EXTENSION OF SOCIAL LEARNING THEORY FOR UNDERSTANDING THE PERCEPTION TOWARDS ABUSIVE BEHAVIOR: A CASE OF BANKING SECTOR IN PAKISTAN

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Abstract

Abusive supervision has become a problematic issue across the world, which adversely affects employees’ productivity, organizational commitment, and job satisfaction. The incidents of abusive supervision are more severe in service industry including the banking sector. Thus, the purpose of this study is to examine the effects of work-family conflict, supervisors’ narcissism, job demand and subordinates’ neuroticism on abusive supervision. The conceptual framework for the study is based on past literature, Social Learning Theory and Stress and Strain Model. The questionnaire was adapted from the earlier developed scales and measures. The questionnaire was administered to the bank employees of Karachi, Pakistan. The valid sample size for this study was 387 with a response rate of 92%, selected non-randomly. Since the scales and measures were developed in other countries, therefore their reliability and validity were re-ascertained. Finally, the developed model was tested through Structural Equation Modeling (SEM). The study found that the work family conflict, job demand and supervisor’s narcissism have a significant association with abusive supervision. Whereas subordinates’ neuroticism has an insignificant effect on abusive supervision. This study was restricted to the banking sector of Karachi. Future studies may explore the effects of antecedents in other sectors. Effects of antecedents vary by demographic, which other studies may examine. Future studies may also measure the consequences of abusive supervision and mediating roles of gossip, emotional exhaustion, emotional labor and burnout.

Keywords: Abusive Supervision, Work-Family Conflict, Job Demand, Supervisors’ Narcissism, and Subordinates’ Neuroticism.

JEL Classification: G210

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