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IDENTIFYING THE DIMENSIONS OF TOXIC WORK
ENVIRONMENT TOWARDS WORK PERFORMANCE IN
HOSPITALITY INDUSTRY

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ABSTRACT

Toxic work environment has been explored in different countries and industries, but the study on toxic job environment in the hospitality industry is very limited. This study defines the sources, effects, factors, dimensions, and variables of toxic work environment toward the work performance, as well as the strategies of those subject to this toxic environment.

Most leaders are struggling to recognize honestly issues with their corporate cultures. Looking in the mirror and seeing how they have personally contributed to the toxic environment in their workplace is difficult for them. Fear is the topic we need to speak about at job desperately, but rarely. Toxic work environment is a significant problem with staff experiencing harassment in the workplace throughout their lives. It is also associated with a variety of adverse effects such as poor mental health and a lower quality of life. Toxic work environment is a significant problem for staff who have been harassed at the job during their lifetime. This study discusses the methodology including the study's research design on the effects of employee intimidation in the hospitality industry, explains the research design used by this study and its sources to acquire information and complete the survey as a whole. At current, toxic work culture tends to be framed as an interpersonal person and psychological issue. This research suggests that intimidation in the workplace should be viewed as a cultural, organizational and structural issue.

The results of this study contribute by allocating the hospitality industry to research on workplace harassment.

Keywords : Toxic Work Environment, Work Performance, Hospitality

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