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“The Impact of workplace bullying on job satisfaction of employees with mediating effect of emotional exhaustion. An empirical study of hospital sector of Pakistan”



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ABSTRACT

Bullying in the workplace is a serious issue that affects both the organization and the community as a whole. Workplace bullying and its impact on job satisfaction with the mediating role of emotional exhaustion were explored in this study. Researchers found that bullying has a negative influence on an individual's performance at organization, which in turn has a negative effect on both staff morale and a company's bottom line. Bullying in the workplace is difficult to recognize and contain since the harassment is often carried out behind the backs of bosses and employees, often without their knowledge. Workplace bullying was shown to be a common problem, and the study's findings show that it occurs on a regular basis, as well as the precise sorts of mistreatment or bad behavior that are experienced by the target, as well as the effects that bullying has on physical and emotional stress. As a part of this research, participants were asked to identify the most common negative behavior perpetrated by workplace bullies. Results show that employees believe their workplaces are filled with insulting supervisors, coworkers, and other bad acts that should be taken seriously. In addition to looking at the negative effects of a toxic work environment, this study is one of the first to investigate the positive effects of bullying. Participants were asked if they could identify bullying traits in themselves, given the criteria for bullying (intentionally malicious, persistent, and consistent).

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CHAPTER 1: INTRODUCTION

Organizations can never be completely objective; they can, however, have a positive impact on society. Bullying in the workplace may even be considered a frequent and regular occurrence that can be considered predictable in order to optimize profits or advantages and exploit centrality within work processes. Researchers are drawn to pay attention to the elements, ways, and sources that arise as a result of power discrimination in workplace contexts because of this reality.

Every country has a problem with workplace bullying, and the medical profession is everywhere. Workplace harassment and bullying is a common problem in the medical field for both medical professionals, as well as students and support staff (AL-Sagarat et al., 2018). To gain power and influence over others, people who are bullied at work may do things like verbally or physically harm them (such as beating, kicking, or punching them), make jokes about them, exclude them from social gatherings, or threaten them with physical assault. A study conducted found that the majority of professionals had been bullied, while nearly half had watched their colleagues being bullied. Employees who had been bullied differed significantly from those who had not been bullied in terms of their levels of happiness and depression (Anasori et al., 2020).

People's health and well-being are at risk because of workplace bullying. Bullied employees were found to be sadder, less satisfied with their work, and more likely to quit their jobs (Ali and Ezz El Rigal, 2019). Satisfaction with one's job contributes to a sense of accomplishment because it engenders feelings of gratitude, profits, encouragement, and the attainment of other objectives. It has been found that victims of bullying usually express dissatisfaction with their job.

After conducting a web-based survey, the authors of the study found that workplace bullying has a negative influence on workers' ability to concentrate because they are constantly on guard to protect themselves, maintain their social network, and provide explanations for a variety of scenarios. As a result, sadness, stress-related sickness, and a host of other issues arise.

A person's ability to cope with stress can be moderated by factors such as the organization in which they work, their physical and social environment, and even their own personality type.

Every industry relies on its workers, and employee happiness and well-being have been extensively studied through organizational research (Chang et al., 2020). Organizational success and personal well-being are tightly linked (Butler et al., 2018). In order to do their tasks, the

nursing staff frequently works together with their coworkers. Bullying can be made worse in a hierarchical organization because of the dynamics of power imbalances. Harassment can occur when customers and nurses staff engage in a hospital setting. In the service industry, workplace bullying (WB) may be a global issue (Ahmad and Kaleem, 2019). Many uncontrolled activities, ignored ideas, and sexual harassment have been documented in the healthcare industry by previous study (Birks et al., 2017). As a result of bullying, employees are more likely to suffer from unpleasant emotional consequences as a result of their treatment (Anjum et al., 2018). WB for apprentices, beginners, and entry-level employees is widespread in the healthcare industry, which is in desperate need of more employees and more labor. A decrease in productivity and quality of service is a direct effect of WB's negative influence on employees' health and well-being. As a result, employers must do all in their power to eradicate WB. WB wreaks havoc on one's mental and emotional well-being (Karatuna et al., 2020). Three factors contribute to fatigue: emotional exhaustion, criticism, and personal success. Employee dissatisfaction may be partially caused by emotional exhaustion (Gyawali, 2020). As a result of long-term exposure to stressful work environments, emotional tiredness occurs (Liang, 2021). Individual and societal divisions are referred to as "cynicism" when discussing the unfavorable antagonistic views regarding employment. An individual's failure in terms of personal efficiency leads to a feeling of insufficiency, inadequacy, and reduced professional performance amongst their coworkers (Birks et al., 2017).

The term "bullying" is used to define a situation in which employees are subjected to verbal and physical assault, as well as insulting markings. Organizational bullying is defined as "unpleasant, unneeded behaviour that occurs on a regular basis." Bullying is frequently associated with a misuse of one's position of authority. Bullying is a phenomenon that impairs an organization's performance because of its destructive nature. The fear of being exposed to their coworkers and bosses keeps the majority of employees from speaking up about concerns they have at work.

There has been an increase in interest in organizational psychology, and with the advent of the modern period, this has become a common problem in organizations of all sizes, from local cooperatives to major corporations with hundreds of workers. A mentally safe workplace is one that is free of intimidation, harassment, and stigmatization of mental disorder.

Even though various studies have led to better hazard management and a better organizational culture, workplace bullying remains a significant problem in many firms. Bullying in the

workplace has a variety of consequences for employees, but one that has caught the consideration of HR managers and upper management is the impact on employee productivity. Increased competition for jobs has also led to a rise in the psychological strain on workers, making it difficult for them to deliver the high levels of productivity required by companies to meet their objectives.

As time goes on, firms are looking to improve the working environment by better understanding the aspects that affect it. bullying has a negative impact on productivity in the workplace, resulting in a lower level of efficiency. As a result, the chances of the company meeting its goals are reduced, as well as the general performance of the organization. Harassment has a harmful impact on both the self-esteem of employees and the productivity of the company. There is a pressing need for more well-organized and innovative workers in today's global marketplace (Griffiths & Sheehan, 2016).

Furthermore, bullying situations go unreported because of the fear of getting isolated and quitting the workplace and being bullied. It's a critical component of modern business, but little work has been done on it in Pakistani firms.

Task Performance

Many academics are interested in the effect of workplace bullying on employee performance, which is influenced by a variety of factors. Bullying at work can have a negative influence on workers' productivity, according to a study that surveyed employees' views on the subject. According to a study looking at the effect of workplace bullying on employee job satisfaction and performance at a hospital, individuals who confront low levels of bullying are more productive than those who face high levels of bullying. [source: study] Bullying in the workplace has been shown to have a major impact on job performance, according to a recent study. Bullying at work has been linked to lower productivity, according to the findings of this study as well. For example, employees who feel supported by their employers (Raziq & Wiesner, 2017) outperform those who do not, so it is reasonable to assume that POS and job satisfaction will act as an intermediary between workplace bullying and task performance, lessening the impact of workplace bullying on task performance.

Bullying at work and the desire to leave an organization

A number of researches have looked at the link between workplace bullying and a person's desire to leave their job. Researchers, in their investigation of the effects of workplace bullying and

their relationship to the intention to quit, the researchers discovered that workplace bullying is positively associated with the intention to resign. Workplace bullying was found to be a significant contributor to anxiety and depression, job satisfaction, turnover, and absence from work in another study (Hauge, 2017).

(Sims and Sun, 2018) looked at workplace bullying in China and found that it had an effect on worker satisfaction and worker commitment.

As a result, being bullied is associated with a greater likelihood of leaving a company over time. According to the findings of the study, job satisfaction and perceived organizational support (POS) may operate as mediators in the connection between workplace bullying and intention to quit, as well as lessen the beneficial effect of workplace bullying on intention to leave.

Working conditions such as physical weariness, unofficial absences, and depression can all be exacerbated by workplace bullying. As a consequence of their investigation of workplace bullying, Research found a link between workplace bullying and an employee's level of stress. The results of an investigation showed that mental discomfort was a predictor of bullying in the workplace. The research' findings demonstrated that workplace exploitation can have major negative effects on the organization's workers as well. As a result, job-related stress can lead to psychological and societal harm. The stress level of employees who are happy with their work roles and responsibilities decreases over time; therefore, it is reasonable to assume that job satisfaction and organizations that care about their employees will play a mediating role in reducing the negative effects of the workplace on employee stress levels.

Consequences of workplace bullying

Bullying at work has negative effects that have been documented in numerous research projects over the last decade. Bullying at work, for example, has been shown to have harmful effects on a person's health and well-being (Arnetz et al., 2019). Bullying in the workplace is a serious social stressor at work, and its effects are more disabling and terrible than all the other stressors at work together. According to (Arnetz et al., 2019), there was a negative connection ($r = -.23$) between bullying exposure and mental health and well-being. In addition, (Hauge, 2017) found that targets of bullying were more likely than spectators or non-targets to report work dissatisfaction, general stress, mental distress symptoms, and low self-confidence. According to (Karatza et al., 2017) in a comprehensive meta-analysis, workplace harassment has a significant impact on the well-being of its victims. In more detail, they found that harassment was linked to higher levels

of general stress ($r = .29$), anxiety ($r = .25$), depression ($r = .28$), burnout ($r = .33$), frustration ($r = .30$), and negative feelings at work ($r = .38$), as well as physical symptoms ($r = .25$). On the other hand, harassment was linked to lower levels of positive feelings at work ($r = -.21$), self-esteem ($r = -.17$) conducted a meta-analysis based on a number of undesirable workplace behaviour, including abuse, violence, bullying, interpersonal conflict, and incivility, among others. They appear to have done so.

Job satisfaction

While freedom is a key component of business independence, features of work independence include "work ethics, the work schedule, the pace of the job, work procedures, the workplace, job evaluation, working hours, type of work and the value of the job, terms, priorities, and the conditions of employment" (Kazmi et al., 2021). Workplace skills, job ownership, job worth, and feedback all fall under this umbrella term: "workplace competencies.". Study asserts that an employer's ability to motivate and retain top talent may be directly influenced by the way they treat their workforce. It is a person's ability to control what happens at work, especially to manage matters that are in accordance with his or her goals. To begin, it's critical to highlight the workplace's autonomy. It is envisaged that representatives would be given the freedom to design their work environment so that they can perform at their best. Self-satisfaction does not work in isolation or in the absence of guidance, which you require at any time. A "training or group of activities that involve job appointments under a series of priorities in order to boost representation" is considered self-employment (Karatza et al., 2017). Having control over one's own pay period is another aspect of system control that is frequently used to promote a healthy work-life balance.

Emotional Exhaustion

One consequence of a toxic workplace includes a wide range of behaviour such as bullying, harassment, and civil unrest in addition to the more obvious ones such as prejudice and narcissism, workplace fatigue is common. Emotional weariness, low drive, and lack of commitment are all characteristics of this idea first stated by Freudenberg in 1975. The term "fatigue" relates to an employee's emotional intelligence, which causes discontent with their personal and professional lives, as well as their achievements and conflicts in the workplace. Absenteeism, increasing leave, and frequent delays are all signs of burned work. Profits will be

impacted as a result. People who are stressed out at work are more likely to suffer from mental and physical health issues, such as depression, anxiety, stress, and exhaustion. This has a significant impact on their capacity to lead a normal life. Fatigue is mostly an illness. Depression, social isolation, low self-esteem and poor career outcomes are all symptoms of this illness.

1.1 Background of the study

1.11 Workplace Violence against Nurses in Pakistan

It's not clear why the issue of workplace forcefulness against Pakistani nurses is still a hot topic. Pakistan has a major problem with workplace violence, according to my experience working in Pakistani health care institutions. There appears to be a dearth of regard for nursing as a profession in Pakistani society. A further contributing cause to the poor health of the nation may be the perception of Pakistani nurses as an oppressed group, which leads to a lack of respect and a lack of high-quality care from healthcare professionals. To make matters worse, the media characterized nurses as sexually explicit and submissive to their employers' desires. Nurses who have an unfavorable view of their profession are more likely to engage in violent behaviour at work. Cultural imperialism is also a significant contributor to violence against nurses. Nurses are seen as second-class citizens in both the private and governmental health care sectors in Pakistan. It is not uncommon for doctors and administrators to engage in aggressive or violent behaviour toward nurses in health care facilities. In the workplace, this scares the nurses and makes them feel embarrassed about their commendable work and for rejecting young women who want to pursue nursing as a career. In Pakistani society, nurses feel insulted and dependent as a result of the significant incident in this case. Nurses' ability to operate in the best interests of their patients is seriously hindered by increased levels of uncertainty and insecurity that come with greater levels of maturity (Arnetz et al., 2019).

1.12 Signs of workplace violence against nurses

Physical and psychological violence against nurses are prevalent in Pakistan's healthcare system, with both categories occurring in varying degrees across the country. Verbal violence, bullying, and sexual violence are other subcategories of psychological violence. Violent touch, threats, bad propaganda rumors, and engaging in abusive behaviour such as finger-pointing and providing

unwanted sexual relations are all examples of behavioral psychological violence. However, physical violence can take many forms, including shoving, striking, kicking, spitting, biting, killing, and rape (Escartín et al., 2021). Nurses are also subjected to workplace violence from their coworkers, which is referred to as horizontal violence. Occupational violence includes acts of extremism, discrimination, and excessive criticism of nurses without reason, as well as an intentional effort to hinder nurses' ambitions to gain promotion or other professional successes by establishing unrealistic material constraints or collecting vital information.

1.13 Code of Conduct for violence against nurses in the workplace

The code of conduct for forcefulness against nurses is extremely significant, as nurses intend to work for the well-being of humans and argue for the rights and benefits of patients as patient advocates. While nurses are supposed to perform their responsibilities, others frequently abuse their rights. As the term implies, "all right" means that one has the legal right to something, such as the ability or chance to do something. A duty is defined as self-reporting or self-defense. To ensure a healthy working environment for nurses, everyone in the community must show respect for the nurses and their profession by treating them with dignity and respect, even when they are dealing with high levels of stress and other challenges.

To ensure a healthy working environment for nurses, everyone in the community must show respect for the nurses and their profession by treating them with dignity and respect, even when they are dealing with high levels of stress and other challenges. The idea of (Gyawali, 2020) was used comprehend the concept of nurses as 'Oppressed group' are low, unqualified and finally 'afraid of freedom. Nurses have long been considered a high-risk group of professionals when it comes to violence in the workplace. When the media broadcasts incidents in the workplace to discourage young women from selecting nursing as a profession, this becomes a problem. According to recent reports in Pakistan's electronic and print media, nurses in both the private and public health care sectors have been victims of workplace violence on a number of unfortunate occasions. Many nurses have endured rape, unwanted sexual activity, harassment at work, and assault from their patients, their family members, and other emergency professionals; nonetheless, nothing meaningful has been done to combat such immoral behaviour. In spite of their increased academic readiness and expanded practice areas, nurses remain on the periphery of the healthcare unit in terms of strength, independence and respect(Karatza et al., 2017).

1.14 Legal components of violence against nurses in the workplace

Organizational and national policymakers are grappling with the legal implications of nurse workplace violence. Even when they are formally reported, acts of violence against nurses go unreported due to the public's growing distrust and dread of them. Increasingly, it is becoming clear that violence in the workplace is not just an isolated incident but rather a structural, strategic problem involving a wide range of socioeconomic and legal, organizational, and cultural factors. The problem of violence towards nurses in the workplace is already being addressed by many countries. It was passed by the Ontario Ministry of Health and Long-Term Care in 2009 as the Occupational Health and Safety Amendment Act. A health care context has been used to debate the legitimacy of all sorts of harassment and violence at work (Kazmi et al., 2021). Other Pakistani hospitals, such as the Aga Khan University Hospital (AKUH), have a "tolerance" policy for workplace violence. Patients, family members, visitors, and hospital employees are all prohibited from engaging in violent behaviour. Any type of harassment or assault shall be dealt with based on its nature and intensity, according to the policy. This shows the company's dedication to providing a safe and secure environment for its employees.

Nurses' fear of being held responsible for an act of violence that occurred in the workplace is a contributing factor in the low number of workplace violence events recorded in many healthcare companies. In addition, their marriage and social lives may be impacted if they report on such situations. Study recruited 77 participants for a research in Kolkata, welcomed the notion of looking into workplace violence and harassment towards nurses (Lin et al.). There are nurses who have been cruelly tortured in the health sector, but the instances have yet to be registered for a variety of reasons, he said. A number of nurses who took part in the survey reported that when they brought up a concern about harassment at work, management would closely watch their conduct to the point where they felt like they were being used as scapegoats. Due to a hectic schedule and lack of time, some survey participants indicated that they were unable to participate. As he knew nothing would happen, they ignored the repeated verbal abuse, the report and some witnesses claim he suffered. Patients frequently try to touch their genitals when nurses are on duty, but the survey found that they are embarrassed to report it (Lin et al.).

Pakistani health care institutions have the same challenges as those in other countries differ in their approach to preventing workplace violence.

When it comes to dealing with workplace violence, the issue of underreporting is extremely important to address and resolve. Government authorities could profit from enacting more stringent anti-violence legislation to assist healthcare institutions.

1.15 Consequences of workplace violence against nurses

Occupational violence against nurses is frequent in Pakistan's health care facilities, which has a negative impact on the profession. There are numerous physical and mental consequences for nurses who are subjected to violence at work, including major depression or post-traumatic stress disorder, low self-esteem, insomnia, extreme depression and anxiety, and a significant decrease in work output. They may also suffer from a host of other issues. They eventually ran into financial trouble as a result of their poor attendance, and that difficulty only gets worse as they approach retirement. The loss of qualified and trained nurses, the decline in nursing productivity, the organization's poor reputation in the community, legal concerns linked to staff safety, and vandalism all have a negative impact on the organization's ability to solve these problems. As a whole, these impacts produce an unhealthy working environment in the country, which could have a considerable influence on the nation's overall health (Malik et al., 2019).

1.16 Managing office bullying

Because of the high occurrence of workplace bullying and the significant cost in terms of time, money, and energy associated with handling bullying incidents, it is critical for employers to have systems in place to avoid workplace bullying. Researchers has advised preventive activities that an employer can take to keep employees from bullying one another. Onboarding policies that explicitly state that workplace bullying is unacceptable in the organization could be implemented by modifications to existing policies pertaining to anti-bullying and anti-violence, coupled with a time limit for taking action, at the outset of the process. A reputable third-party inspection and adjudication process could help employees feel more confident and expect more from their employer. As a result, workplace bullying is often not reported or confronted by coworkers, victims or managers who see it. In certain cases, the senior management is oblivious to bullying and refuses to intervene. Perhaps they don't want to get involved or think that only weak people are bullied and that they should develop their own self-advocacy skills. If the same person is engaging in bullying behaviour on a regular basis, the human resources manager may decide not

to intervene because they believe that such behaviour cannot be stopped with a simple talk and would require an emotional investment on their part. Furthermore, the enormity of the effort required prevents them from completing the mission. Managers face a difficult task in trying to keep bullies under control in their teams. Bullies' understanding and awareness of the harm or offence they are causing to others in the workplace is extremely poor, and as a result, their prospects of stopping are low to non-existent. By pointing fingers and bringing attention to the weak aspects of their victim, bullies attempt to justify their behaviour while also arguing that their bullying tactics are the best approach to ensure performance. The other type of work is frequently considered to be poor capacity or low skill jobs. Some managers continue to punish their employees despite the fact that they recognize that their behaviour is more rewarding in terms of obtaining the desired output from employees. Bullies in the workplace should be faced with as much information as possible, including specific examples of their actions and the results of their feedback. Therefore, the management must stop the bullies by their actions, giving a continuous message that bullying behaviour is not acceptable; it must be stopped; and the bullies should replace their behaviour with improved people-handling abilities. Human Managing the reactivity to bullying in the workplace is a key function for resource professionals. In the context of workplace bullying, it becomes clear that human resource specialists in the United States play a crucial role in bullying scenarios. The majority of the research are concerned with the victims or targets of workplace bullying, as well as the causes and consequences of workplace bullying. As a result, researchers should provide human resources the freedom to recognize, respond to, and deal with bullies, bullying behaviour, and victims in the workplace. In order to make employees successful and efficient, workplaces must have a favorable work environment. There has also been research conducted with the goal of determining the relationship between the well-being of employees and the modifying elements of their personalities. Individuals who resisted occupational pressures were more likely to be supernatural in origin, and their traits were more varied in their description of themselves. Direct bullying is defined as an observable, explicit, and direct confrontation that results in public embarrassment. Direct bullying, on the other hand, is a veiled scenario in which bosses set targets that are unachievable by employees, override choices, withhold information, or assign specific individuals to insignificant jobs that are beyond their level of expertise or credentials. Bullying manifests itself in different ways in different countries, necessitating the adoption of a variety of management strategies. Bullying in the

United States is frequently accompanied by the use of weapons such as guns and knives, and as a result, the administration must implement a variety of steps to reduce the use of weapons. A number of similar studies have been conducted in Japanese and German literature, where special focus is made to understanding individual and group bullying in order to handle both situations effectively, with distinct tactics being used in each case. Due to the fact that bullying and the requirements for fulfilling the act of being a bully change from one country to another and from one scenario to another, various measures have been devised to ensure consistency and uniformity of actions in controlling bullies, such as the Olweus Bullying Index.

1.17 Policies and Legislation Regarding Workplace Bullying

Bullying Harassment can take several forms, according to (Cobb, 2017). These include everything from bullying to ambushing to sexual harassment to violations of one's dignity, as well as acts of violence and/or stress. The European Union does not have a definition of bullying, despite the fact that numerous European countries, such as Belgium, Denmark, Finland, France, the Netherlands, Norway, Sweden, Switzerland, and Serbia, have enacted legislation addressing workplace harassment and bullying. Similarly, throughout the Middle East and Africa, the required legislation is less prevalent. According to the study, several laws, including statutory as well as common law, and provisions including sacking, prejudice, breach of contractual conditions, and several unlawful acts and harassment, are used to comprehend bullying and behavioral conflict between people. There isn't a solitary enclave for the rule of law. At *Bullying Impact and Behavioral Conflict at Work*, the author meticulously explained how different countries' laws differ when it comes to individual rights versus equality in the workplace (Barnes, 2017). There is more support for individual rights and an emphasis on encouraging individualization to sustain workplace relations. To combat workplace bullying, employers must provide more protections for employees' individual rights than in the past. When it comes to interpersonal conflicts, there is both common law and legislation that addresses issues including breach of contract, discrimination, wrongful termination, and sexual harassment. According to research, a person's tolerance for unfavorable acts at the workplace stems from the environment in which they were raised. From country to country, this level of tolerance differs. Organizational environment, cultural context, and social context all play a role in workplace bullying and job satisfaction (Parzefall and Salin, 2018). The workplace's good and bad elements are directly linked to the employee satisfaction index (Johns, 2019). Bullying in the workplace

has a negative meaning for the people of Australia and Singapore. When compared to Singaporeans, Australians have a more unfavorable reaction to the same behaviour because they have a lower tolerance for power imbalances. Workplace bullying is more tolerable in Italy because of the country's male-dominated culture. As a health and safety issue, bullying in the workplace is included in Australia's regulatory human resource policies. The Fair Work Commission was created to provide information to those who have been subjected to unfair labor practices before a case may be brought before the commission for a decision (Hampton 2017). The Fair Work Commission gathers data and, in the early stages, can dismiss claims which do not qualify as examples of unfair behaviour or help the other parties involved in complaints in reaching a mutually fair settlement. This operation has been a great success since there are a lot of people out there who are looking for compensation for unfair treatment.

1.2 Research gap

Despite the vast amount of studies on the Workforce Bullying, little research has been done on WB in the hospitality industry (Lin et al.). Bullying studies tend to focus on the academic, health, and sports domains, respectively (Mamoona et al., 2015). Hospital riots have been on the rise, regardless of that fact (Neto et al., 2017). There is a lack of research on the mechanisms by which bullying is linked to the health of hospital employees specifically (Olsen et al., 2017) . Research into the prevalence and tolerance of workplace bullying in various cultures outside the Western setting has previously revealed a critical research gap. This is despite the fact that culture has a major role in influencing attitudes and, more crucially, behaviour on an individual basis. Many studies have mostly ignored the harm that workplace bullying causes to individuals in favor of concentrating on the effects on organizations. It is indeed led to hasty assumptions concerning the causes of employee labor in several Asian contexts, including workplace bullying. According to (McLoughlin and Van Volkom, 2020), for example, workplace bullying has a positive correlation with work performance, which leads to the conclusion that victims of workplace bullying in Pakistan benefit from it. Thus, there is a need for more studies to confirm that theories are consistent in such instances. Compared to other countries, Pakistan has a high level of energy and violence is less likely to be reported (Rodríguez-Cifuentes et al., 2020). A new study in Pakistan shows that workplace bullying is common in a wide range of industries.

1.3 Research problem

All industries, including health care, are affected by occupational harassment. Such harassment has been linked to worse job satisfaction and job security, Nurses will be in limited supply by 2030, according to (Said and Tanova, 2021), who predicted that the United States would've been short by then. Nurses are keeping a careful eye on things, and it's critical that they hold onto their jobs in light of the current healthcare trend. This study's goal is to help nurses stay in the profession by reducing workplace bullying as one of the most important contributing factors. Studies on the types and effects of nursing workplace harassment have yielded scientific evidence. (Wang et al., 2020) found that many nurses are resigning from their current professions rather than enduring harassment. Bullying in the workplace and its consequences must be reduced to prevent these recurrent issues. As a matter of fact, one study found that the number of nurses quitting their positions rises when they are exposed to high levels of workplace harassment (Srivastava and Agarwal, 2020). Studies on workplace bullying have been numerous, but there was no clear answer as to why some nurses stayed on the job even after being harassed at work (Blackstone et al., 2019). nursing staff retention in the face of exploitation necessitates further research in the nurse's perspective if health care organizations are serious about retaining their nursing staff, according to this study. According to the (Blackstone et al., 2019) important statements needed to comprehend nurses' ability to remain employed rather than resign or move should be obtained through reporting, as observed in quality research. Until this study, no one has conducted in-depth interviews with nurses to gain a better understanding of their experiences, difficulties, and reasons for remaining in their current positions in the face of bullying.

1.4 Research questions

It is necessary to specify the research questions as it provides guide about which contents needs to be analyzed as our research question are:

1. How nurses have been mistreated and challenges faced due to workplace bullying and harassment?
2. To what extent they got support from their immediate supervisor?
3. What are the outcomes of workplace bullying and its impact on employee wellbeing?
4. The reasons to investigate the rising trends behind nurse's turnover.

1.5 Research hypothesis

Listed here are the first four hypotheses:

H₁: There is a link between an employee's work environment and bullying in the workplace.

H₂: There is a harmful link between workplace bullying and job satisfaction.

H₃: There is a negative association between workplace bullying and emotional exhaustion.

H₄: Emotional exhaustion mediates the relationship between workplace bullying and physical health.

We wanted to see if emotional tiredness, a mediator between bullying in the workplace and decreased productivity, had a role in this relationship. The study's findings could help leaders identify and counteract bullying. The study examined the occurrence of workplace bullying, the relationship between bullying and its likely impact on an organization's culture and employee job satisfaction, and the relationship between workplace support and bullying

. It also looked at the relationship between workplace support and harassment. A workplace culture that expects and fosters violence and competitiveness and ambition can make understanding some of the causes of the behaviour more difficult (Drydakis, 2019). Redress is often seen as impossible by the intended audience. For those who fear reprisal or social ostracism, seeking help or refuge might be difficult. Employer representatives were asked if and how they responded to abuse in the survey. Bullying and job happiness are interconnected, and the findings are critical to determining this connection.

1.6 Objectives of the study

- The study was conducted to determine the prevalence of harassment against female nurses, certain types of harassment, impacts, consequences, physical and mental health and working environment that leads to workplace aggression, disappointment, different types of fear and career anxiety.
- To find out relationship between workplace bullying and job satisfaction with mediating effect of emotional exhaustion among nurses in the public sector hospitals of Islamabad.
- Finding out how specialist nurses in hospitals handle stress in the workplace and how this affects their ability to do their job effectively.
- Analyzing the stress-inducing potential of work freedom.

1.7 Significance of the study

The significance of this research is that it will assist companies in better understanding how harassment in the workplace affects the cohesiveness of groups. The findings of this study will be useful in educating businesses about workplace bullying and other problematic behaviour. Organizations and policymakers will benefit from current studies as they try to address the damaging concerns of workplace bullying and its impact on the organization. This study will shed light on the influence of negative behaviour of organizations in Pakistan, where there is a strong culture of mobilization. Furthermore, the findings of this study will assist managers in maintaining a positive work atmosphere where people may show off their abilities and contribute to the company's growth. As a result of this research, there is a greater need to understand the emotional aspects of employment.

CHAPTER 2: LITERATURE REVIEW

Theories of Organizational Behavior

Bullying in the workplace has gained increasing public attention, and researchers around the world have been interested in the subject. When people are constantly interacting, there is a risk of bullying. Bullying in the workplace has grown to be an issue that cannot be ignored any longer. Research on workplace bullying has been expanding in other countries, but little is known about the issue in the United States. A growing body of research shows the devastating effects of bullying on victims' physical and mental health, as well as their careers.

As a result of public awareness and government-funded studies in European countries such as Great Britain and Sweden, as well as Norway and Finland, general preventive measures against workplace bullying have been introduced (Mueller, 2018). In the United States and other nations, research into bullying is projected to increase because of the increased focus on bullying in Europe, as well as the negative effects that bullying has on its victims. The most accurate estimate of the prevalence of bullying in the United States is based on a 1999 survey that randomly sampled working adults in Michigan. Study participants reported a "serious deterioration in their quality of life" due to workplace hostility. One out of every six workers was bullied, according to a study based on census data (Keashly & Jagatic, 2020).

Bullying is a worldwide problem, according to the literature. According to (Rigby, 2017), additional research into the connection between health state and engagement in bully-target problems has to be done based on verifiable, credible, and empirical investigations. Workplace aggressiveness mirrors and reflects levels, forms, and causes of violence in larger society since organizations in the US are a minor unit of the American culture (Newman-Carlson & Horne, 2019). When it comes to bullying and productivity, this research found a link between the actions and involvement of bullies, targets, and the climate of the association.

Adult hostility may be influenced by a variety of life events, activities, and interactions, according to the study, which also found a positive side to bullying. When it comes to bully research, scientists say the United States "is lagging behind". According to this article, the American media's emphasis on "globalization," "competitiveness," and "efficiency" diverts our attention away from the abuse of coworkers at work, which is defined as "workplace, culture, adult, bully," and aggression. Victimization as a result of unfriendly behaviour harassment with a specific target a sense of accomplishment in work abuse on an emotional level Some of the terms included in the search for adult bullying literature included absenteeism, productivity, and posttraumatic stress disorder (PTSD)

Workplace bullies, adult aggressive conduct, and workplace culture were among the terms that were searched for in a variety of ways.

Bullying at work is a persistent kind of harassment that causes harm to the victim's physical or mental well-being. Verbal, psychological, and physical abuse and humiliation are all examples of bullying strategies. Unlike in general school bullies, which are not accountable to the established rules and norms of their organization or society, this type of workplace aggression is very dangerous. Many incidences of workplace harassment are reported by someone in a position of power over the victim. Although bullies are often superior to their victims, they can also be peers-to-peers in the same situation.

History:

Bullying has been around for a long time. Over and over again, we see powerful people taking advantage of the vulnerable (Rigby, 2018). There has been a recent surge of interest in bullying in schools. There has been numerous research on the consequences of bullying on adults, but they

tend to come from European nations where mistreatment at work is recognized as a health and safety issue and procedures are in place to avoid it (Mueller, 2017; Needham, 2018).

In the 1970s, researchers in Scandinavia began compiling data on bullying. Olweus was a pioneer in the field of school bullying research when he began his work in Sweden and Norway in 1970. Children's bullying conduct was defined by Olweus, and he calculated the prevalence of the behaviour. Programs like the Olweus Bullying Prevention Program are the result of years of research and development. Why some students bullied and others were abused, Olweus wanted to explain. Preventive interventions, as demonstrated by Olweus, can greatly reduce bullying in schools (Olweus, 2020). An epidemiological, basic, and applied research foundation underpins the Olweus Bullying Prevention Program, where theory and practice are intelligently integrated. An avalanche of materials appeared describing how Olweus' findings could be applied to the fight against bullying. British broadcaster and journalist Andrea Adams was the first person to come forward.

Workplace Bullying:

The study also looked into the influence of a wide organizational setting on the strength and team-level mechanisms that influence bullying behaviour. Subtle or overt violence are both possible forms of violence. As a result of the negative effects, the morale of employees may decline and organizational changes may be implemented. Over-observation, frequent criticism, and a lack of promotion are all examples of this type of behaviour.

Despite the fact that many authors have given their own definitions of workplace bullying, the majority of them share a common element (Olsen et al., 2017). Four basic conditions are used to define the behaviour: (1) the negative impact on the recipient, (2) occurrence (3) continuation of the behaviour, and (4) the power disparity that results from behavior. The term "workplace bullying" refers to reprehensible behaviour directed against one or more employees that causes embarrassment, violence, and misery. It can also affect job performance, as the harmful actions could lead to a hostile work environment. In addition, the bullying behaviour may place victims in an inferior position, making it difficult for them to defend themselves. Bullying and harassment are two of the most common forms of this type of conduct, but it also includes name-calling, demeaning one's opinion, social exclusion, and annoying physical contact.

In spite of this, (Robert, 2018) stated that a large majority of researchers adhere to the universal definition of "negative behaviour" stated above; nonetheless, the definition of the existence and

duration of the bad behaviour has been generally debatable. Many scholars claim that the undesirable behaviour has taken place on a regular basis, such as weekly or monthly, and extend beyond a set period of time, such as six to twelve months. Bullying behaviour can occur at any moment in an employee's career, therefore most researchers chose to use a more open-ended method of investigation. One more scholar has argued that workplace bullying can be defined as a form of harassment established by the severity and persistence of the behaviour, rather than by a single instance (Takano, 2018). Workplace bullying is defined as "stressing, harassing, publicly excluding the employee or negatively impacting an employee's job responsibilities" by the Equal Employment Opportunity Commission.

As to (Steele et al., 2020) bullying is a growing threat that results in a reduced position and regular unfavorable social behaviour for the targeted worker. According to Workplace Bullying, workplace bullying has been categorized into two main categories: associated health issues and related employment implications. Post-traumatic stress disorder (PTSD), as well as other mental health illnesses including anxiety and depression, are all forms of stress-related health problems. Our hundred and thirty-seven workers from a variety of organizations took part in a study that looked at the relationship between workplace bullying and the health implications suffered by victims and observers of bullying. Researchers discovered that bullying at work was substantially associated with feelings of sadness, anxiety, and negative sentiments toward bullying perpetrators and bystanders on an equal basis, according to their findings. Similarly, (Tran, 2019) they conduct an evaluation research to analyze the levels of psychological stress and the symptoms of post-traumatic stress disorder (PTSD) in bullied employees.. Bullied workers were shown to have much greater levels of stress and symptoms of PTSD compared to their peers, according to the findings. In addition to absenteeism and job dissatisfaction, organizational commitment and actual turnover are some of the consequences of workplace bullying that can be seen in the workplace.

Types of workplace bullying:

Research on workplace bullying found that the bully's position of authority allows him or her to exert control over the victim. Individuals have been bullied in the past by being forced to work excessive hours, according to the literature (Eldeen, 2017). Bullying can sometimes take the form of refusing to take leave. Rather than reducing responsibilities and assigning daily tasks, workload bullying was also observed in the literature (Revi, 2021). It's possible that some of

these workload concerns will lead to individuals setting themselves up to fail in their careers. Allegedly, all of these actions could have a negative effect on the target's ability to grow in their job.

Work processes were found to be used as a means of bullying in the workplace. Peers, subordinates, and bosses were all involved in these activities. Stifling ideas and making judgments in the face of criticism were among behaviour (Anwar, 2017). It was also found that controlling resources and withholding information was a form of bullying that had a negative impact on the work process. (Vukelić et al., 2019) found that professional attacks and flaunting status and authority were two further forms of bullying that occur in relation to work procedures. The third type of work-related bullying, assessment and promotion, was most commonly perpetrated between a supervisor and an employee. Inappropriate leadership evaluations included extensive monitoring, grading work incorrectly, delivering unjust criticism, and preventing persons from being promoted due to their poor performance. The control the person evaluating has over the target makes these kinds of bullying more effective.

Direct and indirect forms of psychological/personal bullying were categorized into direct and indirect types of bullying, where direct bullying occurs between the perpetrator and the victim, while indirect bullying occurs between the abuser and others who indirectly harm the target.

Individuals become even more isolated as a result of the non-replying of bullies to communications including phone calls, memoranda, and emails, spreading rumors, making up stories, and making false allegations are all examples of indirect forms of bullying (Valentine and Fleischman, 2018). Interrupting others to more severe acts such as intimidation and threats are all forms of direct personal bullying in which the bully has direct contact with the target. Research shows that bullying strategies include verbal harassment, demeaning comments and yelling at other people, as well as yelling and interrupting others ((De Almeida et al., 2017). Direct bullying also included verbal abuse, such as name-calling, sarcasm, and taunting, as well as physical acts of humiliation.

Intimidation, manipulation, and threats were some of the more severe forms of direct bullying that victims experienced.

Job Satisfaction:

Organizational ethics has extensively examined the topic of job satisfaction (Anwar, 2017). Studies on job satisfaction are important for a variety of reasons, and the results can have a

significant impact on both employees and the business as a whole. When employees are satisfied with their jobs and their work, they are more productive, which in turn improves the company's bottom line and customer satisfaction (Smith et al. 2020). There are many things that affect how happy you are at work; from the people you work with to the quality of your boss's leadership. Employees are more likely to be successful if they are engaged and devoted to the company, and if they receive a high level of satisfaction from their work (Valentine and Fleischman, 2018). Job opportunities, job impact, teamwork and job challenge are all demonstrated in research to be important variables in job satisfaction (Vukelić et al., 2019).

Job contentment is now one of the most well-known variables, both in school and business (Francis et al. 2020). Finally, opinions of individuals, whether or not they are employed by a corporation, are taken into account. As a result of this, customer service has become the foundation of modern businesses, but employee satisfaction is possibly even more crucial. Numerous studies have linked job happiness to desirable outcomes for firms, such as quality performance, freedom, motivation, and dedication. Despite the increased interest in this dynamic, it is not easy to understand that concept. A positive work-related response is one that is influenced by both context and a single variable in this study. This is in line with the ERI model, which takes into account both variables. This vision puts some of the responsibility for the well-being of employees solely on the shoulders of organizations. Different techniques that take into account of other employees appear to be vital for the survival of organizations, because of the ongoing scarcity of nurses, job satisfaction is frequently discussed in the literature. Quality of life is measured by how much one enjoys their job and how much they value their freedom in the workplace (De Almeida et al., 2017), which is influenced by both the workplace environment and personal attributes.

The same stud, it is found that factors of job satisfaction include a positive response and fulfilment of requirements in working conditions, as well as a strong sense of meaning in one's career path. Individual and emotional adaptability, as well as work character and environmental adaptability, were among the axioms of job pleasure (Lu et al., 2019).

Many books have shown that job satisfaction can be influenced by a variety of ways, and that structural empowerment can have an impact that is direct, mediated, or even measurable.

The majority of empowerment research have found that the most important predictor of work satisfaction is structural empowerment (De Almeida et al., 2017).

Kanter's idea of structural empowerment consistently describes the qualities of energy-enabled properties in several research. Another crucial relationship exists between age and education level in building development (Lelani et al.,2021). Age and empowering leadership style are also linked to better levels of job satisfaction (Dahinten et al., 2016). According to (Lelani et al,2021), structural empowerment components such as access to resources, support, and flexibility power influence job satisfaction. The degree of job satisfaction was significantly predicted by the aim of the work, which has been described as a passion for nursing.

In addition, nurse satisfaction with external rewards or job opportunities is a measure of job satisfaction that is heavily influenced by the organization and not through individual motivation equally conclude that access to opportunities is a factor in the satisfaction of a nurse's job, as it is fundamental to personal gain and thus an expert satisfaction. A growing sense of self-determination, job awareness, and efficiency in the workplace can all be attributed to the rise in global empowering (De Almeida et al., 2017). According to (Hayes et al. 2018), self-reliance is a critical component of job satisfaction since it promotes job independence, freedom, and competence in the workplace. Furthermore, in the perioperative setting, job independence has been a significant aspect of professional satisfaction (Olsen et al., 2017).

Job satisfaction is an often reported idea (AL-Sagarat et al., 2018). In the end, whether or not someone is content with their job is determined by whether or not they see it as a "joy, not a duty" (Anjum et al., 2018). It isn't just independence that contributes to employee pleasure; it's also employee participation in decision-making and project development procedures that make them happy (Chang et al., 2020). Many studies have found that job satisfaction and staff recognition are desirable qualities in the perioperative context. Authors have long recognized the link between job happiness and empowerment. In addition, the organization is a vital programme for ensuring that workers are happy in their jobs.

Despite this, work satisfaction is one of the most frequently examined methodologies in nursing and its impact of empowerment on the perioperative environment and employee work satisfaction. As an example, a literature evaluation conducted by focuses on emergency care hospitals, but no specific focus on surgeries found within the scope of the study. Despite the difficulty of the idea, job happiness is a crucial aspect in ensuring that employees are willing to stay and participate in the benefits of the organization's objectives.

Emotional Exhaustion:

Clinical psychologists first developed and debated the concept of occupational fatigue in the early 1970s. Physical, mental, and emotional degeneration as well as dissatisfaction with one's job are common symptoms of this psychological condition. This condition is characterized by three key features:

- (1) Emotional tiredness
- (2) Deprivation and
- (3) A decrease in one's ability to attain one's own goals

Fatigue at work can give rise to a number of problems, including: pain, a lack of drive, a sense of inadequacy, and a lack of accomplishment (Escartín et al., 2021). Dissatisfaction, bad performance, resignation intention, and profit are all linked to absenteeism (Butler et al., 2018).

(Gyawali, 2020) fatigue model emphasizes the role of functional and situational elements in predicting tiredness. Job stress can be caused by a combination of factors, including a hard workload and time constraints, as well as ambiguity in the role and conflict of interest. They believe that job exhaustion may be linked to a lack of employment resources, such as a lack of social services. They also talked about the role that work factors have in causing fatigue.

Human resource personnel, such as nurses and teachers, face this issue on a daily basis due to the sheer volume of interpersonal interactions they have manage in their often stressful jobs. For Indian nurses, role-play inconsistencies and disagreements can lead to burnout, which in turn can lead to tiredness, according to the study's findings. Many research has been conducted in an attempt to discover the root causes of exhaustion, which is harmful to both individuals and businesses overall. Aggressive behaviour at work, as previously indicated, may be a precursor to exhaustion. In this context, the association between workplace bullying and burnout is explored in the following section.

(Karatuna et al., 2020) argues that fatigue can be a response to work stress, which manifests itself in three ways: emotional tiredness, criticism and professional success. As a result of a lack of resources and a sense of personal skill depletion, emotional exhaustion is thought to be the main cause. Meanwhile, criticism refers to bad attitudes and feelings toward clients, while professional efficiency refers to a person's lack of success or productivity at work. New research suggests that fatigue and non-fatigue performance can be combined to improve fatigue resistance. Fatigue in this concept includes both physical and psychological components, and non-participation extends beyond unfavorable views toward customers to include the separation

of the object and content of the activity. ' Another assumption is that no matter what job one does, exhaustion may be evaluated without relying on human service activities already in existence.

Research models evaluating the effects of social participation on employee satisfaction have been developed as a result of exhausted researchers investigating the concept of job involvement, a countermeasure to work frustration (Kazmi et al., 2021). If you're feeling exhausted, you can assess your level of exhaustion by comparing your level of fatigue to your level of strength and your level of commitment to well-being. Absenteeism, earnings, productivity, and overall well-being all suffer as a result of these and other negative work-related habits. Employee shift goals were negatively impacted by tiredness, which was aided by leadership behaviour that had an impact on exhaustion.

(McLoughlin and Van Volkom, 2020) discovered that employees were happy with their health because of exhaustion owing to fatigue and non-dismissal of workers. As part of their research, they looked at a model comprising four job-related elements, assessing (i.e., exhaustion, stress, and lack of resources) was related to work stress (i.e., job demands and lack of resources). Not only do demographics and personality play a role in exhaustion, but so do various job functions and organizational characteristics, i.e., the working conditions that cause work pressures.

Overwork, overtime, lack of supervisor or community support, lack of feedback, and an organization-wide atmosphere that lacks a sense of community or justice are all factors that contribute to workplace stress (Neto et al., 2017). Research shows that exhaustion has a negative impact on a variety of leadership styles, including transitional leadership and spiritual leadership (Yang & Fry, 2018). The paper also looked at the effects of spiritual leadership on fatigue, but this study focused on the average number of people working in the white and green collar to broaden the scope of fatigue research over human service organizations, unlike previous leadership studies that focused on human activity samples, such as health, hotel or client services.

There is a research suggesting that up to 40% of new nurses aim to leave the profession because of the bullying they face (Olsen et al., 2017). In this case study, 30 percent of new RNs left their positions within the first year, and 57 percent left within the second year as a result of harassment at their place of employment. Bullying leads to retaliatory violence and is associated with exhaustion, mental illness, depression, discontent with one's job, absences, and the desire to

leave one's current position, all of which are worsened by high salaries. Occupational bullying is recognized as a common and manageable aspect of nurse interactions. Managing aggression from patients and visitors in the workplace can be complicated by bullying, which could threaten the health and safety of the entire workplace. As described by Bowie, there are four distinct types of violence that exist in the world all the time. Patients who conduct acts of violence against nurses (Consumer violence) are examples of type 1 and type 2 violence. In this study, Types 3 and 4 are of importance. Violence perpetrated by people who have a working relationship with an organization, such as a current or former coworker, a family member, or another significant individual, falls under the category of Type 3 (Relationship Violence). An example of type 3 violence is repeated incidents of ex-employees demanding payback for previously thought-out wrongdoings, as well as harassment and bullying in the workplace. Organizations in Category 4 are those that put their workers in dangerous or violent situations, or that allow bullying and harassment to be prevalent (Organizational Violence). When nurses who have been the victims of type 3 violence try to get help from management and are faced with type 4 violence when they don't get help or are exploited again, this is extremely important.

Influence of workplace bullying on job satisfaction

There have been multiple studies linking higher levels of stress at work to lower levels of job satisfaction (Rodríguez-Cifuentes et al., 2020). Studies have demonstrated workplace bullying to be a substantial source of professional stress. Similarly, to stress, bullying in the workplace has a detrimental impact on job satisfaction. As previously mentioned, a negative correlation ($r = -.32$) was found between general workplace harassment and job satisfaction in their meta-analysis (Said and Tanova, 2021). Targets of workplace bullying reported a lower degree of job satisfaction compared to those who were not targets of bullying (Muoz et al., 2021). Rather than simply being a symptom of poor work-related well-being, these researchers asserted that bullying in the workplace is often the cause of it. The quality of an employee's total work experience has been determined to be one of the primary indicators of their general attitude towards who conducted a meta-analysis (Lapierre, 2019).

Compared to sexual aggression, study found that nonsexual aggressiveness had a higher negative impact on targets' total job satisfaction ($r = -.41$).

Considering that in North America, laws, policies, and the media appear to give greater emphasis to sexual aggression than nonsexual violence, this conclusion is particularly intriguing (Lapierre

et al., 2019). According to their meta-analysis, the effects of nonsexual harassment on job satisfaction are greater than the effects of sexual harassment on job satisfaction. As a final point, employees who are subjected to interpersonal aggressiveness at work are more likely to report feelings of anxiety and depression at work. Those bad results are likely to have a negative impact on one's job contentment.

Affiliation between Bullying at work and the likelihood of leaving the company

According to the findings, workplace bullying has a negative influence on productivity (Usama et al, 2018). The relationship between absenteeism, profit objectives, and actual profit is uncertain. Aspirations for profit are inextricably linked to real profit. The most essential profit translator is the intent to leave the company. In 2008, researchers examined the effect of labor on nursing inclusion studies. Researchers have found that when an employee's level of aggressive behaviour increases, so does their desire to leave the company. Three-fourths of freshly graduated nurses in Pakistan choose to leave the profession. In addition, researchers investigated the goal of generating a profit in the nursing industry as a result of workplace bullying. We're looking into how bullying in the workplace affects nurses' compensation. During this study, researcher examine the impact of workplace bullying on nurses' benefits in the hope of achieving a profit within the banking system. This study focuses on bank employees and their attitudes on these partnerships, as these ties have been extensively studied in the field of nursing.

Emotional weariness as a result of workplace bullying

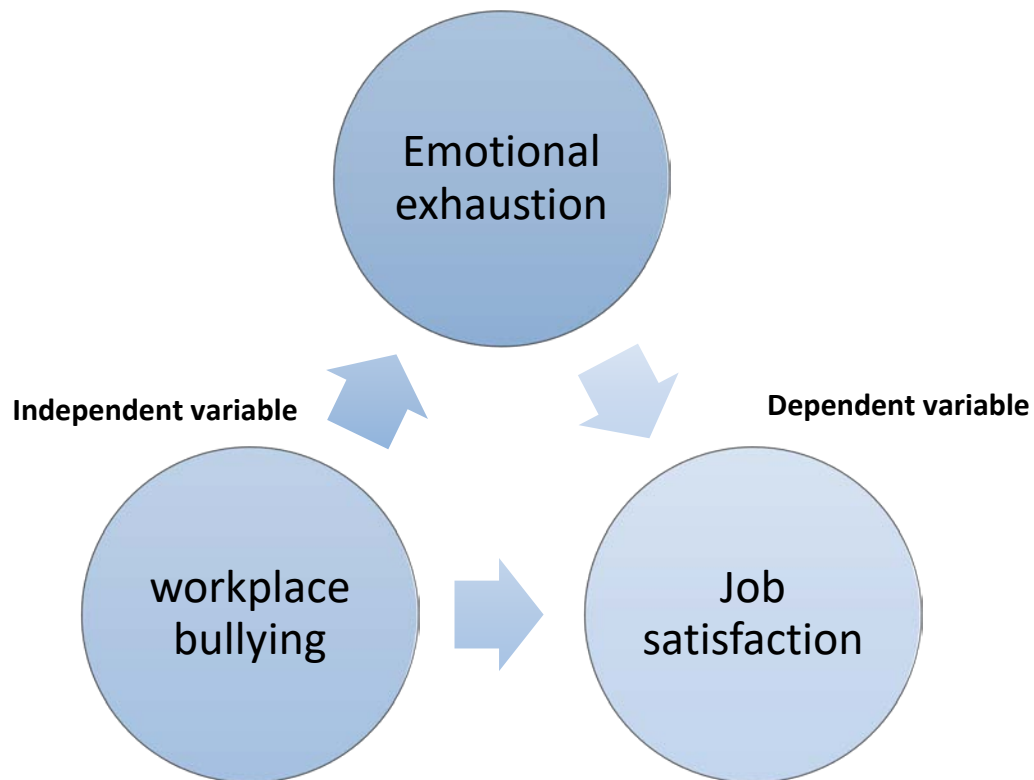
According to a study by (Rodríguez-Cifuentes et al., 2020) a substantial percentage of workers from a wide range of industries encounter harassment in the workplace. Publications about bullying in the workplace often depict it as a variety of honest acts that only occur in private or within a small circle. Negligence or obstructing, for example, downplaying discourse, spreading bad rumors, undermining one's devotion, and undermining one's integrity within the nursing sector. Patients and their involvement in consulting health care services in complex and high-density situations necessitate the use of bullying, which has a high value. When it comes to violence in medical facilities and other institutions, it seems to be correlated with a sense of exhaustion and a desire to give up. As a result of a long-term commitment to organizational emotional needs, fatigue may emerge. As a result of the lack of research into the long-term impacts of workplace bullying, fatigue remains a major concern.

Published study (Said and Tanova, 2021) by one of the scholars indicated that abused nurses experienced greater dissatisfaction, a lower psychological state, and more exhaustion than non-traumatized patients. Some researchers have found an immediate association between anger and increased absenteeism, tiredness, and gain. Nursing in Portugal is facing considerable challenges due to rising weariness, according to a recent study. Finland researchers found that half of their sample (N = 3,300) was suffering some type of work frustration or tiredness. There is a connection between nursing burnout and the prevalence of bullying at work. They have done some more testing in other places where there's a lot of bullying and a lot of burnout.

CHAPTER 3

3.1 CONCEPTUAL FRAMEWORK

Mediator



3.2 Affective events Theory

AET has been utilized to investigate the causes and results of individual emotions in the workplace for the past two decades, according to the American Educational Research (Srivastava and Agarwal, 2020). When it comes to employee affective responses in the workplace, AET stresses the processes that underpin them, while focusing only on the processes that underpin individual judgments in the workplace (Wang et al., 2020). Emotional responses to workplace events can occur among employees, which can have long-term implications for their attitudes and behaviour at work. According to (McLoughlin and Van Volkom, 2020) workplace bullying (for example, a bad workplace) can lead to a reconsideration of psychological safety in the workplace, which in turn affects employees' work engagement and productivity. Victims of workplace bullying may be triggered by psychological and emotional events, which can have a severe impact on their lives. According to the researchers, the goal of this study is to analyze the affective emotional process that occurs during the interaction between workplace bullying and the ramifications of that bullying.

3.3 RESEARCH METHODOLOGY

3.11 Research Purpose

The primary goal of our study was to determine how workplace bullying affects the job satisfaction of hospital workers. Variables used in this study are described in detail in the following chapter, along with research methods, research design elements, data collecting tool characteristics, data gathering practices, study participants, and statistical methods.

3.12 Study site

The study will be conducted at PIMS Hospital and Holy Family Hospital.

3.13 Research Approach

There are two types of research approaches including qualitative and quantitative approach. Non-statistical methods and approaches are used to analyses data in a qualitative manner. The quantitative method, on the other hand, is based on data analysis using statistical tools. Quantitative research methods are employed in this research. Statistically, our survey will be constituted of closed-ended questions. To combat workplace bullying, we've created questionnaires and distributed them to hospital social groups.

3.14 Research design

Descriptive, experimental, casual, and correlational research designs are all variations on the four basic categories.

An investigation into a certain topic or scenario is carried out using descriptive language. In this case, the method aims to focus on the behaviour while ignoring the consequences.

Using experimental methods, one can determine the influence of one variable on another, as in managing dependent variables. It's all based on statistical analysis because of stats.

In correlation, there is no experimental design; the main goal is to explore and analyses correlated variables omitting the effect non-relevant factors and use to characterize the relation between variables.

Cause-and-effect is a way for finding the variables that are directly responsible for the occurrence of another.

In this research correlation, design implies through which the researchers investigate the correlation between the factors that affect job satisfaction & emotional exhaustion of workplace bullying.

3.15 Nature of study

After the research, a literature review was conducted to determine the exact nature of the issue. Hypothesis testing requires the development of a conceptual framework; hence this study takes a deductive method. The study is exploratory in nature, with the researcher's minimum engagement. Non-contrived research is the focus of this study. Pakistani nurses were the focus of this research because of lack of previous research on workplace bullying. Workplace bullying has been studied using a deductive method, which includes aspects such as job satisfaction and emotional tiredness as well as employee performance.

3.16 Target Population

Workplace bullying is examined in Pakistan's hospital industry as part of this study. It's common for women in this field to be victims of bullying, thus it's a good idea to focus on women nurses. In addition, research has found that women nurses have issues with their work schedules, during their job timings. As part of the paper's investigation into workplace bullying involving new nurses, nurses from a public hospital sector completed an online survey. The population was Pakistani nurses.

3.17 Sample design

Non-probability sampling was utilized in this study since there is no guarantee that each component was selected equally and specifically. There is no information on the entire number of Pakistani nurses in Pakistan, thus researchers utilized a random-sampling technique. Sampling approach is convenient since it saves time and money for the researcher because in this method researcher select the people who are conveniently available thus, public hospital sector is used.

3.18 Characteristics of sample

Age	Job categories
25-30	Part time
31-40	Full time
41-50	Permanent
Above 50	-

3.19 Sample size

The sample size being used in this study is 160, the data has been collected from 160 nurses of the hospital sector.

3.21 Statistical Technique

To analyze the data, the statistical technique method uses this to conclude the results. This paper investigates the relationship between different variables of workplace bullying in this context. In this research, SPSS uses this to test t-test, normality, cross tabulation, and to calculate relation between dependent and independent variables.

3.22 Data collection Technique

The data is going to be collected through questionnaires. We have adopted close-ended questions from previous research article that establishes on a five-point scale showing as:

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

3.23 Research Questionnaire

The respondent are women nurses because they suffer discrimination. The respondent's point of view and responses are analyzed using a Likert scale in this article. Using a Likert scale, the stages framework is handled by a survey positioning from 1 to 5. (Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree).

On a scale of one to five, workers were asked to rank the level of support they received from coworkers and management, access to community resources, constructive working practices, and the physical environment of the workplace.

There were questions regarding bullying incidents at the trust, as well as questions about their effects. Due to methodological issues in prior definitions, we decided to separate the experience from the impacts of bullying behaviour.

CHAPTER 4: DATA ANALYSIS

4.1 Questionnaire:

The questionnaire was used to obtain information about the participant's age job, credentials, professional group, working hours, and supervisory responsibilities. Anxiety and depression as well as job satisfaction and an assessment of workplace assistance are included in the second set of regularly used scales for measuring occupational health outcomes in the workplace. Workplace bullying and emotional exhaustion were based on two categories i.e. yes or no, employees job had two categories i.e. part time or permanent, while other questions in the questionnaire are on likert scale.

4.2 Analysis:

Age	Frequency	Percent
25-30	85	53.1
31-40	56	35.0
41-50	15	9.4
above 50	4	2.5
Total	160	100.0

Among a total of 160 respondents of hospital sector in the study, age of 85 respondents is between 25 to 30 years having a percentage of 53.1 and age of 56 respondents is between 31 to 40 years having a percentage of 35.0 and age of 15 respondents is between 41 to 50 years having a percentage of 9.4 and age of 4 respondents is above 50 years having a percentage of 2.5.

Category Of Employee	Frequency	Percent
Permanent	86	53.8
Part Time	74	46.3
Total	160	100.0

Among a total of 160 respondents of hospital sector in the study, 86 respondents are permanent employee having 53.8 percentage while 74 respondents are part time employee with a percentage of 46.3.

Correlations

		Category of employee	work place bully
Category of employee	Pearson Correlation	1	-.306**
	Sig. (2-tailed)		.000
	N	160	160
work place bully	Pearson Correlation	-.306**	1
	Sig. (2-tailed)	.000	
	N	160	160

**. Correlation is significant at the 0.01 level (2-tailed).

Correlation of category of employee in contrast to being bully is ($r=-0.306$), based on $n=160$ observations with pairwise non-missing values. This further concludes that, category of employee and being bullied have statistically significant linear relationship as significance value is 0.00 or we can say that being bullied is related with job category of the employee, whereas the negative sign is an indication that both variables move in the opposite direction. Hence, when employee is permanent they face more bullying at the work place.

Correlations

		work place bully	job satisfaction
work place bully	Pearson Correlation	1	-.190*
	Sig. (2-tailed)		.016
	N	160	160
job satisfaction	Pearson Correlation	-.190*	1
	Sig. (2-tailed)	.016	
	N	160	160

*. Correlation is significant at the 0.05 level (2-tailed).

Correlation of category of employee in contrast to being bully is ($r=-0.19$), based on $n=160$. Job satisfaction and being bullied have statistically significant linear relationship as significance value is 0.00 or we can say that being bullied is related with job satisfaction of the employee, whereas the negative sign is an indication that both variables move in the opposite direction. Hence, when more bullying at the work place decreases job satisfaction of the employee.

Independent Samples Test

		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
work place bully	Equal variances assumed	54.860	.000	-31.849	158	.000	-.90566	.02844	-.96182	-.84950
	Equal variances not assumed			-22.343	52.000	.000	-.90566	.04053	-.98700	-.82432

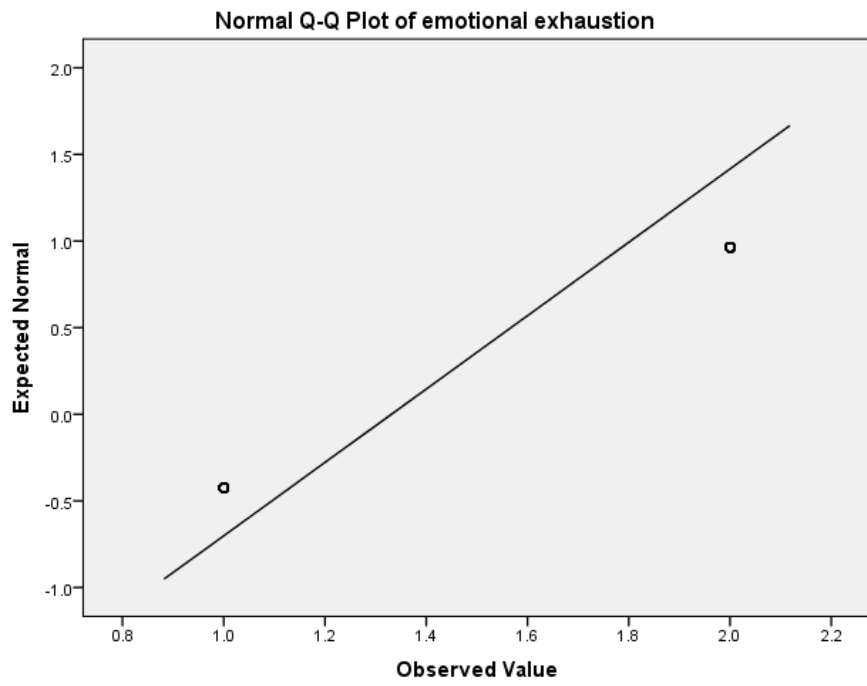
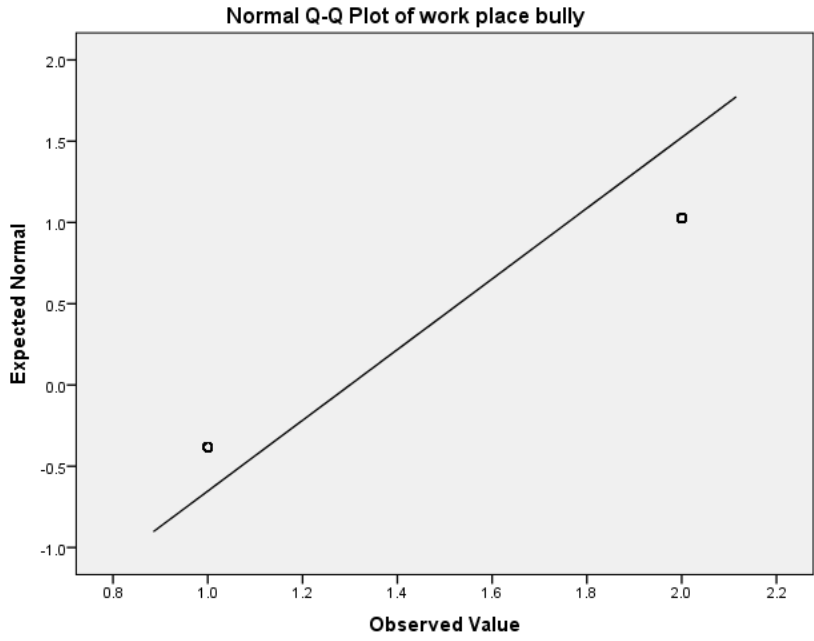
The F value of levene test for workplace bully is 54.8 with 0.00 significance value, while value of t test with equal variances is -31.8 while for unequal variances value is -22.3, with 0.00 significance level. There is no specific significance difference hence, emotional exhaustion depends on whether an employee is being bullied or not. Whereas significance level is 0.00 which is less than 0.05.

Tests of Normality

	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
work place bully	.443	160	.000	.575	160	.000
emotional exhaustion	.427	160	.000	.594	160	.000
job satisfaction	.201	160	.000	.908	160	.000

a. Lilliefors Significance Correction

According to above table value of the Shapiro-Wilk Test for all the three variables i.e. work place bully, emotional exhaustion and job satisfaction is 0.00 which is below alpha=0.05, thus all variables are significantly deviating from a normal distribution i.e. all the three variables are not normal. To further look into normality we are using normal QQ plots.





As we can see from the normal Q-Q plot of work place bully as well emotional exhaustion and job satisfaction are not normally distributed. As, the data points are not that much close to the diagonal line.

Test runs:

Frequency

In order to calculate the frequency of various variables, first of all we will code our data and export it in excel. Afterwards we will get on to the analyze tab and further go to descriptive statistic to calculate frequencies of desired variables.

Correlation:

In order to calculate correlation, we will jump onto analyze tab and further click on correlate tab and go onto bivariate tab. Correlation is used to describe the linear relationship between two continuous variables (category of employee, bully or not). In general, correlation tends to be used when there is no identified response variable. It measures the strength (qualitatively) and direction of the linear relationship between two or more variables.

Independent sample T test:

To calculate independent sample test jump onto analyze tab and further click compare means and select independent sample test. This test is used to compare the means of precisely two groups no

more and no less! Typically, this is performed to determine whether two population means are different or not.

Test of normality:

It is done by clicking on analyze tab (analyze → descriptive statistics → explore → plots → normality plots with tests). If a data collection is well described by the normal distribution, normality tests are used to calculate how likely it is that a random variable underlying the data set is normal.

Victims of bullying have certain characteristics

work place bully * Category of employee Crosstabulation

Count

		Category of employee		Total
		permanent	part time	
work place bully	yes	49	63	112
	no	37	11	48
Total		86	74	160

Bullying was reported by almost all nurses, regardless of their age or gender. 112 of 160 nurses faced bullying while 48 did not and on other hand 86 were permanent nurses while 74 were part time employee of the hospital. Bullying was more common among permanent time nurses. Among 160 nurses, 49 permanent nurses faced bullying while 63 part time nurses faced bullying, while 37 nurses whom participated in the study didn't faced bullying, while 11 responded that they faced bullying in their working environment.

work place bully * emotional exhaustion Crosstabulation

Count

		emotional exhaustion		Total
		yes	no	
work place bully	yes	107	5	112
	no	0	48	48
Total		107	53	160

Among 160 nursing staff that took part in our study, 112 responded that they faced bullying while 48 did not and on other hand 107 were emotionally exhausted while 48 were not emotionally exhausted. Among 160 nurses, 107 permanent nurses faced bullying and were emotionally exhausted while 5 didn't faced bullying and were emotional exhausted, 48 nurses

answered that they did not face bullying and they are not emotionally exhausted. Bullying caused emotional exhaustion to the nursing staff of the hospital.

work place bully ^ job satisfaction Crosstabulation

Count		job satisfaction					Total
		strongly agree	agree	neutral	disagree	strongly disagree	
work place bully	yes	10	26	18	44	14	112
	no	5	14	20	6	3	48
Total		15	40	38	50	17	160

Among 112 respondents whom were being bullied, 58 respondents were completely not satisfied with their job, 18 responded neutral, while 36 said they are satisfied, we may conclude that bullying results in job dissatisfaction.

Discussion:

According to the findings of the research studies listed above, inexperienced nurses' inability to provide patient care due to a lack of competency is a primary source of workplace bullying addressed towards nurses. This may also be relevant to the current study's findings in the healthcare field, given that the number of beginner nurses was significantly higher than the proportion of senior nurses. Beginner nurses typically have less experience providing patient care and coping with critical situations than more experienced nurses. Furthermore, in the nursing division, nurse managers and supervisors see themselves as being responsible for the general management of the wards. It is quite common for people to engage in bullying/mobbing behaviour toward nurses, which includes being unpleasant and abusive in their behaviour, being unreasonable in their criticism, and making nasty comments about nurses. In this case, nurse managers and supervisors may not view it as workplace bullying because, in their opinion, it is part of their job obligation to develop nurses' abilities to provide high-quality patient care in a safe and secure environment. Furthermore, the values and policies of the workplace help to define the overall culture of the firm. As a result, it is likely that the high incidence of bullying and mobbing behaviour in Pakistan's government healthcare system is due to the country's traditional hierarchical organization, in which senior nurses demonstrate aggressive attitudes toward subordinate nurses.

CHAPTER 5

5.1 LIMITATIONS AND FUTURE DIRECTIONS

When it comes to the rules and regulations, the researcher escapes some limits to continue with the next investigation. The study's first drawback was related to the collecting of samples and data. Because the sample size was so small, the findings do not represent the experiences of all Pakistani workers who are subjected to workplace harassment. Furthermore, the study only included employees of public entities; nevertheless, future research involving private organizations may yield different outcomes. Although self-report is the most commonly used way of analysis, it cannot be considered as a neutral response from former employees. This study was based on a series of self-reported self-report questionnaires (Liang, 2021). Peer-based research, on the other hand, generated outcomes that were different enough to provide a better understanding of group behaviour (Mamoona et al., 2015). To acquire a clearer view of the bullying scenario, future studies should incorporate the examination of bullies. The sample strategy utilized in the study was based on time and resources constraints. As more data becomes available, long-term studies could shed light on bullying and its effect on the Pakistani setting. One of the limits of the research is the design of the research for each category. Comparative investigation of two demographics can yield a variety of different conclusions; thus additional research can be done. Emotional exhaustion's effects can be studied using this research in connection with other variables. Group sensitivity can also be used to evaluate this research.

5.2 CONCLUSION

It's a big management issue when nurses are assaulted at hospitals. Health care workers have a right to work safely and to make their own judgments. Providing a safe working environment and a supply chain suitable to nurses in the community are two of the biggest difficulties facing global organizational management. Preventative measures are the greatest way to stop workplace violence, according to the Bible. Employees need to be aware of the company's rules against workplace violence. Similarly, patients must be made aware of the zero tolerance policy for violence at the time of admission.

The analysis depicts that a majority of female nurses get bullied/harassed at their work place as N= 112. Finally, the overall nurses working ($n = 160$) is identical to the basic report with no

layers. Correlation of category of employee in contrast to being bully is ($r=-0.306$), based on $n=160$ observations with pairwise non-missing values. This further concludes that, category of employee and being bullied have statistically significant linear relationship as significance value is 0.00 or we can say that being bullied is related with job category of the employee, whereas the negative sign is an indication that both variables move in the opposite direction. Hence, when employee is permanent they face more bullying at the work place. Job satisfaction and being bullied have statistically significant linear relationship as significance value is 0.00 or we can say that being bullied is related with job satisfaction of the employee, whereas the negative sign is an indication that both variables move in the opposite direction. Hence, when more bullying at the work place decreases job satisfaction of the employee. Among 112 respondents whom were being bullied, 58 respondents were completely not satisfied with their job, 18 responded neutral, while 36 said they are satisfied, we may conclude that bullying results in job dissatisfaction.

With help of independent sample t test, we found that emotional exhaustion depends on whether an employee is being bullied or not as significance level is 0.00 which is less than 0.05. We may say that being bullied results in emotional exhaustion, the one who is being bullied becomes emotionally exhausted.

Nurses will have an advantage if they have access to a comprehensive training programme that teaches them how to recognize and deal with workplace violence. It is also the responsibility of every health care worker to report any instances of infidelity harassment on the job. Workers in the health care facility are the only ones who can help managers come up with an effective strategy for dealing with workplace harassment. Nurses are more likely to stay in their nursing jobs if their work environment is safe.

5.3 RECOMMENDATIONS

Some recommendations have been developed as a result of the study's conclusions.

- Sessions should be organized for nurses to educate them on the policies in place to protect them from being bullied, such as the Zero-Tolerance Policy for bullying.
- In order for nurses to improve their soft skills, nursing services must organize structured training sessions for them. These sessions should cover topics such as effective communication skills, conflict management tactics, and how to deal with aggressive customers.

- Nurses in management positions, such as team leaders, head nurses, nurse managers, nurse supervisors, nursing directors, and chief nursing superintendents, should be provided with training and refresher courses on a regular basis. Dealing with subordinate's techniques, effective managerial skills, mentoring, positive criticism, and dealing with challenging employees should all be covered in training. It is also believed that training and awareness sessions for interdisciplinary groups, in addition to the nursing management group, are vital. The vast majority of nurses reported being harassed by physicians and other members of the medical community.
- For optimal transition from being a student nurse to becoming a staff nurse, novice nurses must receive sufficient mentorship and competency-based orientation. This will reduce the likelihood of error on the part of the nurses and a bullying attitude on the part of management.
- It is possible that developing reporting systems in businesses will aid in the reduction of bullying and mobbing behaviour.
- All nurses should be aware of the reporting system, and they should be aware that reporting occurrences will result in a positive outcome for the patient.
- Preventive activities should be launched so that an employer can take to keep employees from bullying one another.
- It is possible to introduce workplace bullying regulations by modifying existing policies on anti-violence and anti-harassment, together with a time restriction for taking action, at the start of the onboarding process.
- Clear and accurate feedback, as well as as many observations, should be given to bullies in the workplace.
- Thus, as a result of the manager's actions and persistent message that bullying behaviour is not acceptable, it has to be stopped and the bullies have to replace their behaviour with more effective people-handling abilities.
- Researchers should provide human resources the freedom to recognize, respond to, and deal with bullies, bullying behaviour, and victims in the workplace.
- In order to make employees successful and efficient, workplaces must have a favorable work environment.

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APPENDIX

RESEARCH QUESTIONNAIRE

Dear Respondent,

I am a student of Bahria University and I am conducting thesis on “THE IMPACT OF WORKPLACE BULLYING ON JOB SATISFACTION OF EMPLOYEES WITH MEDIATING EFFECT OF EMOTIONAL EXHAUSTION .AN EMPERICAL STUDY OF HOSPITAL SECTOR OF PAKISTAN” and for this purpose your honest response really matters, kindly provide answers based on your profession and experience .Your responses will be kept confidential and should only be used for research purpose only
Thank you so much for your time and cooperation.

QUESTIONNAIRE

GENERAL INFORMATION

1) Age

- 25 – 30
- 31-40
- 41-50
- Above 50

2) Category of employee

- Permanent
- Part time

3) Do you face work place bully?

- No
- Yes

4) I feel positive most of the time I am working

- Strongly agree
- Agree
- Neutral

- Disagree
- Strongly disagree

5) Patients respects us

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

6) You feel emotional exhaustion

- No
- Yes

7) Does work place bully effects your mental health

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

8) Does bully make you lose your confidence?

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

9) I am satisfied with my job

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

10) Exclude you from workgroup activities

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

11) Persistent unjustified monitoring of your work

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

12) Shifting work tasks without your consultation

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

Reference:

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