

## ***The Role of Workplace Hostility in Employee Well-being and Performance***

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Workplace hostility (aggression and incivility) in the customer service industry is an important issue. In the occupational health and safety literature, no research has studied the joint effects of aggression and incivility. In addition, only a few studies have examined two sources of hostility, from coworker and customer, at the same time. This study seeks to examine the incremental impact of workplace hostility from multiple sources, coworker and customer, on several outcomes: burnout, physical well-being, and performance. Further, this study will examine possible moderators (i.e., trait anger, negative affectivity, social support, and task engagement) of the relationship between incivility and aggression on these outcome variables. A mid-sized Midwestern bank has agreed for us to survey approximately 100 of their call center employees. Participants will be asked to respond to surveys collected at two time points, across a three month period. We expect to find that high levels of workplace hostility will lead to negative outcomes, such as increased burnout, reduced physical well-being, and decrease in performance. We also expect to find that trait anger, negative affectivity, social support, and task engagement will moderate the relationship between workplace hostility, and those negative outcomes. The results from this study would contribute to our understanding of the negative effects of workplace hostility and variables that could alleviate those negative effects. These moderators could assist both researchers and companies to find solutions to prevent or deal with the effects of workplace hostility.



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