

## Effect of Mobbing on Organizational Commitment: An Investigation in Recreation Enterprises Serving Fun and Catering Purposes

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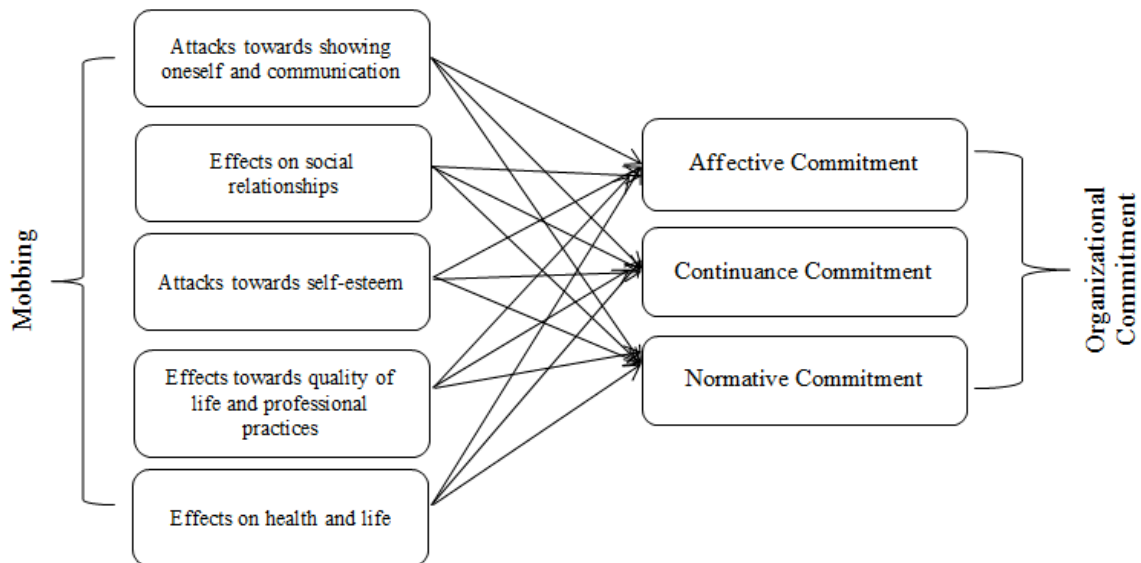
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### Extensive Summary

The main purpose of this study is to examine whether the mobbing has an impact on the organizational commitment of employees formed in recreation businesses serving recreational and catering purposes. Employees that are exposed to mobbing lose their performance over time, their loyal commitment decreases, and there is intent to leave their job. Employees can be separated from the work in case of intimidation. It is therefore important to examine the mobbing and the problems caused by the negative consequences in the organizations.

The research model has been constituted within study purpose. This model is show in the below.



**Figure 1: Research Model**

- H1: Mobbing has a negative effect on organizational commitment.  
H1a: Attacks towards showing oneself and communication have negative effect on affective commitment.  
H1b: Effects on social relationships have negative effect on affective commitment.  
H1c: Attacks towards self-esteem have negative effect on affective commitment.  
H1d: Effects towards quality of life and professional practices have negative effect on affective commitment.  
H1e: Effects on health and life have negative effect on affective commitment.  
H1f: Attacks towards showing oneself and communication have negative effect on continuance commitment.  
H1g: Effects on social relationships have negative effect on continuance commitment.  
H1h: Attacks towards self-esteem have negative effect on continuance commitment.  
H1i: Effects towards quality of life and professional practices have negative effect on continuance commitment.  
H1j: Effects on health and life have negative effect on continuance commitment.  
H1k: Attacks towards showing oneself and communication have negative effect on normative commitment.  
H1l: Effects on social relationships have negative effect on normative commitment.  
H1m: Attacks towards self-esteem have negative effect on normative commitment.  
H1n: Effects towards quality of life and professional practices have negative effect on normative commitment.  
H1o: Effects on health and life have negative effect on normative commitment.

The research constitutes employees in Bingöl who are engaged in entertainment and recreational activities. Questionnaire was used as data collection tool in the research. As a result of the analysis of the data, there was a significant relationship between mobbing and three components of organizational commitment: emotional commitment, normative commitment and continuity commitment. The mobbing to their quality of life and occupational status at workplaces reduces the emotional attachment of employees; the one to their reputation reduces ongoing commitment, and the one to their self and communication reduces normative loyalties.

The results of the study showed that employees who under mobbing also are affected about their adherence of organization. Therefore, it is said that there are negative outcomes because of mobbing which is done by managers of the food and drink businesses to employees. In other words, mobbing is an estimated obstacle for development of adherence of organization. In order to have sustainability of this organizational adherence and increase efficiency of employees, especially, the mobbing which against employees' their life quality and occupation should be prevented. Moreover, detrimental attitude for people's reputation also damage organizational adherence. Finally, giving an opportunity to the workers for proving their capacity might be effective. Otherwise, these chances are not allowed, it is estimated that occurring of the organizational adherence might be difficult. The communication between managers and employees is essential for work efficiency in businesses. If this communication occurs, the managers recognize the desires and expectation of their employees.