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Balancing Act: How Mobile Technology Influences Work Connectivity, Conflict, and Burnout

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Abstract

In today's era of rapid tech growth and increased remote work research, especially post-COVID-19, Work Connectivity Behavior After-Hours (WCBA) has become common. While WCBA provides flexibility and autonomy, it also brings challenges like job burnout and work family conflict. we examines link among WCBA, work-family conflict, and job burnout, focusing on how one's preference for separating personal life and work affects these relationships. Based on the Job Demand-Control (JD-C), Conservation of Resources (COR), and Boundary theories, the research explores how WCBA through work family conflict impacts burnout. It proposes that work-family conflict mediates WCBA-burnout link, while a strong preference for work-family separation influences both this mediation and the direct link between WCBA and work-family conflict. With 1,150 responses from professionals across Karachi, Lahore, and Islamabad, the study found that WCBA predicted burnout strongly, with conflicting work-family as a key factor. Notably, a high preference for work-family separation strengthens WCBA impacting work-family conflict and, subsequently, burnout. This research adds to our understanding of WCBA by highlighting how individual preferences can shape its effects. Practically, it underscores the importance of managing work-family boundaries in today's always-connected work environment. Developing flexible transition strategies between work and family roles may help reduce WCBA's negative impact on burnout.

Keywords: *Mobile, Technology, Work, Balancing, Conflict.*

Introduction

With rise of information technology, communication tools have become increasingly convenient, making mobile work more prevalent. Especially after the COVID-19, a huge numnber of companies have started remote work, which is expected to become a lasting trend in the workplace (Brynjolfsson et al., 2020). Mobile work and remote work have not only blurred the boundaries of the workplace but also work-life boundaries, leading to work connectivity behavior after-hours (WCBA) (Allen, Golden, & Shockley, 2015). WCBA means the behavior where employees use internet technology to work or communicate with

colleagues outside of official working hours, including before and after work, on weekends, or during holidays (Kreiner et al., 2009).

The impact of WCBA on employees is two fold. On the positive side, WCBA makes work more convenient, allowing employees to invest more time and energy into their tasks, thereby increasing job autonomy and flexibility (Gajendran & Harrison, 2007). However, WCBA also brings a series of negative effects, such as reducing work vitality (Fujimoto et al., 2016), making employee emotionally exhausted (Derks, Bakker, Peters, & van Wingerden, 2016), and leading to severe workload and stress (Wang & Lyu, 2019). These effects can contribute to job burnout, a significant issue in the modern work environment (Maslach & Leiter, 2016). Furthermore, research indicates that the reduction in intrinsic motivation and well-being associated with WCBA can exacerbate feelings of job burnout (Sonnentag, 2018).

Existing research has explored the boundary conditions that may lead to positive impacts or mitigate the negative impacts of WCBA. Some researchers have proposed the moderating roles of individual factors, such as time management skills, and organizational factors, like organizational norms and job demands (Gadeyne, Verbruggen, Delanoeije, & De Cooman, 2018; Fenner & Renn, 2010). There has been insufficient analysis of individual factors such as work-family segmentation preferences, which plays an important role considering the effect of WCBA on job burnout (Ashforth, Kreiner, & Fugate, 2000). Moreover, there is no empirical study.

Work-family segmentation preference is important in a way it describes individuals ability to subjectively separate their work and family in terms of cognition, psychology, and behavior (Kossek, Lautsch, & Eaton, 2006). This preference should moderate effect of WCBA on job burnout. For instance, people who have strong sence of segmentation are more Prone psychological resistance when work invades their family, leading to stronger negative emotions and increased work-family conflict (Clark, 2000). Conversely, people who have low predilection for segmentation find it easier to integrate roles of work and family, thus experiencing less burnout and conflict.

Given these considerations, we explore this mechanism that WCBA impact job burnout and doing moderation role of individual work-family segmentation preferences. By focusing on these individual factors, this research seeks to provide insights into how employees can better manage the demands of mobile and remote work while mitigating the risks of job burnout

Literature Review

Job Demand-Control Model

This model was created by Karasek (1979), is a widely used to understand work-related mental preasure and how it effect well-being. The model posits that Job demands, like a heavy workload and tight deadlines, and job control, such as having autonomy and the ability to make decisions) interact to determine the level of job strain an employee experiences. When there is less control on job while high job demand, employees are likely to experience significant stress, which can manifest as job burnout. Considering (WCBA), the JD-C model suggests that the additional demands placed on employees due to after-hours connectivity can increase stress levels, particularly when employees have little control over their work during personal time.

Conservation of Resources (COR) Theory

This theory was developed by Hobfoll (1989). This theory suggest that individuals struggle to aquire and keep resources and the resources could be energy well-being and time. Stress and burnout occur the time when an individual loose such resources or the threat of loosing. WCBA threatens personal resources by

encroaching on non-work hours, preventing adequate recovery from work demands and leading to emotional exhaustion and burnout.

Boundary Theory

This theory is developed by Ashforth, Kreiner, and Fugate (2000). The theory suggests there is individual difference in prefering for integrating or segmenting these domains. Work-family segmentation preference is a critical concept within this theory, referring how individuals maintain and prefer boudaries in work-life.

Work Connectivity Behavior After-Hours (WCBA)

A behavior where workers engage in duty tasks outside of working time, often using digital communication tools (Richardson & Thompson, 2012). The rise of mobile technologies and remote work has made WCBA increasingly common, particularly after the COVID-19 pandemic (Allen, Golden, & Shockley, 2015). While WCBA can enhance job flexibility and autonomy (Gajendran & Harrison, 2007), it also poses significant risks, particularly concerning balancing work and well-being.

The Job Demand-Control (JD-C) model (Karasek, 1979) provides a framework for understanding the dual impact of WCBA. On the positive side, WCBA can increase job autonomy by allowing employees to manage their work schedules more flexibly. However, the negative side is that boundaries are blurred which lead to stress in personal life emotional exhaussion (Derks, van Mierlo, & Schmitz, 2014). Which means WCBA may cause job burnout, a condition characterized by chronic workplace stress. Based on this, we hypothesize that:

Hypothesis 1: Work Connectivity Behavior After-Hours (WCBA) is positively related to job burnout.

Job Burnout

Job burnout is a form of mental stress that includes feelings of emotional exhaustion and a diminished sense of accomplishment (Maslach & Leiter, 2016). Based on the Conservation of Resources (COR) theory (Hobfoll, 1989), burnout happens when individuals experience a loss of personal resources unable to maintain their resources, particularly time and energy, which are essential for recovery from work demands. WCBA, by encroaching on non-work hours, threatens these resources, leading to burnout.

Research supports the idea that WCBA is linked to job burnout. For instance, Barber and Santuzzi (2015) found that employees who frequently engage in WCBA are more likely to experience emotional exhaustion, a core component of burnout. Similarly, Wang and Lyu (2019) observed that WCBA exacerbates the work stressor effects, leading to greater burnout. Thus, it is expected that:

Hypothesis 2: Work-family conflict mediates the relationship between WCBA and job burnout.

Work-Family Conflict

It happens when there is no compatibility between job demand and home, creating tension and stress for individuals trying to do cope up with both areas (Greenhaus & Beutell, 1985). WCBA is a significant contributor to work-family conflict, as it often requires employees to engage in work-related tasks during personal or family time (Derks et al., 2014). This intrusion can disrupt family life, leading to role overload and stress, which contribute to job burnout.

Allen, Herst, Bruck, and Sutton (2000) showed that employees who engage in frequent WCBA are more prone to experiencing conflicts between work and family, which subsequently leads to burnout suggest that mediating role has been supported. Therefore, we hypothesize that:

Hypothesis 3: Work-family conflict mediates the relationship between WCBA and job burnout.

Work-Family Segmentation Preference

To keep workand family separate it is a desire of a person, maintaining clear boundaries between these domains (Kossek, Lautsch, & Eaton, 2006). This preference influences how individuals experience and balance the demands of work and family responsibilities. People who have a high segmentation preference are more likely to perceive WCBA as intrusive and stressful, causing more conflic in work-family and, ultimately, burnout (Kreiner, Hollensbe, & Sheep, 2009).

Research by Derks et al. (2016) suggests the relationship between WCBA while tension among family and work, along with the subsequent impact on job burnout work family segmentation preference is a moderator. Employees who are workoholicand at the same time want their own family life experience stronger negative emotional reactions when work intrudes into family time, exacerbating the struggle between work and family responsibilities, along with increasing the likelihood of burnout. So we create this hypothesis:

Hypothesis 4: Work-family segmentation preference moderates the relationship between WCBA and work-family conflict, such that the relationship is stronger for employees with a high segmentation preference.

Hypothesis 5: Work-family segmentation preference moderates the relationship between work-family conflict and job burnout, such that the relationship is stronger for employees with a high segmentation preference.

Theoretical Framework

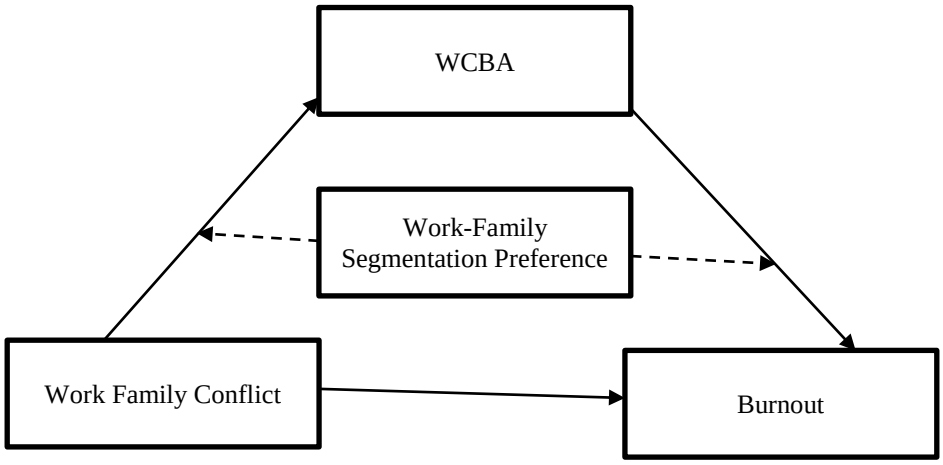

Figure 1. Research hypothesis framework"

Research Methodology

Participants

Research on virtual teams emerged in the 1990s and flourished after 1995 (Martins et al., 2004). Early research simply defined virtual teams as geographically dispersed groups working together based on the comparison with face-to-face (traditional) teams (Henry & Hartzler, 1997). As information and communication technology continues to advance, more and more geographically dispersed teams use

electronic and information technology to communicate and collaborate. Accordingly, the definition of virtual teams has changed, and the original emphasis on geographical dispersion has been further emphasized on the use of communication technology. For example, Townsend et al. (1998) defined virtual teams as groups that connect geographically dispersed people making them do things with through combination of telecommunications and IT. Subsequently, driven by the acceleration of economic globalization, more and more organizations have broken through the limitations of time and space and organizational boundaries to form and operate teams to integrate human resources. Therefore, crossing time and space and organizational boundaries has become an important component of the concept of virtual teams. For example, Martins et al. (2004) says technology used by virtual teams vary cross location, time and organizational boundaries for any job. In summary, concept of teams online has changed and expanded with the advancement of science and technology and the development and changes of the corporate environment, and there is no unified definition yet. Based on the existing definitions, it can be considered that virtual teams are collaborative working groups that are supported by digital intelligence technology, cross time, space and organizational boundaries, and are committed to completing target tasks. Its main characteristics include: technical support, that is, virtual teams widely use digital intelligence information technology; boundary crossing, that is, online groups cross everything for instance time boundary and space; group category, that is, virtual teams are collaborative groups with common goals. These characteristics can be divided into two parts: "team" and "virtual." "Team nature" is the same as traditional teams (or face-to-face teams), that is, both have common work goals and are goal-oriented collaborative work groups. "Virtual nature" is different from traditional teams (or face-to-face teams), that is, virtual teams have typical "virtual nature" characteristics such as time and space dispersion, technology dependence, structural dynamics, and organizational boundary spanning.

A convenience sampling method was used to distribute an online questionnaire to workers from various industries in Karachi, Lahore, and Islamabad through local online survey platforms. A total of 1,350 questionnaires were collected, of which 200 were excluded due to values falling outside of ±3 standard deviations of the involved variables. This resulted in 1,150 valid questionnaires, with an effective rate of 85.19%.

In terms of education level: 7.5% had secondary school education (including those who did not graduate), 19.5% had intermediate education, 31.5% held a bachelor’s degree, 34% held a master’s degree, and 7.5% had a postgraduate education (M.Phil. or Ph.D.).

Regarding the participants' occupational categories: 4.0% were government officials, 20.0% were managers, 9.0% were private business owners, 24.0% were professionals and technical personnel, 13.0% were office workers, 14.0% were individual business owners, 8.0% were employees in the commercial service industry, 5.0% were industrial workers, 2.0% were agricultural laborers, and 1.0% were unemployed, semi-employed, or had no work in urban or rural areas.

Additionally, 58.0% of the participants had fixed working hours, ensuring boundary clearance; 42.0% reported having irregular working hours.

Instruments

Work Connectivity Behavior Scale for Non-Work Hours

The Work Connectivity Behavior Scale, created by Richardson and Thompson in 2012. Using 3 item scale focused on the frequency with which work-related contacts occur through communication tools outside of regular working hours. An example item is, "During non-work hours, how often do work-related people contact you through the above-mentioned communication tools for work-related matters?" using 5 point likert scale ranging from 1 “never” to 5 Always. Cronbach's Alpha coefficient of 0.89.

Work-Family Conflict Scale

This scale was Originally created by Netemeyer and colleagues in 1996 it measures the degree of conflict between work and family. This scale had 10 items. Since this paper primarily examines how work connectivity behavior affects family life, only the 5 items Using 5 point likert scale 1 “Strongly disagree 5 “strongly agree”. Cronbach's Alpha was 0.91.

Job Burnout Scale

The Emotional Exhaustion subscale of the MBI-GS scale was used, consisting of 5 items. We used 5 point likert scale 1 “never” 5 very “frequently”. Cronbach's Alpha was 0.90.

Segmentation preference Scale

Kreiner developed this scale and we used to test individual preferences for segmentation or integration management strategies, treating work-family segmentation as a single dimension. It includes 4 items, such as "I don't like thinking about work while at home." The scale is scored on a 5-point scale (1 = Never; 5 = Always), with higher scores indicating a clearer preference for segmenting work and family boundaries. Cronbach's Alpha was 0.91.

Data Collection and Processing

Data collection and recovery through an online survey, and all participants answered anonymously. After organizing the participants' information, descriptives and correlation were done using SPSS 26.0; the moderated mediation effect of the variables was tested using the PROCESS 3.0 macro in SPSS 26.0.

Common Method Bias

Harman's single-factor test was conducted to check common method bias (Zhou Hao & Long Lirong, 2004). The results revealed there were four factors which had eigenvalues more than 1, 31.754% of the total variance was expalined by first factor, which is less than 40% the critical value. which indicates common method bias is not serious.

Considering that there is limitation in Harman's single-factor, we further conducted "unmeasured latent method factor" technique to check common method bias (Tang Dandan & Wen Zhonglin, 2020). First, using Amos 24.0 software, a four-factor model containing only trait factors was constructed. Then, a method factor was added to the model as a general factor, forming a five-factor model to observe whether the model fit significantly improved. The results showed that the difference between the two models was small: $\chi^2/df < 0.00$, GFI = 0.018, AGFI = 0.017, CFI = 0.012, RMSEA = 0.009, IFI = 0.012.

Correlation Analysis and Descriptive Statistics

These statistis in this study are presented in Table 1. Significant correlations were found between work connectivity behavior after-hours, job burnout, work-family conflict, and work-family segmentation preference (ps < 0.01), providing a basis for testing the moderated mediation effect. Occupation was negatively correlated with work connectivity behavior, and education level was positively correlated with work connectivity behavior, work-family segmentation preference, and job burnout. Therefore, gender, occupation, and education level were controlled.

Table 1 : Descriptive Statistical Analysis and Correlation Analysis Results

Variable	1	2	3	4	5	6	7
1. Gender							
2. Occupation	0.27***	1					
3. Education	0.14***	0.41***	1				
4. Work Connectivity Behavior After-Hours	0.21***	0.15***	0.18***	1			
5. Work-Family Conflict	0.14***	0.01	0.05	0.29***	1		
6. Work-Family Segmentation Preference	0.13***	0.08**	0.11**	0.08***	0.12***	1	
7. Job Burnout	0.10**	0.03	0.17***	0.22***	0.48***	0.14***	1

Note: Gender is coded as a dummy variable, where male = 0 and female = 1. * $p < 0.05$, ** $p < 0.01$, *** $p < 0.001$.

Test of Moderated Mediation Effect

Following the procedure for testing moderated mediation models proposed by Wen Zhonglin and Ye Baojuan (2014), we used gender, occupation, and education level as control variables and performed moderated mediation effect analysis in two steps, using the PROCESS 3.0 macro in SPSS and the Bootstrap method with 5000 resamples to calculate 95% confidence intervals (Hayes, 2015).

Table 2: Mediation Model Analysis Table

Dependent Variable: Work-Family Conflict	**β**	**SE**	**Boot 95% CI**
Gender	–0.27***	0.06	[–0.39, –0.15]
Occupation	0.06**	0.02	[0.02, 0.09]
Dependent Variable: Job Burnout	**β**	**SE**	**Boot 95% CI**
Gender	0.34***	0.05	[0.23, 0.45]
Occupation	0.03	0.01	[–0.02, 0.07]
Education	0.03	0.04	[–0.05, 0.11]
Work Connectivity Behavior	0.42***	0.04	[0.34, 0.50]
Work-Family Conflict	$R^2 = 0.18$	$F = 62.37$***	
Dependent Variable: Job Burnout (Continued)	**β**	**SE**	**Boot 95% CI**
Education	0.15***	0.03	[0.09, 0.20]
Work Connectivity Behavior	0.06	0.03	[–0.03, 0.13]
Work-Family Conflict	0.48***	0.03	[0.42, 0.54]
Job Burnout	$R^2 = 0.29$	$F = 105.62$***	

Step 1: Testing the Simple Mediation Model

To examine the mediation role of work-family conflict in the association between job burnout and work connectedness behavior after hours, Model 4 was chosen. Result suggest that job burnout was strongly and

favorably predicted by work connection behavior after hours (β = 0.24, p < 0.001). The direct relationship between connection behavior and workplace burnout was no longer significant (β = 0.06, p > 0.05) when work-family conflict was included as a mediating component. On the other hand, work-family conflict was considerably and positively predicted by connection behavior (β = 0.42, p < 0.001), and job burnout was strongly and positively predicted by work-family conflict (β = 0.48, p < 0.001) (see Table 2). The Bootstrap test told, the mediating effect accounted for 82.45% of the total effect, with a 95% confidence interval of [0.13, 0.22].

Step 2: Testing the Moderating Effect of Work-Family Segmentation Preference

The study examined how the preference for separating work and family life influences the two pathways in the mediation model, using Model 58. Results showed that work-family conflict increased with the interaction between this preference and connectivity behavior (β = 0.09, p < 0.001), and job burnout rose with the interaction between segmentation preference and work-family conflict (β = 0.06, p < 0.001). In Table 3. This suggests that the preference for work-family segmentation moderated the mediation model's first and second halves (see Figure 2).

Table 3 : Moderated Mediation Model Analysis Table

Predictor	Work-Family Conflict	Job Burnout
	β	**SE**
Gender	–0.29***	0.06
Occupation	0.05**	0.02
Education	0.02	0.04
Work Connectivity Behavior	0.42***	0.04
Work-Family Segmentation Preference	0.12***	0.03
Connectivity Behavior × Segmentation Preference	0.09***	0.03
Work-Family Conflict		
Work-Family Conflict × Segmentation Preference	0.09***	0.03
R^2	0.19	
F	52.14***	

Table 4: Simple Slope Analysis Results

Predictor	β	Boot SE	Boot 95% CI
M − 1SD (Work-Family Conflict)	0.1	0.02	[0.07, 0.15]
M (Work-Family Conflict)	0.17	0.02	[0.14, 0.21]
M + 1SD (Work-Family Conflict)	0.23	0.03	[0.20, 0.29]
M − 1SD (Job Burnout)	0.41	0.03	[0.35, 0.47]
M (Job Burnout)	0.47	0.03	[0.41, 0.53]
M + 1SD (Job Burnout)	0.58	0.04	[0.52, 0.64]

Bootstrap test was performed at values 1 standard deviation above and below the mean of work-family segmentation preference in order to investigate the indirect impact of work connectivity behavior after hours on job burnout under varying levels of work-family segmentation preference. Table 4 displays the findings. At low, medium, and high levels of work-family segmentation preference, the mediating effect was noteworthy (95% CI M − 1SD [0.07, 0.15], 95% CI M [0.14, 0.21], 95% CI M + 1SD [0.20, 0.29]). Therefore, the moderated mediation effect was confirmed.

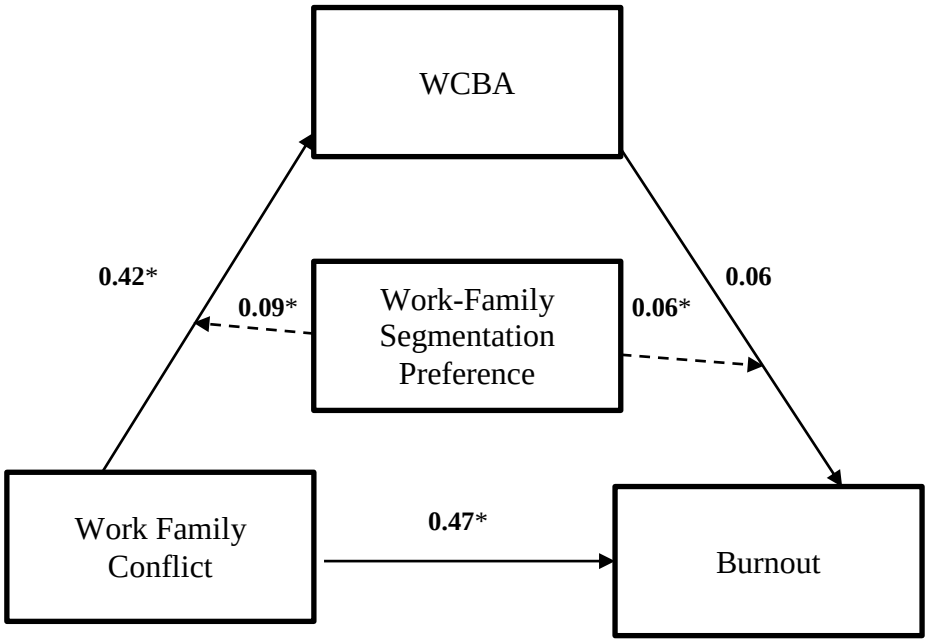

Figure 2. The psychological mechanism through which work connectivity behavior after-hours influences job burnout

Note: The numbers in the model represent standardized path coefficients; the values in parentheses represent the total effect coefficient of work connectivity behavior on job burnout.

To explore how the preference for separating work and family life affects the two pathways in the model, simple slope tests were performed. For the first pathway, results showed that participants with a high preference for work-family separation (M + 1SD) connectivity was positive and significanty predicted work-family conflict (simple slope = 0.52, t = 14.35, p < 0.001). For participants with low work-family segmentation preference (M − 1SD), connectivity behavior also positively predicted work-family conflict, but the coefficient was lower (simple slope = 0.33, t = 7.82, p < 0.001) (see Figure 3).

Table 5: System resulting data of standard experiment

	B	Boot SE	Boot 95% CI
M − 1SD	0.10	0.02	[0.05, 0.11]
M	0.17	0.02	[0.11, 0.17]
M + 1SD	0.23	0.03	[0.17, 0.26]

The simple slope test for the second pathway showed that for participants with high work-family segmentation preference (M + 1SD), work-family conflict significantly and positively predicted job burnout (simple slope = 0.58, t = 18.27, p < 0.001). For participants with low work-family segmentation preference (M − 1SD), work-family conflict also positively predicted job burnout, but the coefficient was slightly lower (simple slope = 0.41, t = 12.15, p < 0.001) (see Figure 4).

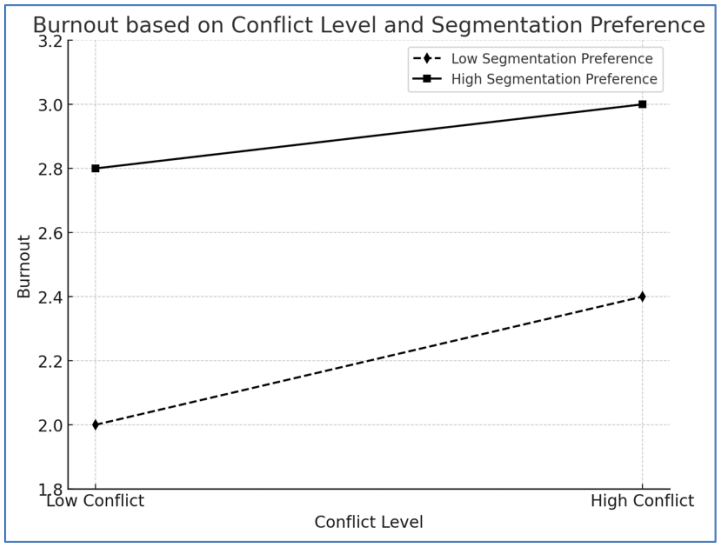

Figure 3. Job Burnout as a Function of Work Connectivity and Segmentation Preferences

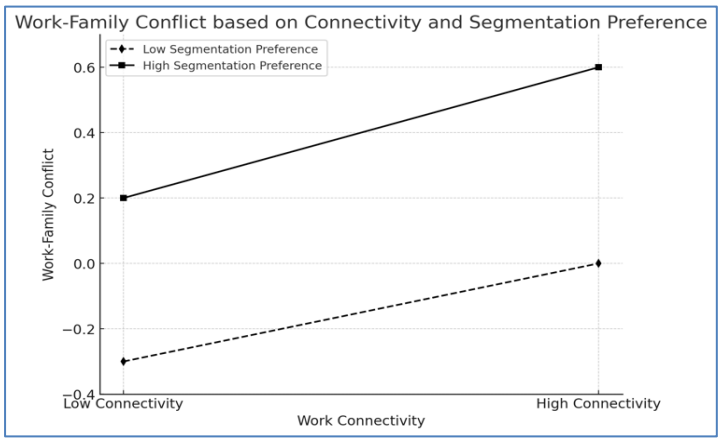

Figure 4: Work-Family Conflict Across Varying Levels of Work Connectivity and Segmentation Preferences

Discussion

The preference to keep work and family life separate increased the impact of after-hours work connectivity on work-family conflict, as well as the effect of work-family conflict on job burnout. In other words, the more someone values separating work and family, the stronger the link between after-hours connetivity and work-family conflict, and likewise, the greater the impact of work-family conflict on feelings of burnout.

Discussion of Results

This study found the connection of work during non work positively predicts employees' levels of job burnout across different socioeconomic statuses, consistent with previous research findings (Xie et al., 2017). The more frequent the connectivity behavior, the more personal time and space are invaded, leading to a blend and overlap between work and family domains. This causes individuals to switch between different roles more frequently, generating more work-family conflict (Pan Qingquan, Wei Huimin, 2017).high connectivity when home, increase work-family conflict, which suggests that the large volume of information brought by connectivity behavior diminishes the individual's cognitive capacity (Yuan Shuo,

Tang Guiyao, 2018). Work-family conflict, in turn, exacerbates employees' feelings of job burnout. Therefore, to reduce job burnout caused by work connectivity behavior, employees need to manage work-family conflict effectively. By consciously controlling work-family conflict, employees can alleviate negative emotions, resulting in lower burnout and higher well-being.

The innovation and development of communication tools and office software have made working from home increasingly convenient, blurring boundaries. Previous studies have also confirmed that behavior of being connected to work blurs those boundaries (Kaufman-Scarborough, 2006). However, if employees have a strong sense of boundaries, they will experience more conflict and burnout, meaning that connectivity behavior is less beneficial in reducing work-family conflict (Derks et al., 2016). This study also confirms this result. It was found that the higher the level of work-family segmentation preference, the stronger the positive relationship between work connectivity behavior during non-working hours and work-family conflict; similarly, the higher the segmentation level, the stronger the positive impact of work-family conflict on job burnout.

The study reveals that individuals with a high segmentation preference consciously distinguish between the boundaries of work and personal life. These individuals tend to "resent" switching between roles when connectivity behavior occurs, resulting in higher levels of conflict and reinforcing the impact of connectivity behavior on work-family conflict. Additionally, it was found that individuals with high segmentation preferences, when facing work-family conflict, tend to attribute family conflicts to connectivity behavior, transferring negative emotions to their work, which in turn exacerbates their job burnout. Conversely, individuals with low segmentation preferences are more accustomed to the interpenetration of work and family roles, with weaker boundary perceptions, allowing them to switch roles more smoothly, which unconsciously alleviates many conflicts. Because individuals with low segmentation preferences have a more blurred attitude towards the boundaries between these two domains and do not resent the integration of work and family, they can handle conflicts more calmly than those with high segmentation preferences, thereby reducing the likelihood of burnout.

Research Significance

From a theoretical perspective, this study explored the mechanism through which employees' work connectivity behavior impacts job burnout, extending the content of Conservation of Resources Theory and the Job Demand-Control Model. While previous research has focused on the buffering effect of organizational segmentation supply on employee job burnout from an organizational perspective (Wu Jieqian et al., 2018), this study examined the impact of employees' work-family segmentation preference on the effect of work connectivity behavior during non-working hours on job burnout from an individual perspective, providing guidance for helping employees overcome job burnout.

From a practical perspective, work connectivity behavior during non-working hours has become a common phenomenon. Employees should recognize that working from home is a trend in social development, and work connectivity behavior is inevitable. They should adapt to this change by adjusting their work-family segmentation preferences and increasing their tolerance for blurred boundaries between work and family. At the same time, they should learn to transition roles flexibly and cope with the role-switching between work and family. However, care should be taken not to overly integrate work and family roles, as this may make it difficult to maintain boundaries between multiple roles, potentially increasing work-family conflict and leading to job burnout.

Research Limitations and Future Directions

This study has some limitations. First, a cross-sectional research design was used. Future research could adopt momentary assessment or diary methods to record participants' work connectivity behavior in real-time, comparing the time differences in connectivity behavior during non-working hours within the same

individual to improve the accuracy of the results. Second, this study only considered the frequency of work connectivity behavior during non-working hours and did not examine the duration of such behavior. Future research should explore this further.

Conclusion

This study highlights three main findings. First, engaging in work-related connectivity after work is linked to higher levels of job burnout. Second, the conflict between work and family life plays a mediating role in this relationship, meaning that after-hours connectivity can increase work-family conflict, which, in turn, leads to burnout. Lastly, employees' preference for keeping work and family life separate influences these dynamics: a strong preference for segmentation intensifies the effects of after-hours connectivity on work-family conflict and, subsequently, on burnout

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