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Abusive Supervision and Job Performance: A Moderated Mediation Approach Using Emotional Exhaustion and Organizational Climate

Ezgi Özcan
Tourism

Abstract

Purpose – This study aims to contribute the existing literature by injecting the moderated mediation model using emotional exhaustion and organizational climate. Theoretical framework of the study relies on the psychological contract theory to examine the cause and affect relationships between abusive supervision to job performance through emotional exhaustion and organizational climate. The study also offers theoretical and practical implications of the results in addition to the recommendations and limitations.

Design/methodology/approach – Data gathered from 320 casino workers with a time lag of two weeks and their supervisors in Northern Cyprus were utilized to test the aforementioned relationships. The previously mentioned relationships were tested using Hayes's (2013) PROCESS macro to analyze the data.

Findings – The findings suggest that job performance was influenced by emotional exhaustion, and emotional exhaustion mediated the relations between abusive supervision and job performance. Furthermore, the relation between emotional exhaustion and job performance was strengthened by organizational climate.

Originality/value – This paper adds contribution by narrowing the gap in the current literature about how organizational climate moderates the relationship between abusive supervision and job performance.

Keywords: Abusive supervision, emotional exhaustion, organizational climate, job performance and social contract theory