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The Effect of Cybersecurity Fatigue on Employees' Compliance with Cybersecurity Measures

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In the modern digital era, cybersecurity has emerged as a critical domain, shaping the security landscape of organisations worldwide. As technological advancements redefine how businesses and individuals operate and interact, the need for robust cybersecurity measures becomes increasingly apparent. The purpose of this research study is to explain the effect of cybersecurity fatigue on employees' compliance with cybersecurity measures. Cybersecurity fatigue causes employees to become disengaged from cybersecurity activities, resulting in non-compliance. Empirical studies explaining the effect of cybersecurity fatigue on compliance with cybersecurity measures are relatively scarce. The study employed a qualitative case study approach. We purposely sampled 11 employees from a single organisation to collect data. The data was analysed using the NVivo software tool. The findings of this study indicate that cybersecurity fatigue leads to frustration and irritation, which results in negative perceptions of cybersecurity and non-compliant actions, such as ignoring cybersecurity requirements. Additionally, organisational culture and individual factors influence these effects. This research seeks to explain the effect of cybersecurity fatigue and encourage employees' compliance with cybersecurity measures.

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