

Report on
“The Impacts of Workplace Bullying & Harassment on Bangladeshi Minority
Communities”

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A Thesis Report Submitted to BRAC Business School In partial fulfillment of the requirements
for the degree of Bachelors of Business Administration

BRAC Business School
BRAC University April 2022

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Declaration

It is hereby declared that -

1. The thesis report submitted is my own original work while completing my degree at BRAC University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material that has been accepted or submitted for any other degree or diploma at a university or other institution.
4. I have acknowledged all main sources of help.

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Letter of Transmittal

Nusrat Hafiz

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Subject: Thesis report submission.

Dear Ma'am,

This is my pleasure to do a thesis under your supervision. I have attempted my best to finish the report with the essential data and recommended proposition in an as significant compact and comprehensive manner as possible.

I trust that report will meet the requirements.

Sincerely Yours,

Saika Farhin

BRAC Business School

BRAC University

26 April 2022

Non- disclosure Agreement

This agreement is made and entered into by and between my thesis on Workplace bullying in Bangladesh and the undersigned student at BRAC University.

This is to certify that, I, Saika Farhin (ID -17204084) have submitted my thesis titled "The Impacts of Workplace Bullying & Harassment on Bangladeshi Minority Communities" for the requirement of Bachelor in Business Administration Degree, which complies with BRAC University regulations and meets the accepted standard for originality.

Acknowledgment

I really would love to express my thankfulness to Almighty Allah for showering me with His continual generosity. All credit and success of this study are contingent not only on my efforts but also on the contributions of those who inspired, motivated, and directed my work from the commencement to the closure of this research. I'd really like to thank my supervisor, Mrs. Nusrat Hafiz, Lecturer, BRAC BUSINESS SCHOOL, for allowing me to deliver my thesis paper on "Impact of Workplace Bullying and Harassment on Bangladesh's Minority Communities." I would not have been able to finish the preparations and proceedings for this report without her unfailing support and courage.

In addition, I would like to express my sincerest appreciation to those persons assisting me in completing and obtaining permits for my thesis survey, as well as the senior managers who offered their time and effort and supplied me with crucial data during my study. Finally, I would convey my sincere respect to my family as they gave me bodily, mental, and monetary support during my graduate program.

Abstract

The negative repercussions of workplace bullying will be highlighted in this paper, which includes absences, reduced productivity, frustration, emotional problems, and fatalities. Bullying, hatefulness, taunting, mistreatment, and abuse against women have become widespread throughout the years and must be addressed. Bullying can vary from trivial acts such as unpleasant manners and harsh behavior to more serious types of torment in which one weak person demeans, insults, or coerces another by putting someone and getting her on edge. Bullying affects the productivity between the supervisor or a person in charge and his subordinates, as well as between subordinates. It takes numerous forms, causing mental stress, inefficiency, the loss of gifted resources, and hurting the targeted individual's self-esteem. Many organizations have measures in place to combat bullying, but it is difficult to detect bullying since bullies cleverly operate within the organization's limits. This thesis/study will investigate and comprehend the notion of workplace bullying, as well as the factors that contribute to this conduct. It is critical for employers to stop professional bullies as root in order to promote a safer and healthier environment in the long run. The paper will go on to discuss the main importance for dealing with the workplace bullying of minorities in Bangladesh. Overall, this article will provide a comprehensive overview of the notion of harassment in the workplace and its influence on Bangladeshi minorities.

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Chapter 1: Introduction

1.1 Background of Study

Nowadays, humans are no less than assets. As a result, employee morale has become increasingly important for sustaining excellent organizational performance and retaining people. Bullying at work by bosses and coworkers is one of the most significant variables that can impair employee satisfaction. It is seen as a bad and unethical issue that has the potential to degrade, humiliate, and jeopardize a healthy working environment. As a result, the highlighting reason of this study is to know more about the extent to which workplace bullying can influence organizational outcomes. Little has been written about the experiences of women, religious, trans-gender, and ethnic workforce in contemporary Bangladesh. In the last ten years, workplace harassment has attracted a considerable number of scholars and students, and it appears to be a good thing. Not only is this conduct harmful to staff members, but it can also damage the company's large sums. Academic and practical study of the work context has evolved greatly since Karasek's (1979) work on the subject. The evidence and knowledge on its effects and scale for people and institutions have also grown in numerous ways.

As a result, the objective is to examine the impacts of workplace bullying and harassment on the Bangladeshi minority workforce. It is hypothesized that workplace bullying of minorities may lead to mental illness, reduced job demands, the turnover intention of prolonged work-related stress, and fear of bullying. Furthermore, individuals who have been subjected to this form of racial or gender-based discrimination face the possibility of indirect failure if their work level is indeed not exactly on par as a result of mental health issues. However, no such study has been conducted in this field in Bangladesh to assess the impact of these types of behaviors on minority employees of Bangladesh.

To begin with, many characteristics of the workplace are now recognized as having the potential to produce high levels of occupational stress among employees. Karasek (1979) defines work demands as "the aggregate of cognitive (not physical) influences affecting work." Secondly, a range of factors in the work context may assist to alleviate the detrimental impact of job pressures on staff performance. These elements are referred to as work satisfaction, and they are critical for achieving employment objectives and supporting emotional growth in individuals (Schaufeli et al., 2009). Consequently, workplace stress is the result of a combination of quality of work-life

operating within the greater socio-cultural organizational setting, and so it essentially symbolizes a person's happiness and well-being becoming compromised. Workplace stress might manifest itself in a variety of bodily, cognitive, and social aspects or adaptations to the work environment (Jex & Beehr, 1991). Despite advancements and context of the quality of work-life to present, the more scholarly focus is still carried out to analyze how particular features of the workplace influence work disengagement and other issues.

1.2 Problem Statement

Stereotyping can lead to stigmatization of gender, racial, and religious identities at work. Indeed, unlike other identities in which one specific group has access to power (men, Citizens of the high society, or Muslims). Muslims are far less likely to be the target of stigmatization, stereotypes, and discrimination against many other ethnic, racial, and religious groups that have been documented. Many studies have looked at the core reasons for workplace bullying, and they all come to the same conclusion: there is no one reason why individuals harass (Einarsen, 1999). In reality, the main reasons encompass both public and private elements (Salin, 2003; Zapf & Einarsen, 2003). Furthermore, categories of harassment and bullying may be regarded in the eyes of the perpetrator and the victim from an individual standpoint. Zapf and Einarsen (2003), for example, highlight three primary reasons why individuals harass.

Minority individuals are mostly concerned with preserving their own dignity. When a manager is suspicious of an assistant's talents or competitive drive and tries to boost his as well as her own consciousness by disparaging that employee, bullying can emerge. McDermott & Lutgen-Sandvik (Lutgen-Sandvik & McDermott, 2008). Bullying can also occur as a result of social ineptitude, such as self-awareness. Social constructivist behavior contributes to bullying too: one person takes measures to secure his or her own viewpoint, even if such acts jeopardize each other's role or credibility inside the organization (Zapf & Einarsen, 2003). Harassment is made worse by discrepancies and corporate values (Salin, 2003). Whereas almost all of the coercion did occur between leaders and employees, structural inequalities among both colleagues of similar merit can indeed prevail. Bullying is a problem when companies are forced to strive with one another for financial targets or any other employment incentives. The bully may talk, undermine work, or criticize ideas in order to discredit a coworker (Lutgen-Sandvik & McDermott, 2008). As a result,

I'm continuing my thesis on this issue for my company. More study is needed on the incidence and types of workplace bullying, as well as the factors that may make racial, religious, and ethnic minority members more vulnerable to bullying. However, the data that are currently available indicate that employers must take steps to avoid bullying of racial, religious, and ethnic minority employees.

1.3 Research Objectives

- To find out the causes and consequences of minority employee turnover intentions and job demands due to bullying of minorities.
- To learn more about how workplace bullying affects mental health, job expectations, and turnover intentions of Bangladeshi employees from various minority groups (women, transgender, religious minorities, and ethnic groupings).
- To assess the causes and consequences of office harassment and bullying for minorities in the specified dimensions.

1.4 Significance of this Study

The thesis paper looked at the effects of job harassment on Bangladesh's minority populations. The study may be useful in gaining a clear image of office bullying of underrepresented groups, which can have a significant impact on the future of any firm as well as Bangladesh's economy. Furthermore, from the analysis and the literature support, it can be used to devise diversity inclusion programs in the company. To attain yearly goals, organizations must be dedicated to creating an inclusive workplace. However, without ensuring the participation of every group of people in economic activity, a country cannot flourish. A better workplace ensures an environment where anyone can speak up, flourish their skills, and unleash their potential. On the contrary, bullying at the workplace adds to the stigmatization, isolation, and mental detachment of affected groups of the population. Consequently, they become less productive and the organization suffers. In Bangladesh, there is a significant portion of people in the workforce who belong to different minority groups based on gender, sexual orientation, ethnicity, and religion. This research makes a significant contribution to the field of business and management in a number of ways. The first

step was to conduct a literature study and credibility of the research, to create, analyze, and evaluate bullying and workplace harassment measures. Second, just a few existing investigations have looked at bullying and employment harassment in Bangladesh and its consequences on minority communities.

Chapter 2: Literature Review

2.1 Bullying and Harassment Experience of Minority Several Minority Workforces in Bangladesh

Indigenous people are commonly acknowledged to be among the most disadvantaged and neglected tribes. Historically, the indigenous people of the country have endured systematic discrimination, injustice, and egregious human rights violations, ranging from forest destruction and land grabbing to forced assimilation and educational marginalization.

The issue of employment insecurity is particularly serious in the garment sector, beauty parlors, and domestic service, all of which employ a considerable number of indigenous women and girls in Bangladesh. Because of the absence of job security and benefits in these industries, the country's indigenous peoples have been particularly exposed to a sudden and full loss of income when the economic effects of the epidemic became apparent. The gendered effects have been particularly broad, with female victims/ respondents reporting increased rape and harassment threats, increased domestic labor, and limited access to sexual and reproductive health services. More study is needed on the incidence and types of workplace bullying, as well as the factors that may make immigrants and ethnic minority members more vulnerable to bullying. However, the data that are currently available indicate that employers must take steps to avoid bullying of religious, racial and ethnic minority employees.

2.2 Influence of Bullying and Workplace Harassment on Employee Mental Health

Workplace bullying, personal abuse, taunting, harassment, and discrimination have been prevalent throughout the years and must be handled. Bullying can range from being innocuous to unpleasant manner and abusive behavior to more destructive types of torment in which one weak person

humiliates, threatens, or terrorizes another by putting him or her on edge. The existence of workplace bullying and harassment of minority community employees in Bangladesh has a significant impact on providers' health and well-being, and is connected with poor mental health, low self-esteem, higher turnover, and reduced performance. Harassment and bullying can put a person's emotional health at jeopardy by causing stress and pressure. In other terms, "harassment" is defined as an unwanted and unfitting verbal or physical behavior or coercive action that is allegedly acknowledged or reasonably recognized to be undesired and unfit and is centered on a protected basis or personal harassment. Age, ethnicity, birth place, work position, parental education, source of income, color, physical or mental limitation, religious rituals, inheritance, sex or ethnicity, and any other type of discrimination defined by the legislation are all protected grounds.

2.3 Influence of Bullying and Workplace Harassment on Job Demands

Among the risk factors discovered, work-related stress and role conflict variables are the strongest predictors of abusive supervision. Previous studies have found that professionals with counterintuitive perceptions and elevated concentration of occupational stress are more likely to succumb to such behavior problems at work, as per the "work environment hypothesis", which says that harassment is an outcome of employment attributes (Einarsen et al., 1994). Efficient human resources in the organization and a well-suited psychosocial working environment can help to avoid or reduce the possible negative impacts of job pressures on support networks (Bakker and Demerouti, 2007).

2.4 Influence of Bullying and Workplace Harassment on Employee Turnover Intention

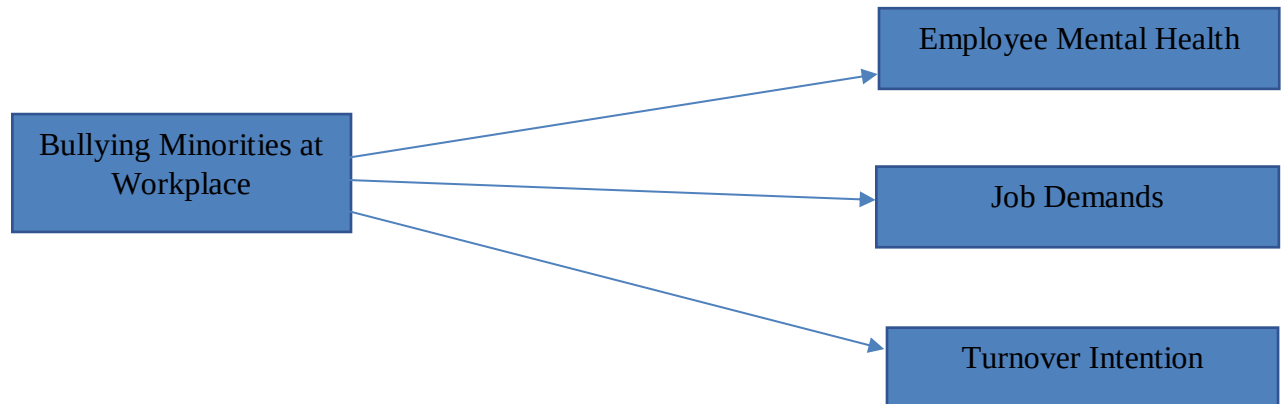
Whenever a group has a victimization association, it is considered to possess a lower status than individuals who may not experience harassment (Coyne, Craig, & Chong, 2004). The poisoned organizational climate not only impacts workers, but it does have a negative impact on the organizational quality due to low engagement and fears of miscommunication (Keashly & Neuman, 2004). Anxiety conditions harm the business and absence from work, costing companies huge amounts of money annually. Consequently, victims are less committed to the organizations

in which individuals serve. People aren't just the folks who feel the brunt of all this; business profits also decrease. Taken collectively, these qualities hinder any state's ability to succeed in the international system (Gardner & Johnson, 2001)

2.5 Research Gap

Many studies have looked at the connection between workplace bullying, job demands, workers' health, and intention to leave jobs for various categories of the population. However, in the case of the Bangladeshi minority community, this study is in dire need of attention. In addition, no significant study of this relationship in Bangladesh has been published to leverage global diversity and inclusion, which will, in the future, create better conscience, work environment, and job performance to serve the nation as a whole.

2.6 Conceptual Framework of the Research



CHAPTER 3: METHODOLOGY

3.1 Introduction

This section will go through the methods that have been used in this study. The chapter commences with a description of the study approach as well as the features of descriptive research. This will address the report's moral issues, as well as the sample employed, and go over the data gathering procedures. From a Bangladeshi approach, the section will next show how workplace abuse impacts emotional wellbeing, job expectations, and turnover intentions of underrepresented

groups. Furthermore, the section looks at the descriptive statistical methodologies employed, the advantages of employing those approaches, and also the major processes required for the analysis.

The goal of the study is to look at minority groups' bullying and harassment of minorities at work. The research has taken a descriptive approach, relying on online and offline methods. The purpose of collecting the data is to learn about different firms' workforce diversity management methods in Bangladesh. The research has been carried out at a few selected firms in Dhaka and Chittagong, Bangladesh's two largest cities. A total of 50 forms were being sent to HR managers at various specially selected companies, and 50 of them were completed by the respondents. All surveys were deemed to be viable, with a great response level, after the few with missing data were deleted.

3.2 Research Design

The goal of the study is to discover what factors impact minority worker's psychological state, work stress, and organizational commitment in Bangladesh, using a cross-sectional survey. A cross-sectional report's respondents are chosen solely on the basis of the study's acceptance and screening. After the research's respondents have already been chosen, I monitored the analysis to evaluate the intake and findings. For demographic surveys and to examine the occurrence of job harassment for marginalized groups, cross-sectional approaches are utilized. These investigations may generally be completed in a shorter amount of time and for a lower cost.

3.3 Population, Sample, and Size

There are 50 people in the sample. The proposed research is a descriptive analysis wherein the information is gathered at a single moment in time and insights are formed by analyzing the information at that juncture. The research focused on line-front to mid-level minority employees, including females, transgender people, non-Muslims, tribal groups, and survivors of violence, in several Bangladeshi companies in Dhaka and surrounding regions, which were chosen because all of the head offices/branches are situated here. Information was taken for the study over a three-month period, from November 2021 to January 2022. Earlier, multiple workers from pre-classified marginalized groups were approached by different organizations to engage in an online survey.

A maximum of 50 surveys (including 18 questions in a Google form) were delivered to personnel from various companies in the commercial, governmental, and humanitarian sectors in Bangladesh, totaling more than 50 people. A total of 50 questionnaires were answered, and responses were obtained from 98 percent, with response rates ranging from 27 percent to 57 percent depending on the organization. Males made up half of the group, while females made up the other half. The average age was 30 years and approximately two-thirds of respondents were in their current career for four years or more, compared to 60 percent who had started their existing position within the prior year.

3.4 Data Collection Process

A maximum of 50 survey forms were purposely utilized to gather data. As a result, the required response rate has been reached. For such research on employment discrimination and abuse in Bangladesh, 50 observations in MS Worksheet are appropriate. Questionnaire survey approaches are used in this investigation. This survey approach is used to obtain data from a small group of people who were specifically chosen for the study.

3.5 Data Analysis

A total of three dimensions on which workplace bullying and harassment have an intensive impact (Job demands, Employee Mental health, and Turnover Intention) have been adapted from recognized scales or existing measures. Because it exceeds the appropriate proportion of 0.7, this quantity is regarded as achieving a high degree of reliability. For each characteristic, participants rated their approval on a five-point scale (strongly disagree to strongly agree). The questionnaire was based on their encounters with workplace harassment.

3.6 Summary

This section highlights the report's major research design, such as the multi-method concept, which ultimately leads to a better insight into our nation's companies' laws, workflows, and methods, as well as promotes the implementation and synthesis of occupational health against harassment mechanisms. The survey data was acquired from a range of primary staff members and their supervisors using a survey method, and indeed the information was then examined.

CHAPTER 4: ANALYSIS & FINDINGS

4.1 Introduction

Psychosocial (reported experience of bullying) and behavioral (perceived victimization) evaluation methodologies have been the most commonly used for determining the occurrence of deliberate exposure to harassment at work (Nielsen et al., 2011). This cognitive experience approach investigates work-related stress exposures in terms of depending on the pattern and continuity of such exposure.

Since this identity approach seems to be more sensitive to the individual's understanding of the bullying phenomenon, it may be insufficient in countries in which study is now in the early stages and the concept is far less popular among the public. Whereas focusing on perceptions, survivor vulnerability, and culturally imposed acuity, can lead to backlash favoritism, using an underlying harassment evaluation in combination with a procedural factor for exploring access to a broad range of inappropriate behaviors at the job well over the prior quarter can prevent consuming effects, allowing many differences to be explored.

4.2 Analysis and Findings

● **Table: Demographic Profile of the Respondents (n=50)**

Different Profile Categories	Percentage of Respondents	Frequency
Age ● 18-24 yrs. ● 25-30 yrs. ● 33-40 yrs. ● 40+ yrs.	● 45.8% ● 45.8% ● 4.2% ● 4.2%	● 23 ● 23 ● 2 ● 2
Gender ● Male ● Female	● 50% ● 50%	● 25 ● 25
Ethnicity ● Old Dhaka Region ● South Bengal Region ● North Bengal/Rajshahi Region ● Sylhet/ Chattogram/ Jessore Region ● Barisal/ Noakhali/ Cumilla/ Chandpur Region ● Tribal (Chakma/	● 41.3% ● 10.9% ● 4.2% ● 16.7% ● 22.9% ● 0%	● 21 ● 6 ● 2 ● 8 ● 11 ● 0

Marma/ Garo etc.) • Born in Dhaka	• 4.2%	• 2
Color	• 2%	• 10
Religion • Muslim • Other religion	• 84% • 16%	• 42 • 8
Disability	• 0%	• —

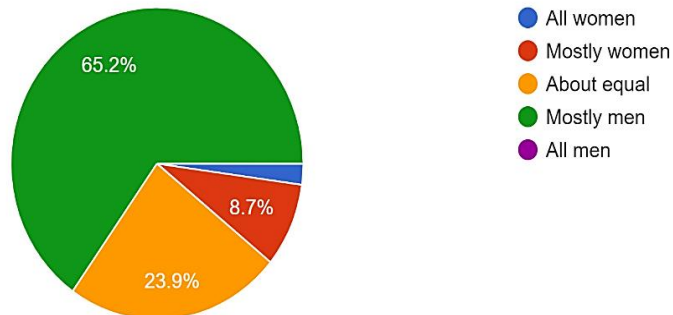
The list demonstrates that sexuality was addressed by all (n=50) participants, preceded by youth, culture, and creed. They come from six major regions of Bangladesh, and half of those surveyed (contacted individually) cited sexual identity, while just 2% specified pigmentation.

As can be seen from this list, sexuality, aging, and creed are the most significant characteristics of diversification, as expressed by the majority of participants; pigmentation, on the other hand, is really not vital. Kunz, Boehm, and Bruch (2011) concluded that perceived parameters such as height, ethnicity, color, and creed, as well as impairment status, are by far the most necessary foundation of assessing workplace bullying in research.

4.3 Descriptive Statistics

How would you describe the ratio of men to women in this organization?

46 responses

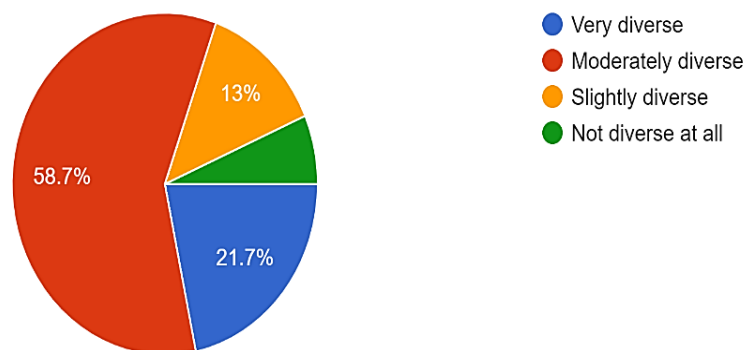


Out of 50 responses, it is seen that 46 people described the ratio of men to women in their organization. In their organization, among all employees working, 65.2% “mostly men”, 23.9% “about equal”, and 8.7% “mostly women” and a very negligible amount responded “all women”.

Around 46 respondents replied that their organization is diverse or not in terms of ethnic background; 21.7% said “very diverse” whereas around 8.3% replied that their organization is not diverse at all.

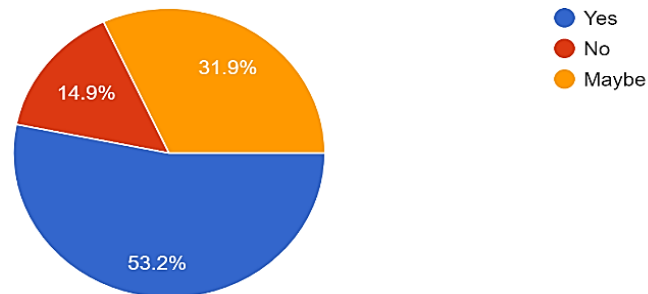
How diverse in terms of ethnic background is the organization?

46 responses



Would you report and resign from your company if you face bullying due to your skin color, race, gender or ethnicity?

47 responses

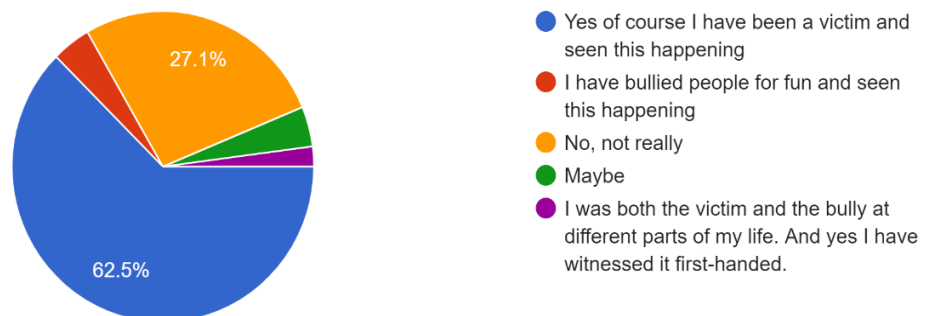


Out of 50 responses, it is seen that around 53.2% agreed to report and resign from their company if they face bullying due to their skin color, race, gender, or ethnicity; whereas, 31.9% are confused and 14.9% disagreed to report and resign.

● Exposure to bullying

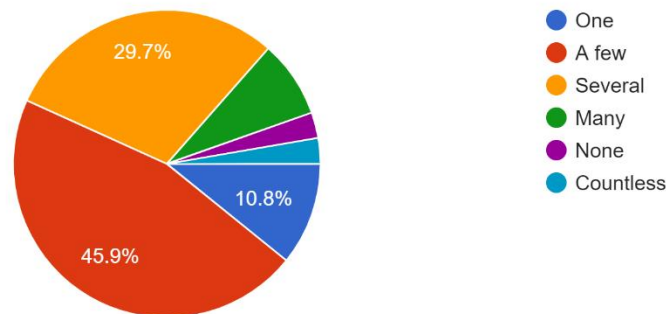
Ever got bullied?, or taken down mentally in front of all in your job?, or have you seen someone getting harassed or bullied at work?

48 responses



According to the findings, people are more likely to be agreeable with "Someone hiding information that impacts overall performance," "Persistent criticism of their time and dedication," and "making up stories and allegations about each other" on a regular basis as a minority at work in Bangladesh. Because of the possible outcomes (which depicted the likelihood that a responder would answer "never," "sometimes," "monthly," "weekly," or "more often" to a certain item) revealed that "Repeated exposures of past flaws or shortcomings" was also stated more commonly. "Being disregarded or receiving a nasty attitude whenever they approached," "Practical jokes performed by folks they don't really like," and "Being neglected or isolated" all had higher total answers.

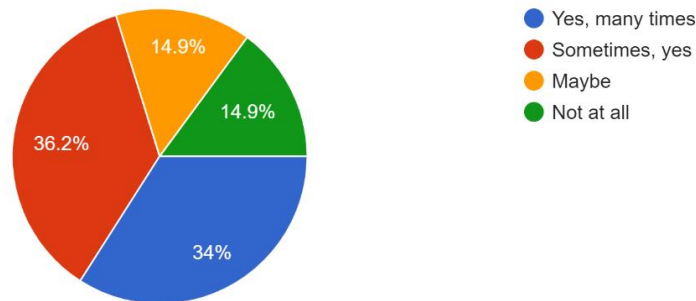
If the answer to the above question is yes, how many incidents have you witnessed?
37 responses



Once presenting the participants with such a broad format prescribed, a solitary assessment of conscience bullying experiences over the past quarter was added. However, they were asked a number of questions about their job abuse and harassment experiences, including how they were being bullied, whether prolonged those who had been tormented, whoever the main perpetrators had been, amongst many.

Have you ever been upset and lost interest at work due to bullying and harassments?

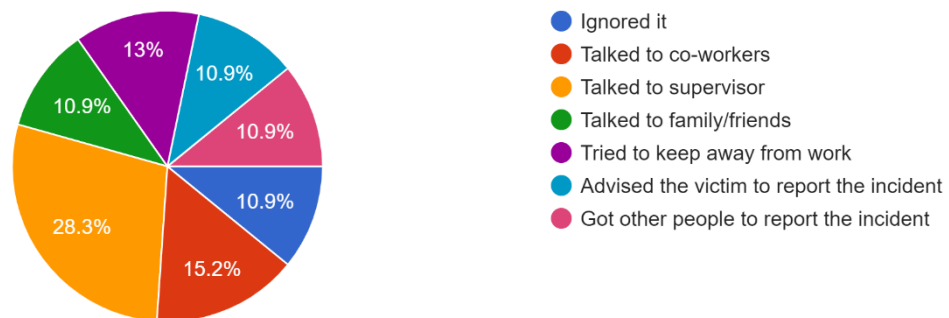
47 responses



"Not at all," "maybe," "sometimes yes," "yes, many times" were the four options provided to participants. Respondents' inclination to adopt their own meanings when evaluating this issue should be lessened if they are given a generally explicit description of bullying.

What did you do in response to the bullying/witnessing the act of bullying?

46 responses

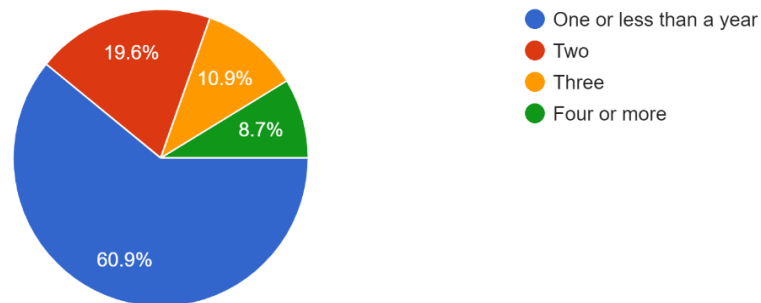


When confronted with or seeing acts of harassing minorities at work in Bangladesh, 28.3 percent reported it to their supervisor, whilst 10.9 percent completely disregarded the situation. Around 13% of respondents said they sought to stay away from work because they were mentally

devastated as victims.

Before pulling the trigger against bullying, how many years you had/have been putting up with work?

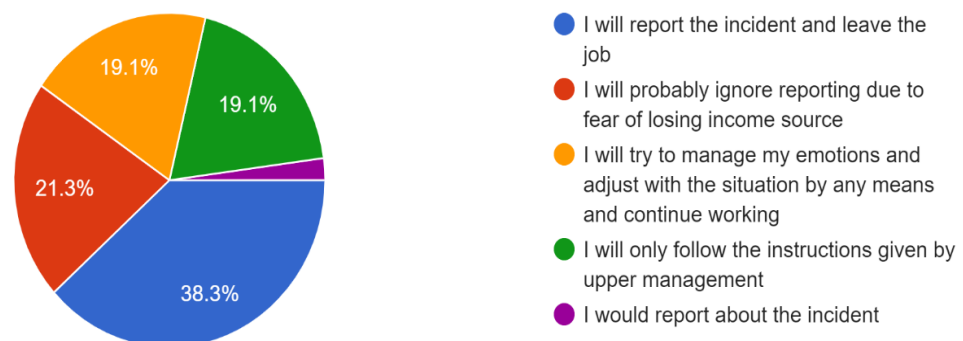
46 responses



Only 8.7% claimed they managed the situation and worked for the business for four years or more, while 60.9 percent said they somehow managed to put up with employment for a year or less before reporting the matter. Many people even sought to control their emotions in order to keep their jobs.

How would you put up with work after getting bullied or harassed?

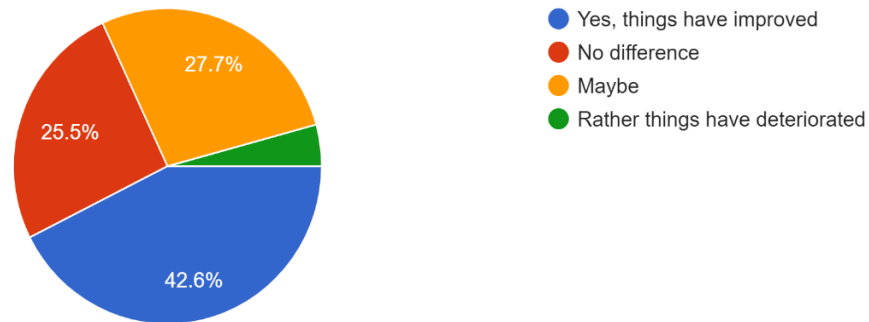
47 responses



Out of 50 respondents, 25.5 percent responded that informing the supervisor about the bullying event had no effect on the action occurring. 42.6 percent felt that good improvement and a motivated workforce have occurred.

Did switching to telecommuting or reporting the incidents affected the amount of bullying at your company?

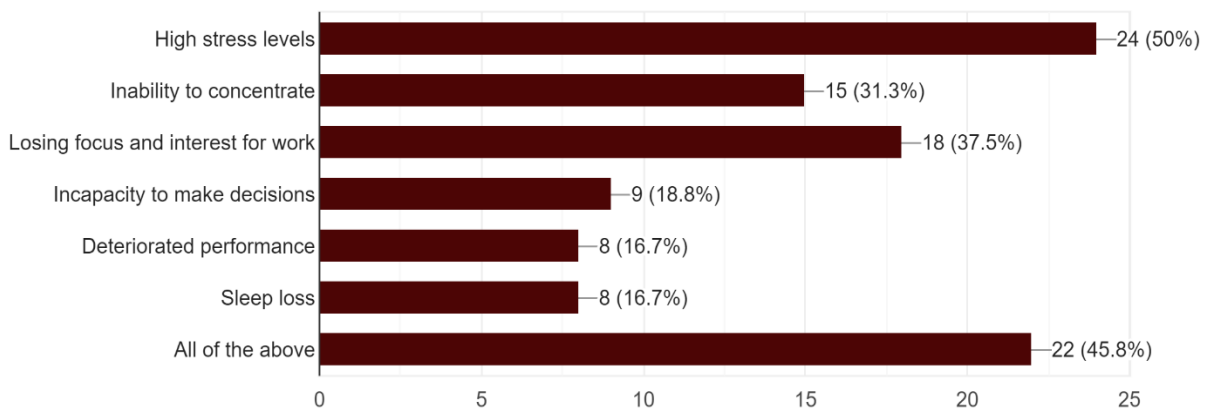
47 responses



4.4 Summary/ Results

What do you think are the adverse effects of bullying & harassment of minorities at workplace in Bangladesh?

48 responses



The overall findings of the study show that bullying of minorities at work has a significant impact on job demands, intentions of leaving, and mental anguish (Ikanyon & Ucho, 2013), indicating that an increase in bullying for minorities in Bangladesh due to age, race, color, ethnicity (or any other reason) will result in higher intention to leave and more stress (Ikanyon & Ucho, 2013). The

statistical findings show that the most important consequence of workplace bullying is the desire to leave.

Nevertheless, like in previous research by Qureshi et al (2013), organizational support has a substantial beneficial effect on organizational commitment, distress, and performance outcomes, while having a negative effect on the intention to resign for minority communities. This demonstrates that increased encouragement leads to improved employee productivity and behavior expectations, while decreased organizational support contributes to greater workforce turnover intention and more distress.

CHAPTER 6: DISCUSSION AND RECOMMENDATIONS

6.1 Discussion

Many professionals in both large and small organizations face a culture of fear in which disrespectful or unpleasant statements, continuous criticisms, personal insults, or even violent harassment and threats are common. From the study, it is found that appearances are no longer one of the main reasons for the bullying of minorities; rather people's skills and personalities are valued nowadays, which differs from previous studies done on this topic.

Nevertheless, like in previous research by Qureshi et al (2013), organizational support has a substantial beneficial effect on organizational commitment, distress, and performance outcomes, while having a negative effect on the intention to resign for minority communities. This demonstrates that increased encouragement leads to improved employee productivity and behavior expectations, while decreased organizational support contributes to greater workforce turnover intention and more distress.

6.2 Recommendation & Future Research Direction

➤ Recommendations For Managers

My recommendation for the managers would be to accomplish the following guidelines against bullying and harassment of minorities in Bangladesh.

1. Managers should ensure that there is no confrontational bullying in the workplace. It could be accomplished by the HR department drafting anti-bullying regulations and HR managers ensuring that all policies are implemented throughout the organization. The atmosphere may be maintained by restrictive standards and regular accountability mechanisms.
2. Professionals should indeed be properly trained and counseled in order to manage stress. Staff who work in a pleasant atmosphere are more likely to be satisfied, perform well, and focus on their tasks.
3. Through participation and constructive conduct, upper executives can contribute more effectively to building a safe and healthy workplace and tranquility among workers.
4. Administrators should set a standard for how clients should be treated. To ensure that the workplace runs smoothly, policies for reporting bullying should be included in the normal health and safety procedure. Upper executives should be allowed to signify their commitment to combating bullying.
5. People might also benefit from the instructional healthcare system by increasing their awareness of this matter. The Human resources department should really be proactive in responding to bullying concerns so that good behavior amongst workers can rise.

➤ **Recommendations For the Researchers**

There are a few ways researchers might emphasize future studies and the factors can be incorporated into further workplace bullying studies. In addition, training and HR rules may be included in the model to determine the extent to which bullying can be controlled and to compare the results through research.

6.3 Research Limitations

Owing to the difficulty of Bangladeshi enterprises to connect directly owing to the sensitivity of the research problem, the sample group is rather small when compared to earlier studies of the same sort done in other regions. The questionnaire survey might have improved the scientific basis of the computations. In addition, the thesis study had a few issues obtaining desired results due to the pandemic's impact.

The research explored the presence of harassment at work based on the respondents' own views of how frequently they had confronted such behavior that had not been corroborated by other sources. In the reviewed literature, statistical and experimental studies will then be explored in order to develop a good judgment hereafter.

CHAPTER 7: CONCLUSION

Bullying minorities at work is a common occurrence in the Bangladeshi service industry. Previous research recommendations that sparked this inquiry focused on the need to construct a comprehensive measure of bullying minorities in nations where understanding of the problem is inadequate (Giorgi et al., 2011).

Recognizing the size and complexity of the work, this topic must be further investigated, with a special emphasis on the fundamental elements that mediate or mitigate the impacts of corporate harassment on sufferers in order to develop successful prevention strategies.

CHAPTER 8: REFERENCES

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