



Fayoum University  
Faculty of Tourism & Hotels

جامعة الفيوم  
كلية السياحة والفنادق



البحث الرابع – بحث مشترك ( منشور )	
كيف يؤثر التنمر في مكان العمل على الالتزام التنظيمي والأداء الوظيفي؟ التأثير الوسيط لضغوط العمل في الفنادق وشركات السياحة المصرية.	عنوان البحث باللغة العربية
<b>How Does Workplace Bullying Effect on Organizational Commitment and Job Performance? Mediating Effect of Job Stress in Hotels and Egyptian Travel Agents.</b>	عنوان البحث باللغة الإنجليزية
ديسمبر 2023	سنة النشر
مجلة إتحاد الجامعات العربية للسياحة والضيافة (JAAUTH) – كلية السياحة والفنادق- جامعة قناة السويس- المجلد (25) - العدد (1) - ديسمبر 2023 – ص227: 245	الناشر

#### الملخص باللغة الإنجليزية:

Bullying is one of the most prominent terms recently circulated among people and on social media. This term is not modern; rather, it is as old as man, as it is one of the negative behaviours that some people follow. The phenomenon of bullying is present at all levels of life, and is not limited to one side without the other. It appears in the work environment as in life in general, where some employees are exposed to different forms of occupational bullying. Many researchers have examined the phenomenon of bullying in the work environment. Due to its significant impact on employees and their performance, and therefore on work and performance of tasks. So, the study relied on adopting a quantitative research with deductive approach and using mono method quantitative (field survey) over a structured questionnaire form filled by 578 employees from travel agents and hotels in Egypt. Statistical analyses were accomplished by using Statistical Package for Social Sciences (SPSS version 23) and IBM Amos ver. 25. The findings of this study achieved that workplace bullying effect on organizational commitment, job performance. The study recommends the following:  
The necessity of taking legal measures against people who have characteristics of bullying. Treating employees with respect, working in a team spirit and forming a work team to accomplish the required tasks. Holding seminars on workplace bullying and its negative impact on society, and spread a culture of respect for others.