



اَبُو سَيِّدِي تَبَكُّوْا لِيْ وَمَا اَرَا
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UNDERGRADUATE PROJECT (HTM655)

**WORKPLACE BULLYING: TYPES AND IMPACTS TOWARDS
HOSPITALITY WORKERS**

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ABSTRACT

This study aims to identify the various types of bully behavior in the workplace and to recognize the impact of workplace bullying on hospitality workers. Specifically, the first part of this study will identify types of workplace bullying in the hospitality industry that later found to consist of verbal abuse, ostracising behavior, sexual harassment, work-related stalking, and counterproductive behavior. Meanwhile, the second part will focus on recognizing various impacts that workplace bullying will leave to the victims in the hospitality industry that comprise of negative emotions, productivity, and intention to leave. The research method used is qualitative research design by collecting the previous research findings from related journal articles and the internet (electric journal). The finding of this study found that among the addressed types of bullying, verbal abuse is the most occurred at the workplace among hospitality workers. As for the impact, the most suggested by previous researchers is negative emotion as the major outcome experienced by bully-victims. This study provides useful information to the hospitality workers to beware and concern about the bully behavior. The previous studies show that the bullying issue is growing in the hospitality industry. It is trusted that the discoveries can help hospitality workers especially to aware of workplace bullying that happens in their organization and help to decrease the cases of workplace bullying that happen among hospitality workers.

Keywords: Workplace bullying, hospitality workers, verbal abuse, negatives emotion

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