



**Publications Template**

#	Research Title	Field	Abstract	Year of Publication Publishing	Publishing Link "URL"
1	Antecedents and Consequences of Frontline Employees' Job Crafting: The Mediating Role of Emotional Exhaustion	HR	Given the crucial role of employee job crafting in the hospitality industry that describes a process by which employees take an active role in commencing modifications to their approach to work or by personalizing the working environment to be more effective and efficient. Thus, the researcher in this study investigates the antecedents and consequences of frontline employees' job crafting. Further, investigating the mediating role of employees' emotional exhaustion in relation to their organizational outcomes. Survey data from 485 frontline employees in five-star hotels affiliated to chains in Egypt was conducted. Actually, by applying partial least squares structured equational model and path estimates using Smart-PLS (version 3), the results indicated that, perceived organizational support positively influences employees' job crafting. Also, job crafting influences strongly and positively employees' organizational outcomes (work engagement and service recovery performance). In addition, emotional exhaustion	2022	<a href="https://mkaf.journals.ekb.eg/article_255409_964dd09ff9d61624d35bf6015880396a.pdf">https://mkaf.journals.ekb.eg/article_255409_964dd09ff9d61624d35bf6015880396a.pdf</a>



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			does not mediate the relationship between job crafting and employees' organizational outcomes. Actually, such findings suggest various implications for hospitality organizations, managers and frontline employees as well. Theoretical and managerial implications and directions of new future research were addressed in this study.		
2	Impact of Guest Misbehavior on Employees' Emotional Traits: The Moderating Role of Distributive Justice	HR	This study examines the impact of guest misbehavior on frontline employees' emotional traits (emotional dissonance and emotional exhaustion). Furthermore, distributive justice is taken as the moderating variable on the relationships between guest misbehavior and employees' emotional traits. The study mainly aims to achieve these objectives; (1) examining to what extent guest misbehaviour exists within working environment, (2) determining the impact of guest misbehaviour on employees' emotional traits namely; emotional dissonance and emotional exhaustion, and (3) investigating the moderating role of distributive justice between guest misbehavior and the previously mentioned outcomes. Actually, the research sampling technique is based on two main stages; firstly employed a stratified random sampling technique to select the hotels, the second stage employed the simple random sampling to select the respondents.	2022	<a href="https://pijth.journals.ekb.eg/article_262063.html">https://pijth.journals.ekb.eg/article_262063.html</a>



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		Using structured equation modelling via Amos statistical program, surveyed data from 414 frontline employees in five-star hotels affiliated to chains in Egypt indicated that guest misbehaviour was positively related to emotional traits, while distributive justice significantly moderating the relationship between workplace bullying and organizational outcomes.		
3	"From hurt to harmony: Investigating the impact of workplace bullying on food & beverage employees' outcomes"	This study examines the impact of workplace bullying on food & beverage employees' organizational outcomes (job crafting and work engagement). Furthermore, emotional intelligence is taken as a mediating variable on the relationships between workplace bullying and employees' organizational outcomes. The study mainly aims to achieve these objectives; (1) examining to what extent workplace bullying exists within food and beverage working environment, (2) determining the impact of workplace bullying on food and beverage employees' organizational outcomes namely; job crafting and work engagement, and (3) investigating the mediating role of emotional intelligence between workplace bullying and the previously mentioned outcomes. Actually, the research sampling technique is based on a stratified random sampling technique to select the hotels, while employed the simple random	2023	<a href="https://pijth.journals.ekb.eg/article_332017.html">https://pijth.journals.ekb.eg/article_332017.html</a>



sampling to select the respondents. Using structured equation modelling via Smart PLS statistical program, surveyed data from 312 employees in five-star hotels affiliated to chains in Egypt indicated that workplace bullying was negatively related to organizational outcomes, while emotional intelligence significantly mediating the relationship between workplace bullying and organizational outcomes. According to the latest recent research, hotel management should give its staff the necessary emotional support and be selective when hiring new staff members to ensure that they have a high level of emotion intelligence.