

Impact of Workplace Bullying on Employee Job Performance in Hotel Industry; Special Reference to Four-star and Five-star Hotels in Southern Province

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In today's competitive business environment, human resources are one of the most critical assets particularly for service-based organizations. One of the most important factors which may affect employees' job performance is workplace bullying from employers and colleagues at large. It is considered as a negative and unethical issue which may degrade, humiliate, and create a risk to a healthy working environment. Bullying at the workplace is a very serious issue and can be found in every other organization. This study mainly focused on identifying the impact of workplace bullying on employee job performance in the hotel industry in Southern Province, Sri Lanka, further it investigates the dimensional (i.e. work-related bullying, person-related bullying) impact on job performance. The study adopted a questionnaire survey for a sample of- 132 respondents selected through convenience sampling from four-star and five-star hotels. In order to achieve research purpose, three hypotheses were tested. The results of the correlation and regression tests found workplace bullying negatively impacts on employee job performance. Hence the employees who experience bullying at work should be given adequate support in order to reduce the negative consequences of bullying on employee well-being and job performance. Moreover, the findings of the study provide numerous implications for human resources practitioners to increase employee performance and maintain a bullying free environment in the Hotel industry. Further, it hopes that outcomes of the study will contribute to the current knowledge of workplace bullying and job performance. According to the study findings, workplace bullying negatively impacts employee job performance in the hotel industry in Southern province, Sri Lanka and person-related bullying is the most influential factor for job performance in that industry.

Keywords: Workplace bullying; Work related bullying; Person related bullying; Job performance; Human resources; Hotel industry