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Indian Perspectives on Workplace Bullying

A Decade of Insights

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Chapter

Workplace Bullying and Organizational Well-Being: A Moderated Mediation Model of Psychological Capital and Burnout in Human Services Sector of India: A Decade of Insights

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Workplace Bullying and Organizational Well-Being: A Moderated Mediation Model of Psychological Capital and Burnout in Human Services Sector of India

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Abstract

This study investigates the prevalence of workplace bullying in the Indian human services sector. It also examines the relationship between workplace bullying and organizational well-being (*OWB*) by employing a moderated mediation model of psychological capital (*PsyCap*) and burnout. Specifically, the role of burnout as a mediator and *PsyCap* as a moderator in the relationship between bullying and *OWB* is analysed. Finally, the study evaluates the moderated mediation impact of *PsyCap* and burnout on the association between workplace bullying and *OWB*. The proposed models have been tested among 574 employees using structural equation modelling. The findings revealed that workplace bullying is rampant in the human services sector of India. An indirect association was found between workplace bullying and *OWB* via burnout. The results of the moderation analyses showed that *PsyCap* weakened the positive relationship between bullying and burnout and controlled the subsequent effects of burnout on *OWB*. The moderated mediation association between workplace bullying and *OWB* was validated by showing that *PsyCap* moderates the indirect negative effects of bullying on *OWB*. The study contributes to the extant literature by evaluating the underlying and intervening mechanisms in the relationship between workplace bullying and its outcomes. Further, it represents the first attempt undertaken in Indian settings to explore the role of employee strengths in mitigating the direct and indirect negative effects of workplace bullying. The study endorses the deleterious effects of workplace bullying on employee as well as organizational well-being and highlights the value and buoyancy of employee strengths in tackling the problem.

Keywords

- **Workplace bullying**
- **Organizational well-being**
- **Human services sector**
- **Psychological capital**
- **Burnout**
- **India**