Explaining Employee Job Performance: Role of Online and Offline Workplace Communication Networks

By

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All interested are welcome
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ABSTRACT

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By distinguishing between employees’ online and offline workplace communication networks, this paper incorporates technology into social network theory to understand employees’ job performance. Specifically, we conceptualize centrality as a second order construct comprising both direct and indirect ties in both online and offline workplace communication networks. We theorize that employees’ centrality in online and offline workplace communication networks are complementary resources that interact to influence their job performance. We found support for our model in a field study among 104 employees in a large telecommunication company. The paper concludes with theoretical and practical implications.