Interpersonal Mistreatment Job Stress and Burn Out

Ahsan mahmood shami
Email of the corresponding author:ahsanshami1@gmail.com

Abstract

In this cross sectional field study we examine the relationship between interpersonal mistreatment (sexual harassment and workplace aggression), job stress and burnout. The data was collected from 186 employees of several organizations of Pakistan. The results of this research revealed that job stress fully mediates the relationship between interpersonal mistreatment and burnout.
Keywords: interpersonal Mistreatment (sexual harassment & workplace aggression), job stress, burnout

Introduction

In previous few decade researches demonstrate that sexual harassment and work place aggression have a vital negative effect on job attributes (e.g. job satisfaction & commitment) of employees (Willness, Steel, & Lee, 2007). Research shows 58% of women's experienced sexual harassment (Llies, Hauserman, Schwochau, & Stibal, 2003) 71% of employees experienced incivility (Cortina, Magley, Williams, & Laghout, 2001) Harassment is widely spread in both public and private sector (Culbertson, Rosenfeld, Booth-Kewley, & Magnusson, 1992; Martindale, 1990; U.S. Merit Systems Protection Board, 1987).The topic which was never out there in any journal & today has more than 500 references. Majority was published in last ten years .In last two decade Harassment get extensive attention (Eisguiree, 1993; Mckinney, & maroules, 1991; Gutek, 1985)

The sexual harassment includes of unwelcome sexual advances, request for sexual favors, and making throwing jokes of sexual kind. The harasser could be of any gender, but most probably women are likely to be harassed by the environment that includes colleagues or the supervisor (Llies et al., 2003).It is being estimated that sexual harassment faced by women and men in proportion of 90% and 10 %(Charney, & Russell, 1994; Welsh 1999) the victims of sexual harassment can suffer too bad experiences, which includes"job stress". Fitzgerald 1997 in his study say that empirical relation between sexual harassment and job stress should be well thought-out. Job stress, For instance that could a mild annoyance to extreme psychological damage which could lead to dire consequences (Rick, Acton, Payne, 1988)

We are making this research that this kind of abuse shouldn't leave unchecked, which is the root cause of dozens of vices in the society. The significance of research on "sexual harassment" will help pointing out the usurpers/harassers. Discouraging the abuse, and encouraging fighting of which the harassers are likely to have no realization and wronged others by misusing authority or chance. Men and women who observe harassment going unchecked may lose trust in their superiors and in external checks. The victim finds it difficult to execute his or her abilities, because of the clash between the abilities and working atmosphere, which undermines their self confidence.

People who are scum to sexual harassment suffer burnout that negatively influences effectiveness at work. Burnout is a sign or indication that is combination of three things: emotional exhaustion, depersonalization, and reduced personal accomplishment. Emotional exhaustion means to demands and activity that cause people to feel confusion and unable to give of themselves at a psychological level. Depersonalization is the development of negative and suspicious attitudes that can create indifferent feelings of others, perceiving them as deserving of their troubles. Reduced sense of personal accomplishment is the tendency to view oneself negatively and to be dissatisfied with knowledge of others. (Maslach & Jackson (1981). Thus, all this can hold back their career development and personal growth.

There are three purpose of this research first is that sexual harassment and aggression leads toward job stress, both mistreatments are organizational stressors (Hunter & Harvey, 1997; Schat & Kelloway, 2003) second job stress leads toward burnout(Maslach & Leiter, 2005) and third is that Job stress mediate the relationship between burnout and interpersonal mistreatment. A lot of research has been conducted on burn out in all over the world but now we are going to identify the root of burn out and its outcomes in Pakistan.

Literature Review
Sexual Harassment

According to united stated equal employment opportunity commission (EEOC 1988) When sexual advances, request for favour on sexual basis & any other type of physical or verbal sexual nature conduct take place, so its result into sexual harassment. Such outcomes affect employee performance, employment, or workplace environment directly & indirectly. Further elaboration of above definition Sexual harassment is very wide circle some of the points are here under. A victim can be man or women. In a review of 18 studies average 44% of women had been harassed (Gruber, 1990).According to EEOC For sexual harassment opposite sex is not

necessary. Employee Supervisor, colleague, supervisor of any other area, or any other person other than victim himself in an organisation can be harasser. Any such type of action (sexual harassment) must be discouraged

(Richman, Rospenda, Nawyn, Flaherty, Fendrich, Drum, & Johnson, 1999) By law there are two types of sexual harassment 1.quid pro quo sexual harassment 2. hostile environment sexual harassment First type of sexual harassment refers that when sexual advances or other conducts of sexual nature start affecting employment decision such type of harassment is known a quid pro quo sexual harassment For example (this for that). When there is no tangle outcome of harassment like no pay or promotion loss but the conduct still affects employee performance it is known as hostile environment sexual harassment (Fitzgerald, Hulin, & Drasgow, 1995) For example comments on your body

(Fitzgerald, Shullman, Bailey, Richards, Swecker, Gold, Ormerod, & Weitzman, 1988) give the five categories of harassment Gender harassment, Seductive behavior, Sexual bribery, Sexual coercion, and Sexual assault

(Gelfand, Fitzgerald, & Drasgow 1985) tells that for an incident to be particularly as a sexual harassment event there are three categories which is to their in the event.(Fitzgerald et al., 1988) explain the three theoretical distinguish categories of behavior related to sexual harassment. First is gender harassment discuss crude, verbal, symbolic behavior express degrading and offensive attitude toward one gender typically women. second one is unwanted sexual attention it include sexually unsuitable unwanted and unanswered behavior by employee such as sexually suggestive comments.& the third one is sexual coercion that is parallel to the legal concept of quid pro quo harassment mean to have something one have to lose something (Muehlenhard, Powch, Pelps, & Guiusti, 1999; Richman et al., 1999).

Workplace Aggression
Workplace aggression is defined as" behavior by an individual or individuals within or outside the organization that is intended to physically or physiologically harm to a worker or workers in a work related context "(Schat & Kelloway, 2005; Barling & Dupre, 2008)

Different researches have shown that workplace aggression has acknowledged four kinds. And many of the occurrence fall into any one of these category (Braverman, 1999; California occupational safety and health administration, 1995; university of Lowa injury prevention research centre, 2001)

Many of the researchers have different opinions on concepts and application of workplace aggression (Keashley & Jagatic, 2003; Neuman & Baron, 1998, Robinson & Greenberg, 1998; Schat & Kelloway 2005). Labels such as workplace incivility (Andersson & Pearson, 1999), workplace violence (Rogers & Kelloway, 1997; Schat & Kelloway 2003) emotional abuse (Keashly 1998, 2001, Keashly & Harvey, 2006) and workplace harassment (Rospenda, 2002; Rospenda & Richman, 2005) are used to describe similar and often overlapping behavioral areas.

Workplace incivility is defined as "low intensity deviant behavior with ambiguous intent to harm the target in violation of workplace norms for mutual respect. Uncivil behaviors are characteristically rude and discourteous displaying a disregard for others" (Andersson & Pearson, 1999; Lim & Cortina, 2005)

Incivility is a particular structure of employee deviance and as a result presents a division of anti social employee behavior (Robinson & Bennet, 1995; Giaglone & Greenberg, 1997). The presence of definite aim and expectations to harm the organization it implies that the definition of incivility is overlapped by psychological aggression (Lim & Cortina, 2005).

On the other hand, incivility is different from psychological aggression when behaviors are unintentional (Lim & Cortina, 2005; Lim, Cortina & Mangley, 2008). However, sometimes incivility have sometimes such aims which can be due to some of the factors such as intent, whether present or not, instigators ignorance, overlook or personality; is not clear to the parties involved (Andersson & Pearson, 1999; Pearson, Andersson, & Wegner, 2001)

Collected data, in the past years, from the employees revealed that they had been the target of aggression (Baron and Neuman, 1996, 1998; Glomb, 2002; Greenberg and Barling, 1999; North Western Employee Benefits Division, 1993).

Research has been supported by experiential and hypothetical work that studies the results of wide variety of aggressive behaviors at work (Barling, 1996; Flogar & Barron, 1996; Glomb, 2002; Neuman & Barron, 1997, 1998; O' Leary-Kelly, Griffen & Glew, 1996; Tepper, 2000)

Job Stress
The definition of stress lack the fact of being exact and accurate and it has been defined in both broad and narrow sense and is treated as stimulus ,a reaction ,an environmental characteristics ,individual behavior toward something and the outcome of an individual's relationship between his or her environment(Beehr & Newman,1978; Katz & Kahn,1978; Levi ,1981) a feeling of discomfort due to consequences of job (Parker & DeCotiis ,1983) Individuals reaction toward work atmosphere that is threatening to him and shows a mismatch

between individuals abilities and the working atmosphere, chronic nature of stress persists for a long time and cause stress related disease or end organ dysfunction.(Rick , Acton & Payne ,1988 ; Jamal ,1999) Acute stress is temporary and of short nature (Clusky & Vaux, 1997)

A stress is a chronic affective reponse to a stressful working environment that has high level of interpersonal contact (Ganster & Schaubroeck ,1991) . Many researchers define stress as an result of person environment interactions (French & Caplan, 1972; McGrath, 1976; Schuler, 1980). Schuler has provided some conceptual clarity about the stress that eliminate the previous confusions about the qualities and concept of job stress(Schuler ,1980).Stress is defined as dynamic condition in which a person is confronted with opportunities ,barriers and demands some of which may b uncertain , but it has an important outcome (McGrath ,1976; Schuler ,1980).The people who are dealing with other people and their problems have greater potential of emotional stress(Maslach ,1978).The sources of stress in the workplace or stressor is due to change in the physical or psychological work environment or the change in the organization (Landsbergis ,2003)

To prevent job stress the changes must be made to job redesign, changes in the working area, more social support ,formation of more labor , health and safety committees all these are referred as stress prevention.(Jordan , Gurr , Tinline , Giga & Faragher ,2003; Hurrell & Murphy ,1996) .Stress management means secondary or thirdly interventions .(Jordan et al.,2003; Hurrell et al.,1996).The primary prevention in the job stress is through improvement in the work environment and the second phase of prevention is to address individual factors and analyze any effects of work stress in a systematic manner and the third one is the intervention of other programs that can maximize the effect(Kristensen ,2000).

Articulating the relation of interpersonal mistreatment and job stress:
Sexual harassment result in to two conditions (i) organization climate & (ii) job gender context organization climate refers to firms characteristic of tolerance of sexual harassment ((Naylor, Pritchard, & Ilgen, 1980) job gender context refer to gender nature of work group for example group gender ratio (Gutek, Cohen, & Konard, 1990) and the nature of job duties and tasks(i.e gender traditional and nontraditional). These two elements largely define the outcomes of sexual harassment (Fitzgerald, Drasgow, Hulin , Gelfand, & Magley, 1997). Sexual harassment also negatively affect job outcomes factors like job dissatisfaction and quitting jobs, psychological outcome stress, anxiety and depression. and health related outcomes factors like such as headaches, gastrointestinal disorders, and sleep disturbance(Fitzgerald et al., 1997; Fitzgerald et al., 1995).

By focusing harassment as major reason of job stress, study proposed that job outcomes says that stress related cognitions and voluntary behavior are related to sexual harassment(Fitzgerald et al., 1997).well documented relation between negative job attitudes and organizational withdrawal, that is, *work withdrawal* and *job withdrawal* (Hanisch& Hulin, 1990,1991). Work withdrawal reflects attempts to avoid work tasks (e.g., work, leaving work early, arriving to work late, missing meetings)

Burn out:
In 1970 first article of burn out was written, the purpose of that article was to explain this problem and discover its name. This research was conducted on personal experience of people working in human service and health care which face stressors in their jobs (Freudenberger,1975) After this the emotions of people were study in work place by direct interviews of employees (Maslach,1976). For further and deep study of burn out, several different measures were developed but the most acceptable scale was Maslach Burn out inventory (MBI), that was developed by Maslach and Jackson. (Jackson et al.,1981).Firstly MBI was just used for human service sector but later on it was developed to work in education occupations. One study describe that personal accomplishment is related to self-efficacy so it requires different situations for adjustments (Bandura, 1986).One research indicates that more demands in work environment become a source of emotional exhaustion, and it leads to feeling of depersonalization (Leiter ,1988).Some researchers said that burn out is indicator of depression and others emotional signs (Burke & Greenglass, 1990; Schonfeld, 1989). Most important causes of burn out are role conflicts and ambiguity and constitute sources of stress (Lee& Ash forth, 1989).these are antecedents of burn out.

Feelings of personal accomplishment reduce as supervisor support increase for his employees (Leiter, 1991). One research has been conducted to know that how human service workers use normative organizational communication behavior connect with burnout (Casey, 1998). If managers, co-workers and clients coordinate with each other it can be a source of minimize burn out in public as well as private sectors **(**Golembiewski, Boudreau, Ben-Chu Sun, Luo , 1998**)**

There is a positive relation between work load and burn out, greater the work load, greater the burn out. And some studies shows this relation is true only for emotional exhaustion   (May &Male, 1997, 1998).

It is prove that Burn out and depression has a clear distinction although these are related to each other. **(**Demerouti, Bakker, Nachreiner & Schaufeli, 2000; Glass & McKnight, 1996; Leiter & Durup, 1994), Creating space or gap in the way of person and his job can be source of reduce accomplishment on the job (Demerouti,

Hakanen, Bakker , & Xanthopoulou, 2007; Schaufeli,
Leiter, & Maslach, 2001; Bakker & Schaufeli, 2004).

Relationship between Mistreatment & Burnout:
Due to Mistreatment at workplace the individual behavior becomes negative and there is distraction and fear (Barling 1996).It is due to something in the people's work environment that results into burnout (L. Cordes & W. Dougherty ,1993)

To help and resolve employees job related difficulties ,many managers and supervisors experiences burnout (Schuler,1983 ; Jackson, 1984) .Job condition outcomes also contribute toward burnout (Jackson ,1986).The specific happenings in the workplace causes stress and burnout (Gaines & Jermier,1983 ;Parasuraman &Alutto ,1981; Pretty, McCarthy, & Catano ,1992) .In MBI Maslach shows the relationship between different job characteristics at workplace and burnout (Maslach & Pines ,1977).Burnout is the result of emotions ,response and the way people cope and manage with one another at workplace (Maslach & Jackson, 1984) .Workers detached emotional callousness and are cynical toward coworkers and organization and use derogatory and abstract language and the extensive use of the jargons make the employees move toward burnout(Maslach et al., 1977). While performing jobs individuals feel inadequacy due to the attitude of others on the job (Maslach & Jackson, 1981, 1986).Burnout diminish the feelings of personal accomplishment and personal accomplishment are needed in higher level of emotional exhaustion(Golembiewski & Munzenrider ,1981, 1984).Stress problems including burnout are defined as the pattern of reponses to stressor at workplace (Shirom, 1989). The confirmatory factor analyses and its results support the the existence of the three dimensions of the burnout(Fimian & Blanton, 1987; Gold, 1984; Golembiewski et al., 1981; Green & Walkey, 1988; Maslach et al., 1981, 1986).In a study by Leiter and Maslach they investigate the effect and interpersonal contact with coworkers and supervisor, in it the unpleasant supervisor was positively related to emotional exhaustion, whereas pleasant supervisor was negatively related to depersonalization and pleasant co-worker was positively related to personal accom-plishment (Leiter & Maslach ,1988).Some evidences shows that there are some specific circumstances at job that affect stress and burnout at the workplace (Gaines et al., 1983; Parasuraman et al., 1981; Pretty et al., 1992). Sexual harresment results in mental and physical stress and there is less satisfaction with work,coworkers,supervisors and attitude becomes negative and there is low producivity and all this lead toward burnout (Crull,1982 ;Laband & Lentz,1998) .The different forms of sexual harassment like sexist remarks, hostile environments ,touching, quid pro quo arrangements, forced sexual contact effect the working life of individuals (Gruber, 1992;Welsh,1999).

Articulating the relation of job stress and burn out
One research shows that workers internal experience of strain is consider as mediating role between influence of external job demands (stressors) and work related outcomes(such as absenteeism) this important mediation model shows that stress phenomenon is consider as burn out and its positive opposite of engagement with work(Maslach & Leiter, 2005).Some studies indicate that putting high work load with low perceived control is one of prominent reason for burnout (Landsbergis,1988) Another research indicates that more demands in work environment become a source of emotional exhaustion, and it leads to feeling of depersonalization(Leiter ,1988). Most important causes of burn out are role conflicts and ambiguity and constitute sources of stress (Ashforth & Lee, 1989)There is a positive relation between work load and burn out, greater the work load, greater the burn out. And some studies shows this relation is true only for emotional exhaustion (May & Male, 1997, 1998).Some research about teachers shows that there are many evidence which indicates that teachers deal with a great stress during their career which leads towards depressed mood, exhaustion, low performance and personality changes, which may lead to illness and retirement before time.(Schaufeli & Bakker, 2000; Huberman & Vandenberghe, 1999).

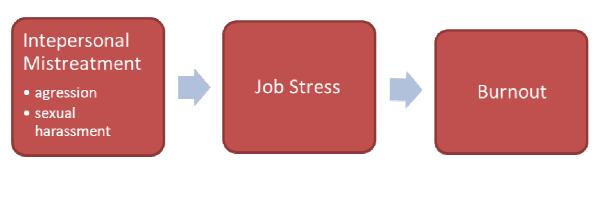**Hypothesis 1(a)**= sexual harassment will be positively related to job stress
Hypothesis 1(b)= aggression will be positively related to job stress
Hypothesis 3=job stress will be positively related to burnout.
Hypothesis 4(a)=sexual harassment will be positively related to burnout
Hypothesis 5(b)=aggression will be positively related to burnout.
Hypothesis 6=job stress will mediate the relationship between sexual harassment & aggression (interpersonal mistreatment) and burnout.

Model

Research methodology
Sample & procedure:
The survey of our study contains employees of 6 different organizations both from public and private divisions of Pakistan. Out of these 4 were telecom companies, 1 was top university of Pakistan & the other one was public company.

We circulated 250 questionnaires among the mentioned organizations. Out of 250, 208 questionnaire return and among these 208 questionnaires 22 were discarded due to theirunreliable feedback. As a result we were left with 186 useable responsive this showed 75% response rate.

The questionnaires were filled from employees working at upper, middle & lower management, 61% of employees were from middle level and 39% of sample was from other two levels.The average age of these employees was 26.77 years with S.D of 4.48. Our sample consisted of about 72% of males and 28 % of female employees. This shows that the trend of female representation is increasing in corporate world as compare to previous year which reported 6% of female participation. (Raja, Johns &Ntalianis, 2004).The result of the study declares that the qualification of 85% (S.D=.55) of the employees was graduate. The average experience of 63% these employees working in a particular organization is 3.15years (S.D=1.48).

Measures:
Control variables:
The application of One-way ANOVA on demographics showed different results, it was found that two demographic factors; type of organization private & public and income of employees had important differences in dependent and mediator variables. All of the other demographics like age, gender, experience & qualification had an insignificant effect. That is the reason we took income & type of organization as control variables to perform multiple regression in our study.

Measurements
All measures were collected through self reported instrument in which participants responded on 5 or 7 point liker scales and it consist of total 95 items and was administered to a sample of 186 people (72 per cent male, 28 per cent female) from a variety of institutions like Warid, Mobolink, Ufone, Wateen, ASF etc.

Job Stress:
Job Stress was measured using Parker & Decotis 1993 13 items scale and the responses were given on a five liker scale .A sample item is: "I felt nervous as a result of my job". And the reliability is 0.73

Burnout:
Burnouts was measured using MBI (1981) seven liker scale which consist of total 22 items and was further divided in to subscales of Emotional Exhaustion which consist of 9 itmes,8 items of Personal Accomplishment and 5 items of Depersonalization .And overall reliability is 0.81
Their sample scales are as following:
Emotional Exhaustion: "I feel emotionally drained from my work".
Personal Accomplishment: "I feel very energetic ".
Depersonalization: "I worry that this job is hardening me personally".

Sexual Harassment:
For the measurement of Sexual Harassment the 17 item scale of Fitzgerald (1995) was taken and the responses were on a five liker scale. And it was divided in to subscales of Gender Harassment which has 05 items, USA Harassment with 08 items and Sexualized Harassment with 04 items. Reliability is 0.94.
Their sample scales are:
Gender Harassment: "Told suggestive stories".
USA Harassment: "Do they made sexual remarks about you" .
Sexualized Harassment:"Did you experienced negative consequences for refusing".

Aggression
Aggression was measured using 07 items scale of Lim & Cortina (2001) and responses were given on a five liker scale .The sample scale is: ""Made demeaning or derogatory remarks about you" .Reliability is 0.88

Result:
Descriptive statistic & correlation
Table 1 shows descriptive statistic mean, standard deviation, correlations for all variables in the study. Alpha reliabilities are written in red color with font style times in Rome, in front of each variable. The descriptive analysis result reveals that the mean for sexual Harassment is 1.95 (S.D=.85) the mean value of work place aggression is 2.13 (S.D=1) mean of burnout is 3.84 (S.D=.71) intention to quit with mean of 2.95 (S.D=1.18) satisfaction mean value 3.19 (S.D=.72) & the job stress with the mean of 3.1 (S.D=.63).
The association of job stress and incivility (r= .36, p< .01) (Lim et. al, 2005) the relation of gender harassment and job stress (r=.20, p< .01). The relation of sexualized harassment with job stress (r=.07, p<.01)(Lim et. al, 2005).The relation of sexual harassment with the job stress (r= .14, p<.05). The relation of workplace aggression with job stress (r= .19, p<.01). The relation of job stress with burn out (r=.28, p<.01). The relation between sexual harassment and burnout (r=.20, p<.01). The association of workplace aggression with burnout is (r=.22, p<.01). The relation of sexual harassment with workplace aggression (r= .80, p<.01). The relation of sexual harassment and job satisfaction (r= .15, p<.05). The relation of sexual harassment with intention to quit (r=.02).the correlation between work place aggression and job satisfaction (r=.03).
By the analysis of Table 1 we found out that that there is a significant support for all main effect hypotheses from correlation matrixes in Table 1.

Table I: Descriptive Statistics and correlations of All Variable

Variable	mean	S.D	1	2	3	4	5	6	7	8	9	10	11
1.Age	26.77	4.48											
2.Gender	1.44	0.49	-0.27**										
3.Qualification	3.38	0.55	0.13	-0.01									
4.Job Title	1.84	0.46	-0.36**	0.21**	-0.30**								
5.Experience	3.15	1.48	0.50**	-0.07	0.18**	-0.31**							
6.Income	2.53	.82	.53**	-.22**	.21**	-.36**	.56***						
7.Type of Organization	1.15	.36	.41**	-.16*	-.05	-.42**	.15*	.27**					
8.Sexual Harassment	1.95	.85	-0.15**	-0.02	-0.002	-0.06	-0.05	-.11	-.11	0.94			
9.Work Place Aggression	2.13	1	-0.18*	0.03	-0.01	-0.03	-0.09	-.17*	-.10	0.80**	0.88		
10.Jobstress	3.1	0.63	0.06	-0.10	0.14	-0.03	0.009	.03	-.06	0.14*	0.19**	0.73	
11.Burnout	3.84	0.71	-0.15*	0.10	0.01	0.03	-0.08	-.09	-.06	0.20**	0.22**	0.28**	0.81

P***>.001, P**>.01, P*>.05

Regression analysis:
Table 2 shows results of regression analysis. At first we entered income and type of organization as control variable in the equation after that we regressed interpersonal mistreatment ; sexual harassment & work place aggression lends to job stress which further leads to burnout.

Mistreatment with job stress:
(a)Sexual harassment and job stress:
According to our hypothesis 1(a); there will be positive relation between sexual harassment and job stress. We regressed job stress on sexual harassment which resulted that (β=.15, p<.05) this shows positive relation between sexual harassment and job stress this significant result confirmed H₁ (a). This was found consistent with previous literature reviews on sexual harassment and job stress.
(b)Work place aggression with job stress:
The hypothesis 1(b): there will be a positive relation between work place aggression and job stress. When we regressed job stress on work place aggression the result it shows were (β=.2, p<.01) the significance of the result confirm our H₁(b), which empirically support the pervious literature review on work place aggression and job stress.

Job stress and burnout:

Our hypothesis 2 is: there will be a strong positive relation between job stress and burnout. When we regresses burnout on job stress it result in to (β=.29, p<.001) which empirically support our H_2.

Mistreatment and burn out:

(a)Sexual harassment and burnout:

The hypothesis 3(a) is: sexual harassment and burnout will be positively related. After regressing burn out on sexual harassment the result is (β=.19, p<.01) which support our H_3 (a)

(b)Work place aggression and burnout:

Our hypothesis 3(b) is : There will be a positive relation between burn out and workplace aggression. Regressing burnout on work place aggression the results are (β=.21, p<.001) this significant result support our H_3 (b)

Table 2

Predictors	job stress			burnout		
	β	R^2	change R^2	β	R^2	change R^2
Model 1:						
Main Effect						
Mistreatment						
Step1						
Control		0.00			0.01	
Step2						
Sexual Harassment	0.15*	0.03*	0.02*	0.19**	0.05**	0.04**
Aggression	0.2**	0.04**	0.04**	0.21**	0.05**	0.04**
Model 2:						
Job Stress						
Step1						
Control					0.01	
Step2						
Job Stress				0.29***	0.09***	0.08***

Mediation analysis:

We predicted that job stress act as a mediator between interpersonal mistreatment (sexual harassment & work place aggression) and burnout. Mediation can be established with three regression test (Barron and Kenny, 1986). First mistreatment: sexual harassment and workplace aggression (independent variable) should be related to job stress (mediator). Second mistreatment: sexual harassment and workplace aggression and job stress should be related to burnout (dependent variable). Third when both mistreatment (independent variable) and job stress (mediator) are concurrently incorporated in regression equation then the relationship between the mistreatment (independent variable) and the outcome; burnout (dependent variable should be considerably weaker then the main effect of predictor and criteria on variables.

For mediation analysis in first step we entre control variable (income, type of organization), in second step the mediator (job stress) was entered. In third step independent variables (sexual harassment and workplace aggression was entered into equation and was regressed on burnout.

H4 states that job stress mediates the relationship between mistreatment (sexual harassment and aggression) and burnout. In order to test the mediating affect of job stress we regressburnout, job stress and sexual harassment together as per condition prescribed by Barron Kenny 1986. As shown in table 3 significant reduction in variances after running multiple regression (from β=.19** to .06 &Δ R^2= .04 to.02) .these results confirm full mediation condition prescribed by Barron and Kenny 1986 providing support to our hypothesis 4(a).

H4 (b) states that job stress mediates the relation between workplace aggression and burnout. To test the mediating effect of job stress, we regress burnout, job stress and sexual harassment together as per conditions described by Barron and Kenny 1986. As shown in Table 3 results of multiple regression reveal significant reduction in variances (from β=.21** to .11&ΔR^2= .04 to.02).These results prove full mediation condition prescribed by Barron and Kenny 1986.

Table 3

Predictor	Burnout		
	B	R^2	ΔR^2
Model 1:			
Main Effect			
Mistreatment			
Step1			
Control Variables		0.01	
Step2			
Sexual Harassment	0.19**	0.05**	0.04**
Aggression	0.21**	0.05**	0.04**
Model 2:			
Mediation Of Job Stress			
Step1			
Control Variables		0.01	
Step2			
Job stress	0.26	0.09	0.08
Step3			
Sexual Harassment	0.06	0.12	0.02
Aggression	0.11	0.12	0.02

Discussion

The objective of our research was to see the impact of sexual harassment and work place aggression in an organization and how these attributes contribute toward job stress and burnout. The purpose of this study is to discourage the practices of such attributes(sexual harassment & workplace aggression) in

The overall results of the study give strong support to our entire hypothesis it was successfully found out that there is a significant relation of interpersonal mistreatment (sexual harassment & workplace aggression) job stress and burnout. The contribution of this research is thatJob stress mediates the relationship between interpersonal mistreatment and burnout(hypothesis 4 a & b) these result demonstrate the employees who face sexual harassment and aggression at workplace move towards stress and ultimately that result into burnout.

Limitation of the study

Our research has various limitations first of all this study is cross sectional and according to our point of view the longitudinal study would bring more reliable results. Another limitation to our study is that sometimes people are resistant to talk on such issues such as sexual harassment and stress etc at workplace

Practical implementation and future research

The outcomes of our research has practical implementation in a way that top management should ensure that the culture of the organization should free of all these practices, such as sexual harassment and incivility. Besides these management should communicate to all the employees that how such factors may negatively impact the employees as well as their organization. Another practical implementation is that when sexual harassment exists in corporate world this discourages specially women participation. So the objective of our study was to deject such practices so it would encourage women participation in organizations.

Our research is based on mistreatment, burnout and job stress. This model must also be further tested with another independent variable, intention to quit. This implies that burnout further leads to intention to quit. Besides this, another model, that is, job satisfaction moderates the relationship of mistreatment and burnout, must also be studied.

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