

The Effects of Mobbing in the Workplace on Service Innovation Performance: The Mediating Role of Boreout

Fahri ÖZSUNGUR  ^a

^a Adana Alparslan Türkeş Science and Technology University, Adana, Turkey. ozsungur@adanato.org.tr

ARTICLE INFO	ABSTRACT
Keywords: Boreout Mobbing Service innovation performance Retail industry Received 24 November 2019 Revised 22 January 2020 Accepted 7 February 2020 Article Classification: Research Article	Purpose – The study aims to explore the mediating role of boreout by revealing the effects of mobbing and their effects on service innovation performance employees in the retail industry. Design/methodology/approach – This study was conducted with 209 participants recruited from retail companies registered to Adana Chamber of Commerce in the province of Adana Turkey in October 2019. The research was analyzed by the SEM method based on the social exchange theory. Findings – Findings revealed that boreout and mobbing were negatively associated with service innovation performance and mobbing was positively associated with boreout. According to another finding, boreout partially mediated the effect of the mobbing on service innovation performance. Discussion – The study reveals the boreout, mobbing status of the employees serving in the retail industry and service innovation performance of the retail companies. Limitations of the study, discussions and suggestions were included in the study.

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