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Investigating the impact of knowledge sharing system on workplace deviance: a moderated mediated process model in Indian IT sector

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	Journal of Knowledge Management impact of knowledge sharing system on workplace deviance: a moderated mediated proces	s model	n Indian IT secto
	Number.)		
	Abstract		
	Purpose		
	This study aims to ascertain the impact of perceived knowledge sharing systems on destructive and constructive deviance through employee engagement. Also, this study explores the moderating role of perceived organizational support (POS).		
	Design/methodology/approach		
	Data were collected from 403 entry-level IT employees. Structural		
	equation modeling and PROCESS macro by Preacher and Hayes		
	were used to examine the proposed hypotheses.		
	Findings		
	Results specified a significant impact of perceived knowledge		
	sharing systems on employee engagement, which in turn, exhibited		
	a negative relationship with a destructive and positive relationship		
	with constructive deviance, respectively. Results revealed that employee engagement significantly mediated the relationship		
	employee engagement significantly mediated the relationship		

between perceived knowledge sharing systems and destructive and constructive deviance. Concerning moderating role of POS, it was

found that at a high level of POS, the effect of knowledge sharing systems on employee engagement was significant in a positive direction and reached its highest level. Finally, for moderated mediation, results only supported the indirect effects of knowledge sharing systems on destructive deviance through employee engagement at different levels of POS.

Research limitations/implications

This study infers that IT organizations must implement measures to enhance employee engagement and POS by investing in embedded knowledge sharing systems. This will not only cater to the customized needs of employees but will also reduce destructive deviance and stimulate constructive deviance. Given a few studies integrating workplace deviance, this is the first study that proposes an integrated process model to overcome destructive and stimulate constructive deviance among IT employees by assessing the role of knowledge sharing systems as an antecedent, employee engagement as a mediator and POS as a moderating variable.

Keywords

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Employee engagement Perceived organizational support				
Structural equation modeling Destructive deviance	Constructive			
PROCESS macro Knowledge sharing systems				

Citation

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