The Mediating Effect of Silence within the Organization in Relationship between Perceived Mobbing and Emotional Burnout

Aynur TAŞ  
Hakkari Üniversitesi  
İktisadi ve İdari Bilimler Fakültesi, İşletme Bölümü, Hakkari/Türkiye  
aynurtas@hakkari.edu.tr

Anıl BOZ SEMERCİ  
Hacettepe Üniversitesi  
İktisadi ve İdari Bilimler Fakültesi, İşletme Bölümü, Ankara/Türkiye  
anilboz@hacettepe.edu.tr

Azize ERGENELİ  
Hacettepe Üniversitesi  
İktisadi ve İdari Bilimler Fakültesi, İşletme Bölümü, Ankara/Türkiye  
ergeneli@hacettepe.edu.tr

Abstract

Mobbing has become a subject that is increasingly attracting attention and investigating by researchers because of the negative consequences for individual and organization. Examining the process of mobbing in detail and revealing the concepts that it influences is important in anticipating and preventing possible individual and organizational consequences of mobbing. In this study, the impact of mobbing on emotional burnout and the mediating role of the silence within the organization are examined by structural equation modeling. The obtained findings have revealed the mediating role of silence within organization between the individuals’ perceived mobbing and emotional burnout. The results are interpreted for researchers, managers and employees and suggestions are given. Lastly, the paper concluded with its limitations and contributions for further studies.

Keywords: Mobbing, burnout, silence within the organization.