

Role of Workplace Cyber Incivility and Personality Traits on Employee Knowledge Sharing Behaviour

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Knowledge sharing behaviour can achieve a greater level of innovation and creativity. Employees who were victimized with computer-mediated workplace incivility may hinder knowledge with rational justifications. The purpose of this paper is to identify the role of workplace cyber incivility on knowledge sharing behaviour. Additionally, this study identifies the mediating effect of personality traits (Extraversion, Agreeableness, Conscientiousness, Neuroticism, Openness to experience) on the relationship between them. The study is predominantly designed as a quantitative study based on the positivistic paradigm. Data were obtained from an online self-administered questionnaire from permanent employees in software development organizations in Sri Lanka, and 251 responses were analysed using correlation and SEM bootstrapping. The study draws attention towards workplace cyber incivility victims, who may negatively respond to knowledge sharing behaviour, creating hostile work environments. The theory of trait activation can be used to explain the individual differences of the said relationship. The study also proposes partial mediation on the same relationship. The findings of the study have several theoretical and practical implications. It advocates the necessity to address workplace cyber incivility to ensure employee knowledge sharing behaviour.

Keywords: *knowledge sharing behaviour, cyber incivility, personality traits*