



Faculty of Commerce
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***The Effect of Emotional Exhaustion on the
Relationship between Workplace Cyberbullying
and Interpersonal Deviance
"An Empirical Study on Egyptian Governmental Universities"***

*"A Dissertation Submitted in Fulfillment of the Requirements for the
Degree of Doctor of Philosophy in Business Administration"*

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1445-2024

Abstract

The main objective of this dissertation is to determine the effect of emotional exhaustion on the relationship between workplace cyberbullying and interpersonal deviance in Egyptian governmental universities. By reviewing previous studies in this regard, a proposed model for the research hypotheses was developed to illustrate causal relationships between the research variables. Hence, the structural equation modeling (SEM), and path analysis are used to assess the strength of the relationships between the research variables by using (SmartPLS 4) program.

To collect the primary data, the researcher designed a questionnaire that includes three main constructs are the workplace cyberbullying, emotional exhaustion and interpersonal deviance. The necessary tests were conducted to assess the validity of the research variables models and the survey was directed to a sample of teaching staff & their assistants in 7 Egyptian governmental universities and the sample size was 382 units. The number of respondents was 371, approximately 97% of the total sample size.

The findings illustrate that there is a positive effect of workplace cyberbullying on interpersonal deviance, also there is a positive effect of workplace cyberbullying on emotional exhaustion and there is a positive effect of emotional exhaustion on interpersonal deviance. Further, there is a positive effect of emotional exhaustion on the relationship between workplace cyberbullying and interpersonal deviance.

Finally, there are non-significant differences between the perception of the respondents for the dimensions of workplace cyberbullying, emotional exhaustion and interpersonal deviance according to the following demographic and organizational variables (gender, age, current job and years of experience). In contrast, there are significant differences between years of experience groups' perceptions toward work-related cyberbullying.

Keywords:

Workplace Cyberbullying, Emotional Exhaustion and Interpersonal Deviance.