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Mistreatment in Organizations (Research in Occupational Stress and Well Being)

Pamela L. Perrew

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Volume 13



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(Research in Occupational Stress and Well Being):

The objective of this series is to promote theory and research in the increasingly growing area of occupational stress, health and well being, and in the process, to bring together and showcase the work of the best researchers and theorists who contribute to this area. Volume 13 of Research in Occupational Stress and Well Being is focused on mistreatment in organizations. Mistreatment can be damaging to the individual as well as to the organization. This volume includes critical topics on customer mistreatment, aggression in the workplace, incivility, and workplace ostracism. We consider mistreatment to be a 'workplace stressor' which has been linked to higher emotional burnout, withdrawal behaviors such as tardiness and absenteeism, and lower customer service performance. This is just one example of how mistreatment can affect employees negatively. The topic of this volume, Mistreatment in Organizations, is sure to attract the attention of researchers around the globe.

Volume 13 in the Research in Occupational Stress and Well Being series, this book brings together the top researchers and theorists in the area of mistreatment in the workplace. The articles address the damage that a common stressor in the workplace, mistreatment, can cause to workers and the organization as a whole. Topics covered include customer mistreatment, aggression, incivility, and ostracism. The contributors draw connections between these issues and emotional burnout, withdrawal, and lower customer service. Distributed in North America by Turpin Distribution. --
Annotation 2015 Ringgold Inc. Portland, OR (proview.com)About the AuthorPamela L. Perrewe - Florida State University, USAJonathon R. B. Halbesleben - University of Alabama, USAChristopher C. Rosen - University of Arkansas, USA