

DOES EMPLOYABILITY MODERATE THE EFFECT OF WORK-RELATED STRESSORS ON SERVICE SABOTAGE BEHAVIORS? THE CASE OF HOTELS' FRONTLINE EMPLOYEES IN CAMEROON

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Abstract

As a result of work-related stressors and roles conflict, frontline employees find ways to leverage their burden by getting back at the organization. As a transferred aggression, frontline employees indulge in sabotage behaviors during service interactions. If frontline employees demonstrate such negative behaviors in the event of service dealings, the organization's image would be impaired and customers would be disappointed. However, employability could moderate the propensity to service sabotage. Actual data was retrieved from Cameroon, popularly known as "Africa in Miniature" and imputed on IBM SPSS 0.20, data analyses program. In consonant with the proposed hypotheses, the analyses revealed that frontline employees facing job insecurity and family-work conflict are apt to sabotage the service. But, this is not the case if their employability level is high. Implying, that human resource managers should pay attention to employees with high employability, since, today's employment situation is characterized by the salience of employability.

Keywords: Employability, Service Sabotage, Job Insecurity, Family-Work Conflict, Frontline Employees, Cameroon.

Topic Groups: Organizational Behavior, Human Resource Management and Career Development, Managerial and Organizational Cognition and Psychology