

Workplace bullying and presenteeism in the cruise industry: Evaluating the effect of social support

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Abstract

A cruise ship constitutes a unique research laboratory for the study of workplace bullying and presenteeism because of its manifestation of the phenomena and situations that traditionally characterize total institutions. This study analyzes the role of workplace bullying as a potential risk factor for presenteeism in the workplace and the moderating role of social support. Results confirmed that work-related bullying is positively connected to the phenomenon of presenteeism, whereas person-related bullying is negatively related. The findings also confirmed the role of social support, specifically supervisor support, as a moderating agent of this relationship. The supporting details are further elaborated, and the main implications for the future of the cruise industry are presented. The findings can facilitate cruise line companies in designing prevention plans and implementing well-targeted anti-bullying policies according to the type of workplace bullying experienced by workers that can substantially improve their effectiveness.

Author keywords

Cruise

Employee misbehavior

Presenteeism

Social support

Workplace bullying