they engaged in activities that promoted psychological detachment and relaxation. It is also possible for organisations to help employees with this segmentation process by developing training programs that encourage psychological detachment (Moreno-Jiménez et al., 2009). Barber and Jenkins (2013) suggested that creating boundaries around technology may provide individuals with sufficient respite, protecting their recovery processes and their well-being. By managing the use of CT through boundary creation, employees would be able to maintain or increase their psychological detachment (Barber & Jenkins, 2013).

Employees have conflicting views about the impact of CT on their work and home domains. Wajcman, Bittman, and Brown (2008) found that smartphone users were able to control the extent to which calls interrupt their personal life. They could choose when to switch off their phone and when to respond to messages. Moreover, a study on over 33,000 Canadian office workers found that roughly 70% of employees claimed that the use of CT for work during leisure hours led to increased workloads and higher stress levels, but 68% indicated that CT made them more productive (Duxbury & Higgins, 2001); 38% also said that CT made it easier to maintain a balance between work and family. Conversely, Park et al. (2011) found that the use of CT was related to poorer psychological detachment. These inconsistent findings should be investigated in further detail to determine the actual effects of CT on boundary management and, in turn, recovery experiences such as psychological detachment. The present study therefore aims to address this research gap by examining the relationship between CT use during non-work hours and psychological detachment. The researcher hypothesizes that a greater use of CT is negatively associated with psychological detachment.

Hypothesis 3: Work-related technology usage during non-working hours is negatively associated with levels of psychological detachment.

3.4 The Mediating Role of Communication Technology

Many organisations have recently adopted WFH practices to ensure the safety and well-being of their employees during the on-going COVID-19 pandemic. A study recently conducted by Teodorovicz et al. (2021) looked at the impact of work-from-home (WFH) practices in light of the pandemic. Findings indicated that there is now a greater reliance on communication technology among organisations, however this is also accompanied by a new set of challenges. In particular, the study found that WFH can have negative effects on workers' mental health and well-being. Similar research has also reported that employees who engage in WFH practices have an increased likelihood of experiencing a blurring of boundaries between work and home life (Ciolfi and Lockley, 2018), social isolation (Werber, 2020), and greater stress which may result in burnout (Hayes, Priestley, Ilishmakhametov, & Ray, 2020). These factors can affect longer-term effectiveness, creativity, and personal resilience on both a professional and personal level (Birkinshaw, Cohen, & Stach, 2020).

As the dimensions of work and home have begun to merge, it would be beneficial for both employees and organisations to seek methods for adapting to this change. A further examination of the influence of CT on the relationship between work-home segmentation and psychological detachment will allow researchers to gain a better understanding of the roles that boundary management and CT play in employee well-being. As Park et al.'s (2011) study previously found that the relationship between work-home segmentation preference and psychological detachment

was partially mediated by use of CT during off-work hours, the researcher aims to explore whether technology mediates the relationship between segmentation preference and psychological detachment. Park et al. (2011) also found that perceived segmentation norm was also negatively related to work-related technology use at home, which in turn was associated with psychological detachment from work. This suggests that segmentation norms may influence boundary management in the form of frequency of CT use. As such, the following hypotheses propose that CT mediates the relationship between segmentation preference and psychological detachment, as well as the association between perceived segmentation norms and detachment.

Hypothesis 4a: The relationship between segmentation preference and psychological detachment will be partially mediated by technology usage at home for work-related matters.

Hypothesis 4b: The relationship between perceived segmentation norm and psychological detachment will be partially mediated by technology use at home for work-related matters.

3.5 Psychological Detachment and Burnout

Burnout is an affective state that consists of emotional exhaustion, physical fatigue, and cognitive weariness (Schaufeli & Buunk, 2003; Shirom, 2003). According to the COR theory, burnout is an outcome of the prolonged exposure to stress, particularly from psychosocial factors at work (Melamed, Shirom, Toker, & Berliner, 2006). Burnout and work stress have been found to be negatively associated with employee well-being, job performance and satisfaction (Kristensen, Borritz, Villadsen & Christensen, 2005; Maslach & Leiter, 2016). Conversely, they are linked to greater levels of detachment, cynicism, as well as an increased desire to leave one's organisation (Coffeng et al., 2012). Aside from work-related stressors, recent research has also found that stress arising from personal issues such as problems with health, finances, and relationships may also lead to the formation of burnout (Peasley et al., 2020)

It is important to also take into consideration the impact of COVID-19 on work-related stress, burnout, and the challenges of working from home during the pandemic. Studies have shown that employees face greater levels of stress due to having insufficient physical space at home to complete their work, distractions from family members, lack of personal privacy due to having their virtual activities being monitored by their organisations, and so on (Kniffin, Narayanan, Anseel, 2020; Nell et al., 2020). A study by LeanIn.org and SurveyMonkey (2020) explored the impact of work-family stress during COVID-19 and reported that women were more likely to experience symptoms of stress and burnout in comparison to their male counterparts during the pandemic period. Women who were working full time whilst being married and with children were found to be doing 20 more hours of housework and caregiving a week on average than men, with single mothers and women of colour reporting higher levels.

In regards to psychological detachment, as psychological distancing serves as a buffer which protects workers from stressors, individuals who have poorer psychological detachment may eventually experience higher levels of burnout (Demerouti et al., 2009 (Sonnetag & Fritz, 2007), emotional exhaustion (De Jonge et al., 2012; Donahue et al., 2012) and psychological strain (Moreno-Jiménez et al., 2009). Poulsen et al. (2014) conducted a study in Queensland, Australia to investigate demographic and work-related factors that might be associated with burnout. They found that low psychological detachment from work during out-of-work hours was associated with higher levels of burnout. A following study yielded similar results: The recovery experiences of psychological detachment and relaxation had a strong negative relationship to burnout and well-being (Poulsen, Poulsen, Khan, Poulsen, & Khan, 2015).

While various studies have found that psychological detachment is related to better well-being, others have argued that detachment does not actually reduce strain (Burke, Koyuncu, & Fiksenbaum, 2009; Moreno-Jiménez et al., 2009) or burnout (Etzion et al., 1998). These findings may imply that the role which psychological detachment plays in the recovery process may not be

as large as initially thought. Another potential explanation is that other contextual factors may influence the impact of psychological detachment on reducing strain and burnout.

As burnout is a serious issue which can be detrimental to employee well-being (Coffeng et al., 2012), it is important to understand its antecedents and what can be done to reduce its effects. Therefore, this study aims to further explore the relationship between psychological detachment and burnout, and to make a contribution to the literature by adding to past burnout research. The fifth research hypothesis propositions that lower psychological detachment leads to higher levels of burnout due to prolonged strain.

Hypothesis 5: Individuals who have poorer psychological detachment are expected to have higher levels of burnout.

4. METHOD

4.1 Design and Participants

This study was conducted in 2017 via a quantitative, cross-sectional survey design with self-completed questionnaires. 224 participants took part from two large organisations and the general populations of Malaysia and Norway took part in this study. The questionnaire was translated into Norwegian using the back-translation technique for distribution to participants (Brislin, 1970) (see Appendix C). This was done to achieve a different language version of the questionnaire that was conceptually equivalent to Norwegian culture. The samples were combined to increase analysis power and to reduce any restriction of range that may have been present due to the nature of the work of employees within the organisations. 297 participants took part initially, but 73 individuals did not complete the questionnaire (25% dropout rate). Incomplete responses to the questionnaire were not retained or analysed.

162 participants were female (72%) and 62 were male (28%), with 23% aged 18-24 years, 20% aged 25-34 years, 15% aged 35-44 years, 28% aged 45-54 years, 14% aged over 55 years. Most participants were employed in the healthcare (46%) and finance (21%) sectors. The organisational tenure of participants ranged from 0-5 years (42%), 5-10 years (13%), 10-20 years (12%), and over 20 years (34%).

The participants' background data were summarised in table x.

Criteria	Data
Gender	Male 28% Female 72%
Age	18-24 years - 23%, 25-34 years - 20%, 35-44 years - 15%, 45-54 years - 28%, Over 55 years - 14%
Industry	Health - 46%, Finance - 21%, Others - 33%
Organization Tenure	0-5 years - 42%, 5-10 years - 13%, 10-20 years - 12% Over 20 years - 34%

4.2 Measures

Work-home segmentation preference was measured using the 4-item scale developed by Kreiner (2006). Respondents were asked “I don’t like to have to think about work while I’m at home,” “I prefer to keep work life at work,” “I don’t like work issues creeping into my home life,” “I like to be able to leave work behind when I go home,” with a 5-point response scale where 1 = *strongly disagree* and 5 = *strongly agree* ($\alpha = 0.85$). Refer to Appendix B for all questionnaire measures.

Perceived segmentation norms were measured using 4 items that were adapted from Kreiner's segmentation scale by Park et al. (2011). Participants indicated the extent to which they agreed with each statement regarding norms in their workplace: "The people I work with prevent work issues from creeping into their home life," "The people I work with keep work matters at work," "The people I work with don't think about work while they are at home," "The people I work with like to be able to leave work behind when they go home," with 1 = *strongly disagree* and 7 = *strongly agree* ($\alpha = 0.80$).

Communication technology use was measured in the questionnaire using two items which were adapted from Park et al.'s (2011) original scale. Participants answered how often they used certain communication technologies (computers, laptops, tablets, and mobile phones) to communicate on work matters during non-work hours. These responses were measured using a 5-point Likert-type scale where 1 = *almost never* and 5 = *very often* ($\alpha = 0.78$).

Psychological detachment during off-work time was measured using the detachment subscale from the Recovery Experiences Questionnaire (Sonnentag & Fritz, 2007). Psychological detachment is a subscale of the REQ, consisting of 4 items and a 5-point Likert scale ranging from strongly disagree to strongly agree. These items included "*I distance myself from work,*" "*I don't think about work at all,*" "*I forget about work,*" and "*I get a break from the demands of work.*" ($\alpha = 0.87$).

Burnout experienced at work was measured using the 14 item Shirom-Melamed Burnout Measure ($\alpha = 0.95$) (Shirom & Melamed, 2006). This measure views burnout as a mental condition that is a result of the prolonged exposure to organisational stress. Respondents reported on feelings of physical fatigue, cognitive weariness, and emotional exhaustion at work on a 7-point Likert scale (1 = *almost never*; 7 = *almost always*). These interrelated factors produce a single score of burnout (Hobfoll & Shirom, 2000).

Control variables can be found to be associated with some predictive capacity at predicting a dependent variable above and beyond the independent variable(s), although they are not the variables of primary interest. As such, their possible effects are controlled for. The Big Five personality dimensions: Extroversion ($\alpha = .60$), openness to experience ($\alpha = .54$), agreeableness ($\alpha = .36$), neuroticism ($\alpha = .51$), and conscientiousness ($\alpha = .44$) were measured using a 5-point Likert scale consisting of 10 items (Rammstedt & John, 2007). In addition, demographics (i.e. gender, age, nationality, professional field, and hours worked per week) were also controlled for.

4.3 Procedure

The researcher invited participants to take part in a study about how different types of communication technologies affected people's work and home lives. Organisations were contacted and provided with basic information regarding the study. Permission was requested for the distribution of the questionnaire to employees. Once the organisations had consented to participating, an email was sent to employees by their organisation inviting them to take part and providing them with a link to the questionnaire on the Qualtrics Survey Platform. As the link to the questionnaire is a shared one, all participant responses remained anonymous. Surveys could be accessed by laptop, desktop, smartphone or tablet. The questionnaire link was also sent to individual participants from the general population. The snowball sampling method was used; Participants were encouraged to send the questionnaire link to others to complete.

The first section of the questionnaire contained an information sheet which briefly explained the aim and nature of the study, assuring participants that responses would remain anonymous and confidential. Participants were informed that they were not obligated to take part and that their responses would be omitted should they choose to withdraw. They were told that by choosing to click to the following page, they acknowledged this information and gave their consent to take

part in the study. Participants were thanked for their contributions at the end of the questionnaire. Once a sufficient number of participants responded to the questionnaire, the data was exported from the Qualtrics website and analysed.

4.4 Analytical Strategy

The researcher used the IBM SPSS Statistics 23 (IBM Corp, 2015), a statistical software, to conduct the following analyses. Please refer to Appendix D for all SPSS analyses output. A hierarchical regression was done to test hypotheses 1, 2, and 3, which investigated whether work-home segmentation, perceived segmentation preference, and CT use during leisure hours predict psychological detachment while controlling for certain variables.

To test hypotheses 4a, which proposed the presence of a mediation of CT use between work-home segmentation preference and psychological detachment, bootstrapping was conducted using the Macro PROCESS extension of SPSS (Hayes, 2013). A similar analysis was also conducted to test hypothesis 4b for the potential mediation of CT on the relationship between perceived segmentation norms and psychological detachment. The extension is based on Baron and Kenny's (1986) original 4-step mediation process. However, the extension also allows for the observation of the indirect effects of the mediator on the relationship between the predictor and outcome variables. Kappa-squared was not included in the analysis as Wen and Fan (2015) found that the equation which produced the maximum indirect effect contained a mathematical error. Kappa-squared was therefore deemed to be an inappropriate measure of mediation effect size and was eliminated from PROCESS macro as of version 2.16 (Hayes, 2013).

Hypothesis 5, which postulates a negative relationship between psychological detachment and burnout, was verified using a hierarchical regression which controlled for the same variables above (gender, age, etc.).

5. RESULTS

5.1 Preliminary Analyses

Descriptive statistics and bivariate correlations for all study variables are displayed in Table 1. As shown, there was a significant positive association between work-home segmentation preference and psychological detachment ($r = 0.42, p < .001$). Further, employees' perceived segmentation norms and psychological detachment are significantly positively related ($r = 0.42, p < .001$). Psychological detachment was found to have a significant negative association with CT ($r = -0.37, p < .001$). While there was a significant negative association between work-home segmentation preference and CT ($r = -0.23, p < .001$), perceived segmentation norms had a non-significant relationship with CT ($r = -0.13, p = .051$). There was also a non-significant relationship between psychological detachment and burnout ($r = -0.06, p = .387$). These findings will be addressed in the discussion.

With regard to control variables, age, gender, nationality, professional field, and hours worked per week were significantly correlated with certain variables included in the model. This was also the case for the Big 5 personality dimensions with the exception of openness to experience. Thus, the above variables were included in the subsequent analyses.

5.2 Predictors of Psychological Detachment

Prior to carrying out any statistical analysis, it is important to test for the presence of biases with the use of assumptions. The violation of an assumption is an indication that the test statistic and p-value may be inaccurate (Field, 2014). An investigation of the scatterplot, P-P plot and histogram led to the conclusion that the assumptions of homoscedasticity, normal distribution of errors, linearity, and multicollinearity were met. The various diagnostics (i.e. Cook's distance, average leverage value, Mahalanobis distance, and maximum standardized DFBeta) also indicate that there appears to be no influential cases within the data.

Variable	M	SD	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1. Gender ^a	1.72	0.45	—	.22**	.34**	-.09	-.34**	-.15*	-.11	.04	-.04	.21	-.17*	.15*	.13*	-.19**	.10
2. Age ^b	2.91	1.42		—	.45**	-.19**	-.20**	.13	-.12	.12	-.30**	.44**	-.38**	-.07	.07	-.10	.03
3. Nationality ^c	2.33	0.92			—	-.01	-.22**	.30**	-.31**	.04	-.36**	.44**	-.57**	-.01	.05	-.17*	-.02
4. Professional field ^d	3.09	2.34				—	.19**	.10	.02	-.05	.01	.01	.02	-.08	-.20**	.05	-.24**
5. Hours worked ^e	1.49	0.78					—	.08	.03	.04	-.00	-.08	.17	-.08	-.24**	.29**	-.23**
6. Extroversion	7.31	1.71						—	-.05	.20**	-.34**	.36**	-.30**	-.02	-.02	.10	-.11
7. Openness	6.64	1.83							—	.02	.15*	-.18**	.12	.10	.04	-.04	.08
8. Agreeableness	7.45	1.35								—	-.30**	.29**	-.17*	.02	.12	.02	.05
9. Neuroticism	4.78	1.56									—	-.45**	.52**	.03	-.16*	.09	-.12
10. Conscientiousness	7.73	1.60										—	.50**	.07	.12	-.01	.01
11. Burnout	34.32	15.72											—	.14*	-.15*	.14*	-.06
12. WSP	21.68	4.55												—	.25**	-.23**	.42**
13. PSN	17.45	4.71													—	-.13	.42**
14. CT	5.97	2.23														—	-.37**
15. PD	12.28	3.87															—

p* < .05; *p* < .01.

Note. N = 224. ^aGender: 1 = Male, 2 = Female; ^bAge: 1 = 18-24 years old, 2 = 25-34 years old, 3 = 35-44 years old, 4 = 45-54 years old, 5 = 55-64 years old, 6 = 65-75 years old, 7 = >75 years old; ^cNationality: 1 = Malaysian, 2 = EU/British, 3 = Norwegian, 4 = Other; ^dProfessional field: 1 = Finance, 2 = Healthcare, 3 = Law, 4 = Education, 5 = Engineering, 6 = Hospitality, 7 = Management, 8 = Media, 9 = Other; ^eHours worked per week: 1 = Up to 40 hours, 2 = Up to 50 hours, 3 = Up to 60 hours, 4 = More than 60 hours

TABLE 1: Means, Standard Deviations, and Correlations Between Study Variables.

Variable	Model 1			Model 2			Model 3		
	<i>B</i>	<i>SE B</i>	β	<i>B</i>	<i>SE B</i>	β	<i>B</i>	<i>SE B</i>	β
Gender	.42	.62	.05	.65	.62	.08	-.11	.54	-.01
Age	-.08	.20	-.03	-.19	.21	-.07	.01	.18	.00
Malaysian vs. UK/British	.40	1.32	.02	-.18	1.32	-.01	.21	1.13	.01
Malaysian vs. Norwegian	-.52	.63	-.07	-.75	.68	-.09	-.75	.58	-.09
Professional field	-.35	.11	-.21**	-.33	.11	-.20**	-.23	.10	-.14*
Hours worked per week	-.97	.35	-.20**	-.96	.35	-.20**	-.38	.31	-.08
Extroversion				-.27	.16	-.12	-.13	.14	-.06
Agreeableness				.08	.20	.03	.02	.17	.01
Neuroticism				-.49	.19	-.20*	-.33	.17	-.13*
Conscientiousness				-.01	.20	-.01	-.12	.17	-.05
Work-home segmentation preference							.25	.05	.29**
Perceived segmentation norms							.21	.05	.26**
Communication technology use							-.34	.09	-.24**
R^2			.10			.14			.39
ΔR^2			.10**			.04			.25**

$p < .05$; ** $p < .01$.

TABLE 2: Hierarchical Multiple Regression Analysis Predicting Psychological Detachment from Work-Home Segmentation Preference, Perceived Segmentation Norms, and Communication Technology.

A hierarchical regression was conducted to predict psychological detachment based on work-home segmentation preference, perceived segmentation norms, and CT. Control variables were entered in the first step. Dummy coding was used for nationality to attain the linearity assumption. The results presented in Table 2 show that of the control variables, professional field ($\beta = -.21, p < .001$) and hours worked per week ($\beta = -.20, p < .001$) were negatively associated with psychological detachment. Upon entering the personality dimensions (extroversion, agreeableness, neuroticism, and conscientiousness) in the second step, neuroticism ($\beta = -.20, p < .05$) was also found to have a significant negative relationship with psychological detachment.

The predictor variables, work-home segmentation preference, perceived segmentation norms, and CT use were entered as the third step. Standardized regression coefficients were termed small, medium, or large if they met or exceeded the values of .10, .30, and .50, respectively (Cohen, 1988). Results showed that both work-home segmentation preference ($\beta = .29, p < .001$) and perceived segmentation norms ($\beta = .26, p < .001$) were positively associated with psychological detachment (see Table 2). Thus, hypotheses 1 and 2 are supported. In particular, higher levels of work-home segmentation preference predicted better psychological detachment. Greater perceived segmentation norms also significantly predicted improved psychological detachment. In support of hypothesis 3, a higher use of CT during leisure hours was found to be related to lower levels of psychological detachment $\beta = -.24, p < .001$ (see Table 2).

5.3 Bootstrapped Mediation Analyses

Process MACRO extension on SPSS was used to determine whether use of CT mediated the relationships between work-home segmentation preference and psychological detachment (H4a), as well as perceived segmentation norms and psychological detachment (H4b) (Hayes, 2013). The analysis was bootstrapped to test the significance of the indirect effect. The extension is based on Baron and Kenny's (1986) four-step process for mediation analysis, hence it was used as an alternative to a four-step hierarchical regression.

5.4 CT Use, Work-Home Segmentation Preference, and Psychological Detachment

The total effects of the bootstrapped mediation analysis indicated that there was a strong relationship between work-home segmentation preference and psychological detachment (see Table 3). Furthermore, for the mediation hypothesis, adding CT use reduced the effects of the relationship. The significance of the indirect effect (i.e. the pathway between work-home segmentation preference on psychological detachment through CT) was then tested. Hypothesis 4a was supported as there was a significant indirect effect of segmentation preference on psychological detachment through CT, $b = 0.06$, BCa CI [.0215, .1089].

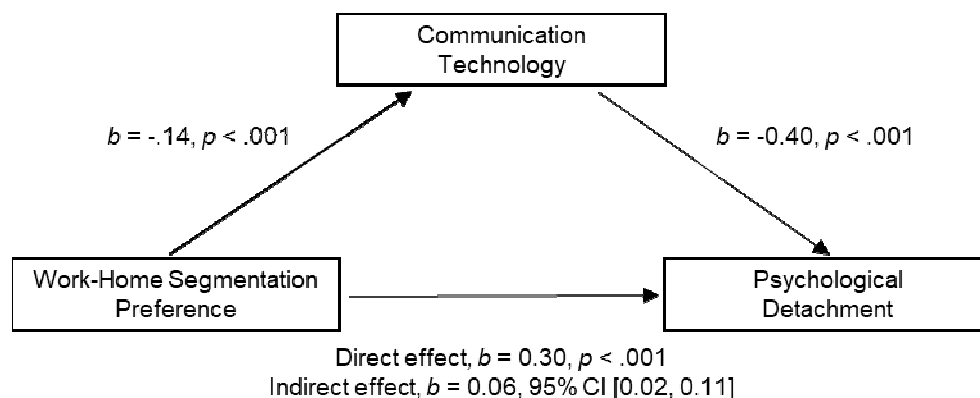


FIGURE 1: Model of Work-Home Segmentation as a Predictor of Psychological Detachment, Mediated by Communication Technology. The confidence interval for the indirect effect is a BCa bootstrapped CI based on 5000 samples.

5.5 CT Use, Work-Home Segmentation Preference, and Psychological Detachment

As shown in the previous hierarchical regression data, the mediation analysis found a strong relationship between perceived segmentation norms and psychological detachment (see Table 4). However, adding CT use did not reduce the effects of the relationship. Contrary to hypothesis 4b, there was a non-significant indirect effect of CT on the relationship between perceived segmentation norms and psychological detachment, $b = 0.004$, BCa CI [-.001, .079]. Thus, Hypothesis 4b was not supported.

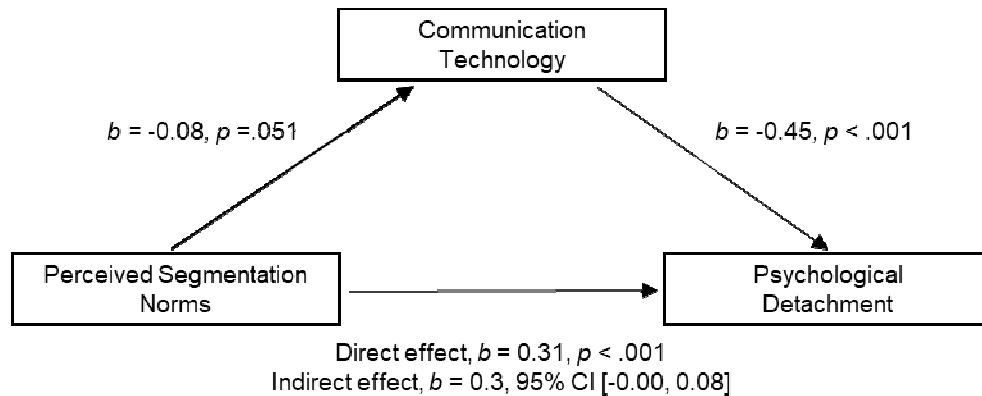


FIGURE 2: Model of Perceived Segmentation Norms as a Predictor of Psychological Detachment, Mediated by Communication Technology. The confidence interval for the indirect effect is a BCa bootstrapped CI based on 5000 samples.

5.6 Psychological Detachment and Burnout

Another hierarchical regression was run to investigate whether psychological detachment was negatively associated with levels of burnout. The assumptions of homoscedasticity, linearity, multicollinearity, and normal distribution of errors are met. As with the previous regression analysis, control variables were entered as the first step. Age ($\beta = .16, p < .05$) was found to be positively associated with burnout, whereas nationality (Malaysian vs. Norwegian) ($\beta = -.53, p < .001$) was negatively associated with burnout. Upon entering the personality dimensions in the second step, the analysis indicated that neuroticism was positively associated to burnout ($\beta = .29, p < .001$), while there was a significant negative relationship between conscientiousness and burnout ($\beta = -.18, p < .001$).

Psychological detachment was entered as the predictor variable in the third step. Contrary to Hypothesis 5, there was a non-significant relationship between psychological detachment and levels of burnout ($\beta = -.02, p = .698$). These findings will be explored further in the discussion.

Variable	Model 1			Model 2			Model 3		
	<i>B</i>	<i>SE B</i>	β	<i>B</i>	<i>SE B</i>	β	<i>B</i>	<i>SE B</i>	β
Gender	2.38	2.15	.07	2.19	1.96	.06	2.24	1.97	.06
Age	-1.76	.70	.16*	-.41	.66	-.04	-.42	.67	-.04
Malaysian vs. UK/British	-2.89	4.55	-.04	1.69	4.15	.02	1.67	4.16	.02
Malaysian vs. Norwegian	-17.25	2.18	-.53**	-12.01	2.13	-.37**	-12.07	2.14	-.37**
Professional field	-.14	.38	-.02	.00	.35	.00	-.03	.36	-.00
Hours worked per week	1.10	1.20	.05	1.97	1.09	.10	1.89	1.12	.09
Extroversion				-.33	.51	-.04	-.36	.52	-.04
Agreeableness				-.17	.62	-.02	-.16	.62	-.01
Neuroticism				2.93	.60	.29**	2.89	.61	.29**
Conscientiousness				-1.80	.62	-.18**	-1.80	.62	-.18**
Psychological detachment							-.08	.22	-.02
R^2			.36			.49			.49
ΔR^2			.36**			.13**			.00

p < .05; ***p* < .01.

TABLE 3: Hierarchical Multiple Regression Analysis Predicting Burnout from Psychological Detachment

6. DISCUSSION

The present cross-sectional study aimed to investigate the role of CT on boundary management and well-being. It sought to determine whether segmentation preferences and perceived segmentation norms were positively associated with psychological detachment and, if so, whether CT was a mediator of these relationships. The study also looked at the direct relationship between CT and psychological detachment, as well as whether psychological detachment was a predictor of burnout.

An online questionnaire was answered in full by 224 participants and their responses were analysed using hierarchical regression and mediation analyses. The findings indicated that there was a positive association between work-home segmentation preferences and psychological detachment. CT was also shown to be a mediator of this relationship. Moreover, employees' perceived segmentation norms and their levels of psychological detachment were also positively associated. However, the current study did not find CT to be a mediator in this relationship. As predicted, there was also a negative relationship between the use of CT during off-work hours and psychological detachment. Finally, psychological detachment was not found to be related to levels of burnout.

6.1 Theoretical Contributions

This study makes several contributions to well-being literature. A very specific set of measures was utilized for communication technology use, segmentation preference and norms, and psychological detachment. The predictors were also found to explain psychological detachment above and beyond variables such as demographics, personality, hours worked per week, and professional field. First, the study demonstrated that employees' personal preferences towards integration or segmentation influence their boundary management behaviour and therefore their psychological detachment. This relationship was also mediated by the use of communication technology. In particular, individuals who had a higher preference towards segmentation utilized boundary management strategies while at home, which in turn led to greater psychological detachment. These findings contribute to the ongoing strand of boundary management research by providing much needed empirical evidence and support for previous studies (Foucreault et al., 2016; Park et al., 2011).

The findings regarding the positive association between perceived segmentation norms and psychological detachment is in line with previous research (Park et al., 2011). Contrary to Park et al.'s (2011) findings, the use of CT was not found to be a significant mediator between this relationship. It is possible that individuals may adopt different strategies depending on their motivation for using particular boundary management strategies to reduce work-related stress. For instance, employees who already favour segmentation may prefer to limit their CT use as their main strategy. However, those who choose to segment because they perceive that others within their organisation do so may utilize different approaches rather than merely controlling the amount of CT use outside of working hours. These may include not completing work-related tasks while at home, engaging in relaxing activities, spending time with family or friends, and so on. This may be a possible avenue for future research.

Another key finding was that CT was related to poorer psychological detachment. Thus, employees who used CT to for work-related purposes while at home experienced more difficulties with mentally disengaging from work. These findings are consistent with those of previous studies (Park et al., 2011; Towers et al., 2006). Another major finding was that an increased use of communication technology studies (Duxbury & Higgins, 2001; Park et al., 2011), providing support of the influence of CT use on employee well-being and stress. Overall, this study found that due to technology-related work conditions which can cause overlaps between work and home domains, it is more important than ever for employees to maintain healthy boundaries to recover from job demands.

This study also found a non-significant relationship between psychological detachment and levels of burnout, which is inconsistent with previous findings (Poulsen et al., 2014; Sonnentag & Fritz, 2007). This discrepancy may be due to the use of different measures of burnout: The current study utilized the SMBM (Shirom & Melamed, 2006), while Poulsen et al. (2014) and Sonnentag & Fritz (2007) used the Oldenburg Burnout Inventory (Demerouti, Bakker, Nachreiner, & Schaufeli, 2001). However, the SMBM was found to be a very reliable measure of burnout in the current study ($\alpha = 0.95$).

Another potential explanation for these findings was that while this study focused on psychological detachment, previous studies have found that other recovery experiences such as mastery experiences, relaxation, and control during leisure time also have an impact on well-being and burnout (Sonnentag & Fritz, 2007). Furthermore, the majority of participants in the current study are from the healthcare and finance sectors where employees tend to experience long working hours in their workplaces (Caruso, 2014; Wharton & Blair-Loy, 2006). As such, they have less time away from work and may have developed behaviours to maintain their recovery processes without the use of detachment strategies. For instance, they may rely more heavily on other recovery experiences compared to psychological detachment. It may be beneficial to include several measures for these diversionary strategies in future studies.

6.2 Limitations and Future Research

The study has several limitations which should be acknowledged. First of all, the self-report nature of the questionnaire may have led to an overestimation of the relationships as a result of common-method variance. However, various studies have argued that common-method variance is not a large issue, but rather an oversimplification of the true nature of affairs (Spector, 2006).

Furthermore, the cross-sectional design of the study limits the inferences of causality. Longitudinal studies with various time points are more useful for establishing causal relations between psychological detachment and burnout. It may therefore be advantageous to collect data with several measurement occasions in order to determine if there is indeed a potential relationship.

A third limitation associated with the methodology is that the majority of the sample was comprised of women (72%). This may have an impact on results as women have been found to detach more easily than men as they are more involved in household activities (Sonnentag & Krueger, 2006). Moreover, other researchers have found that in terms of burnout, women are more likely to get emotionally exhausted than men while men tend to depersonalize more than women (Purvanova & Muros, 2010). As such, future studies should aim to obtain a more balanced sample.

In addition, while the translation of the English questionnaire into Norwegian was conducted in a very thorough manner, there may be room for error. There is a risk of losing specific social and cultural aspects during the translation process. However, most of the questionnaire items in the present study consist of multiple-choice answers, which provide a certain level of standardization. Despite these limitations, this study is, to the best of the researcher's knowledge, the first study to analyse the impact of CT use on boundary management and psychological detachment in both Malaysia and Norway. This study contributes to the gap in existing research on the role that CT use plays on employee well-being. Furthermore, as relatively large sample size ($N = 224$) was utilised, responses were more representative of the general population and provided a wider range of data for analysis. It also improved the statistical power of tests, which increased the likelihood of obtaining an effect size.

6.3 Implications for Practice

The findings have direct implications for organisations and policy makers. Firstly, the knowledge that a preference for segmentation has a positive impact on employee well-being suggests that

several courses of action can be taken by organisations in order to improve the well-being of their employees. Organisations could provide candidates with a job preview of their company's culture during the recruitment process (Foucreault et al., 2016). This would allow candidates to take into consideration whether their boundary management strategies and behaviours were compatible with organisation norms while evaluating on an employment offer. Conversely, organisations would also be able to avoid hiring candidates whose preferences are incongruent with their culture to limit employee dissatisfaction and exhaustion.

As many organisations have begun to adopt work-from-home practices due to the COVID-19 pandemic, this has led to a blurring of boundaries between work and home lives which may lead to a negative impact on mental health (Cleavenger & Munyon, 2017; Teodorovicz et al., 2021). There are various strategies and best practices that organisations can choose to adopt to promote boundary setting and manage the amount of CT usage, which can enable them to protect the mental health and well-being of their employees. This can include organising mental health campaigns and workshops for employees to raise awareness of work-life balance, boundary management, and burnout. Organisations may also provide in-house counsellors or enable employees to claim for external counselling sessions. Furthermore, action can also be taken by leadership or management, such as scheduling 1-1 check-in sessions with their respective teams to offer social support and maintain a sense of community (Gibbs et al., 2021; Tafvelin et al., 2019). With regards to boundary management, organisations may also encourage employees to take frequent breaks, socialise, engage with their physical surroundings, spend more time in nature, exercise, and rest (Gibbs et al., 2021; Teodorovicz et al., 2021). Potential policies also include establishing official working hours to prevent employees from being overworked (Rahman & Arif, 2021), allowing employees to end work early on Fridays, or incorporating "no-meeting" Fridays.

As there is now an increased usage and reliance on CT as part of WFH practices, it would be beneficial for organisations to upskill employees to utilise these technologies as this will improve efficiency and ways of working (Rahman & Arif, 2021). On a similar note, organisations may also consider providing employees with a dedicated allowance for the purchase of appliances for their home office set-up. This can include working chairs, desks, monitors, keyboards, internet routers, and so on. This may enable a more conducive environment for working, resulting in a better WFH experience overall. The use of CT tools may also help with boundary setting in a WFH environment. For instance, the Microsoft Analytics "Focus time" feature may be used to schedule quiet time in work calendars for completion of individual tasks.

Moving forward, further light needs to be shed on the impact of WFH conditions during and after the COVID-19 pandemic, particularly on the areas of employee well-being, productivity, and best practices. Other potential areas of research may be on the possible long-term effects of WFH on employees' mental & physical well-being, as well as how organisations can approach boundary management and burnout in the long run. Moreover, it would be interesting to examine organisations that are considering to shift to WFH permanently or to a hybrid version (for instance, 50% of working hours based in physical office location and 50% based at home/remotely), and explore if and how this arrangement can be made feasible.

7. CONCLUSION

This study provides vital new insights into contemporary working life. Intensity of work has increased significantly in recent years due to the rapid development of global markets and improvement in communication technologies (Wang, Shu, & Tu, 2008). One of the implications of this is the unstable boundaries between work and home lives (Towers et al., 2006). The key findings of this study support the proposition that the use of CT during off-work hours is associated with poor psychological detachment. On the other hand, employees who had a preference for segmentation were also found to use less CT, which was associated to improved

psychological detachment. The perception of segmentation norms within organisations was also positively associated with psychological detachment. These findings emphasize the vital role that boundary management plays in the recovery process and well-being of employees. This was aligned to organization and management theory reviews (Cristofaro et al., 2021). In future, more research is needed to address how communication technologies impact boundaries and recovery, particularly during and after the COVID-19 pandemic. Practically, policies can be implemented by organisations to encourage boundary control, which may lead to increased psychological detachment, reduced burnout, and the improved well-being of employees.

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9. APPENDICES

Appendix 1 - Questionnaire (English Version)

Please read these points carefully before you start completing the questionnaire.

- This research is being conducted by Frida Dimmen Stokke and Laura Lai as part of the MSc Organisational Psychology degree at City, University of London. The research is supervised by Dr. Paul Flaxman who works as a Senior Lecturer in Organisational Psychology at City, University of London.
- The aim of this research is to see how different types of communication technologies affects people's work and home life.
- If you are 18 years of age or older and in full-time employment, you are suitable to take part in this research.
- You will be completing an online questionnaire that will ask you about your personality, feelings and thoughts about work, and features of your work. The questionnaire will take **10 - 15 minutes** to complete.
- Your participation in this research is entirely voluntary. If you do not want to complete the questionnaire you do not have to. Also, you may withdraw at any stage without having to explain why.
- Your responses to this questionnaire will be **strictly confidential** and anonymised prior to analysis. In other words, no one will be linking your name to your responses to the questions asked.
- Once you have completed the questionnaire, you may choose to write down your email address if you would like to learn more about the research and the key findings. Your email address will not be included alongside your responses to the questionnaire.
- This study has been approved by members of the Research Ethics Committee at City, University of London (Psychology Department). The Ethics Reference Number is XXXXXX.

Once you have read and understood these points, please click the arrow button below to access the questionnaire.

Demographics

1. What is your gender?

Male/Female

2. What is your age?

- | | |
|--|--|
| <input type="checkbox"/> 18-24 years old | <input type="checkbox"/> 55-64 years old |
| <input type="checkbox"/> 25-34 years old | <input type="checkbox"/> 65-74 years old |
| <input type="checkbox"/> 35-44 years old | <input type="checkbox"/> 75 years or older |
| <input type="checkbox"/> 45-54 years old | |

3. What is your nationality?

- | | |
|-------------------------------------|--------------------------------------|
| <input type="checkbox"/> Malaysian | <input type="checkbox"/> Norwegian |
| <input type="checkbox"/> EU/British | <input type="checkbox"/> Other _____ |

4. What is your marital status?

- | | |
|--|------------------------------------|
| <input type="checkbox"/> Single, never married | <input type="checkbox"/> Divorced |
| <input type="checkbox"/> Married or domestic partnership | <input type="checkbox"/> Separated |
| <input type="checkbox"/> Widowed | |

5. How many children do you have that are under the age of 18?

- | | |
|-------------------------------|----------------------------|
| <input type="checkbox"/> None | <input type="checkbox"/> 4 |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 5 |
| <input type="checkbox"/> 2 | <input type="checkbox"/> 6 |
| <input type="checkbox"/> 3 | |

6. What is your highest level of education?

- | | |
|--|---|
| <input type="checkbox"/> Secondary education | <input type="checkbox"/> Master's degree |
| <input type="checkbox"/> College/Diploma/Other further education | <input type="checkbox"/> Doctorate degree |
| <input type="checkbox"/> Bachelor's degree | <input type="checkbox"/> Other _____ |

7. What is your professional field?

- | | |
|--|--------------------------------------|
| <input type="checkbox"/> Finance | <input type="checkbox"/> Hospitality |
| <input type="checkbox"/> Healthcare | <input type="checkbox"/> Management |
| <input type="checkbox"/> Law Enforcement | <input type="checkbox"/> Media |
| <input type="checkbox"/> Education | <input type="checkbox"/> Other |
| <input type="checkbox"/> Engineering | |

8. If other, please state: _____

9. What is the name of the company that you work for? _____

10. How long have you been working for this company?

- | | |
|-------------------------------------|--|
| <input type="checkbox"/> 0-5 years | <input type="checkbox"/> 10-20 years |
| <input type="checkbox"/> 5-10 years | <input type="checkbox"/> Over 20 years |

11. What level is your position in your company?

- Associate / Senior Associate
 Supervisor / Manager / Principal
 Executive Director / Partner

12. How many hours do you work per week?

- Up to 40 hours (9am-5pm)
- Up to 50 hours (9am-7pm)
- Up to 60 hours (9am-9pm)
- More than 60 hours

13. How much time do you normally spend travelling to and from work?

- Up to 1 hour
- Up to 2 hours
- Up to 3 hours
- More than 3 hours

Features of Your Personality

The next items assess some of the most common personality characteristics. Please indicate how well each item describes your own personality by clicking your level of agreement.

I see myself as someone who...

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
1. ...is reserved	1	2	3	4	5
2. ...is generally trusting	1	2	3	4	5
3. ...tends to be lazy	1	2	3	4	5
4. ...is relaxed, handles stress well	1	2	3	4	5
5. ...has artistic interests	1	2	3	4	5
6. ...is outgoing, sociable	1	2	3	4	5
7. ...tends to find fault in others	1	2	3	4	5
8. ...does a thorough job	1	2	3	4	5
9. ...gets nervous easily	1	2	3	4	5
10. ...has an active imagination	1	2	3	4	5
11. ...is considerate and kind to almost everyone	1	2	3	4	5

How Do You Feel at Work?

Below are a number of statements that describe different feelings that you may feel at work. Please indicate how often, in the past 30 workdays, you have felt each of the following feelings:

	Never or almost never	Very infrequently	Quite infrequently	Sometimes	Quite frequently	Very frequently	Always or almost always
1. I feel tired	1	2	3	4	5	6	7
2. I have no energy for going to work in the morning	1	2	3	4	5	6	7
3. I feel physically drained	1	2	3	4	5	6	7
4. I feel fed up	1	2	3	4	5	6	7
5. I feel like my "batteries" are "dead"	1	2	3	4	5	6	7
6. I feel burned out	1	2	3	4	5	6	7
7. My thinking process is slow	1	2	3	4	5	6	7
8. I have difficulty concentrating	1	2	3	4	5	6	7
9. I feel I'm not thinking clearly	1	2	3	4	5	6	7
10. I feel I'm not focused in my thinking	1	2	3	4	5	6	7
11. I have difficulty thinking about complex things	1	2	3	4	5	6	7
12. I feel I am unable to be sensitive to the needs of coworkers and customers	1	2	3	4	5	6	7
13. I feel I am not capable of investing emotionally in coworkers and customers	1	2	3	4	5	6	7

14. I feel I am not capable of being sympathetic to co-workers and customers	1	2	3	4	5	6	7
--	---	---	---	---	---	---	---

Features of Your Work

After office hours,

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
1. I distance myself from work.	1	2	3	4	5
2. I don't think about work at all.	1	2	3	4	5
3. I forget about work.	1	2	3	4	5
4. I get a break from the demands of work.	1	2	3	4	5

Please indicate how much you agree with the following statements:

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
1. I don't like to have to think about work while I'm at home.	1	2	3	4	5
2. I prefer to keep work life at work.	1	2	3	4	5
3. I don't like work issues creeping into my home life.	1	2	3	4	5
4. I like to be able to leave work behind when I go home.	1	2	3	4	5

Please indicate how much you agree with the following statements:

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
1. The people I work with prevent work issues from creeping into their work life.	1	2	3	4	5
2. The people I work with keep work matters at work.	1	2	3	4	5
3. The people I work with don't think about work while they are at home.	1	2	3	4	5
4. The people I work with like to be able to leave work behind when they go home.	1	2	3	4	5

Work and Communication Technology

How often do you use these technologies to communicate on work matters while at home during non-work hours?

	Almost never	Sometimes	Neutral	Often	Very often
Computers/Laptops/Tablet	1	2	3	4	5
Mobile phones	1	2	3	4	5

When do you normally switch off your communication devices after work hours?

- When I reach home
 After 10 pm
 Before 8pm
 Never
 8-10pm

Appendix 2 - Questionnaire (Norwegian Version)

Kjære deltaker, vennligst les disse punktene nøye før du begynner å fylle ut spørreskjemaet.

Bakgrunn og formål

- Denne undersøkelsen gjennomføres av Fride Dimmen Stokke og Laura Lai som del av en masteravhandling i Organisasjonspsykologi ved City, University of London. Forskingen er veiledet av Dr. Paul Flaxman som er professor i Organisasjonspsykologi ved City, University of London.
- Formålet med undersøkelsen er å kartlegge hvordan ditt forhold til mobiltelefon, datamaskin, email og annen teknologi påvirker ditt liv på jobben og i hjemmet.

Hva innebærer deltakelse i studien?

- Deltakelse i studien innebærer å svare på et spørreskjema som først vil omhandle noen bakgrunnsspørsmål om deg og noen korte spørsmål om din personlighet. Deretter vil du bli spurt om dine tanker og følelser rundt arbeid og fritid, før ditt forhold til teknologi vil bli spurt om. Jeg håper du vil avse ca. **10 minutter** av din tid til å besvare undersøkelsen.
- Hvis du er **18 år eller eldre og jobber fulltid** er du egnet til å delta i denne undersøkelsen.

Hva skjer med informasjonen om deg?

- Alle personopplysninger og svar på spørreundersøkelsen vil bli **behandlet konfidensielt**, og ingen enkeltpersoner vil kunne gjenkjennes i oppgaven.
- Når spørreskjemaet er ferdig utfylt kan du velge å skrive ned e-postadressen din om du ønsker videre forklaring på studiet og/eller informasjon om de viktigste funnene. Av konfidensielle årsaker vil ikke e-postadressen din kobles til dine svar på spørreskjemaet.
- Alle svar vil være anonymiserte før analyse, og derfor vil ingen kunne koble navnet ditt til dine svar. Prosjektet skal avsluttes i September 2017, og personopplysninger vil da bli slettet.

Frivillig deltakelse

- Din deltakelse i denne undersøkelsen er helt frivillig. Du kan når som helst trekke ditt samtykke uten å oppgi noen grunn. Dersom du ønsker å trekke deg, vil alle opplysninger om deg bli anonymisert.
- Denne studien er godkjent av medlemmer av forskning- og etikktutvalget ved City, University of London (Psykologisk avdeling). Etikreferansenummeret er **PSYETH (T/L) 16/17 150**.

Dersom du har spørsmål til studien, ta kontakt med:

Fride Dimmen Stokke fride.stokke.1@city.ac.uk

Laura Lai laura.lai@city.ac.uk
Dr. Paul Flaxman paul.flaxman.1@city.ac.uk

Når du har lest og forstått disse punktene, vennligst klikk på pilknappen nedenfor for å få tilgang til spørreskjemaet.

Takk for at du tar deg tid til å delta!

1. Hvor gammel er du?

- 18-24 år
- 25-34 år
- 35-44 år
- 45-54 år
- 55-64 år
- 65-74 år
- 75 år eller eldre

2. Kjønn:

- Mann
- Kvinne

3. Sivilstand:

- Ugift
- Samboer
- Gift
- Separert
- Skilt
- Enke/Enkemann

4. Hva er din høyest oppnådde utdanning?

- Grunnskole
- Videregående
- Bachelorgrad (3 år høyere utdanning)
- Mastergrad (4-5 år høyere utdanning)
- Doktorgrad/PhD
- Annet

5. Hvilket fagområde jobber du innen?

6. Hvor lenge har du jobbet innenfor dette fagområdet?

- 0-5 år
- 6-10 år
- 11-15 år
- 16-20 år
- Over 20 år

7. Yrke (yrkestittel)

8. Hvor mange timer jobber du per uke?

- Opptil 40 timer
- Opptil 50 timer
- Opptil 60 timer
- Mer enn 60 timer

Dine Personlighets- og Karaktertrekk

De neste utsagnene vurderer noen av de vanligste personlighetstrekkene. Benytt skalaen nedenfor og oppgi hvor godt hver enkelt utsagn beskriver din egen personlighet.

Jeg ser på meg selv som noen som...

	Helt uenig	Uenig	Verken enig eller uenig	Enig	Helt enig
...er reservert	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...generelt sett er tillitsfull	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... har en tendens til å være lat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...er avslappet, håndterer stress godt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...har få kunstneriske interesser	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...er utadvendt, sosial	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...har en tendens til å finne feil ved andre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...gjør en grundig jobb	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...blir lett nervøs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...har en aktiv fantasi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...er hensynsfull og snill mot så og si alle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Følelser Du Har i Forhold til Jobben Din

Ved å benytte skalaen nedenfor, velg det alternativet som best beskriver hvor ofte, hvis i det hele tatt, du har erfart noen av disse følelsene i forhold til jobben din.

Opggi hvor ofte du har følt følgende i forhold til jobben:

	Aldri eller nesten aldri	Sporadisk	Nå og da	Regelmessig	Ofte	Svært ofte	Alltid eller nesten alltid

Preferanser for Segmentering mellom Jobben og Hjemmet

Benytt skalaen nedenfor, og vurder hvor enig du er i hver påstand.

	Svært uenig	Uenig	Litt uenig	Verken enig eller uenig	Litt enig	Enig	Svært enig

Benytt skalaen nedenfor, og vurder hvor enig du er i hver påstand.

	Svært uenig	Uenig	Litt uenig	Verken enig eller uenig	Litt enig	Enig	Svært enig

Avkobling fra Jobben

Mennesker kan oppleve ulik grad av avkobling fra jobben på fritiden. Benytt skalaen nedenfor, og vurder hvor enig du er i hver påstand.

I løpet av tiden etter jobb...

	Helt uenig	Uenig	Verken enig eller uenig	Enig	Helt enig

Bruk av Teknologiske Kommunikasjonsenheter på Fritiden

Hvor ofte bruker du følgende teknologiske kommunikasjonsenheter til arbeidsrelaterte formål i fritiden?

	Nesten aldri	Av og til	Nøytral	Ofte	Veldig ofte

Når slår du vanligvis av disse teknologiske kommunikasjonsenhetene etter arbeidstid?

- Så snart jeg er ferdig på jobb
- Før klokka 20:00
- Mellom klokka 20:00 og 22:00
- Etter klokka 22:00
- Aldri