

# Impact of Workplace Bullying to Work Performance among Filipino Cruise Staff

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**Abstract:** One of the most pressing challenges in 21st-century human resource management across all industries was workplace bullying and its effects on workers and businesses. Workplace bullying has received growing attention locally and internationally in recent years as a difficult business and management problem. Working on a cruise ship is no exception to this human resource problem. Workplace violence, age discrimination, ethnic discrimination, and bullying are all examples of inappropriate aggression directed at workers

**Keywords:** Bullying, workplace, cruise, Filipino, Workplace Bullying, Cruise Staff.

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## 1. INTRODUCTION

### Background of the Study

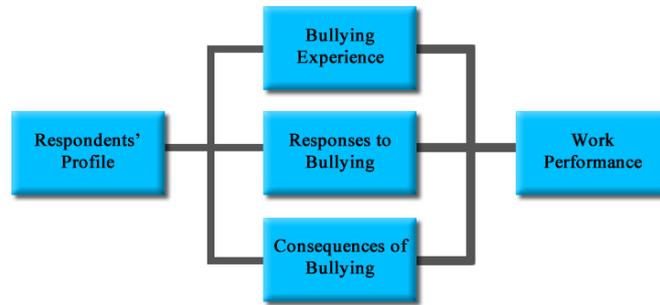
The staff from cruise lines and the cruise ship employment are frequently depicted as either "perfect workers in a dream job" or "exploited workers on sweatshops. Cruise line companies and agencies typically emphasize the economic and non-economic benefits of working aboard a cruise ship in order to attract potential workers. These popular portrayals, on the other hand, tend to gloss over the work's social and economic complexities, as well as the wide range subjective experiences amongst cruise seafarers. (Llanco, 2017)

One of the most pressing challenges in 21st-century human resource management across all industries was workplace bullying and its effects on workers and businesses. Workplace bullying has received growing attention locally and internationally in recent years as a difficult business and management problem. Working on a cruise ship is no exception to this human resource problem. Workplace violence, age discrimination, ethnic discrimination, and bullying are all examples of inappropriate aggression directed at workers.

Workplace bullying is introducing a dynamic into a workplace relationship which involves intentional attempt by one colleague to harm another colleague's self-esteem, self-confidence, or reputation, or to undermine their capacity to perform their work obligations effectively. (Oade, 2009). It is a physical or verbal conduct that can cause harm or psychological isolation in the workplace. (Laharnar et. Al, 2015). Workplace bullying is defined as repeated abusive and physical maltreatment, with or without violence, in some cases. Bullying in the workplace has the ability to harm people across departments and the entire company. (Hurley et. Al, 2016) Bullying in the workplace is linked to poor health and well-being among those who are bullied, as well as poor performance and productivity, negative outcomes for patient care, increased absenteeism, increased turnover intentions, and reduced job satisfaction and engagement at the individual, unit, and organizational levels. (Sheelan et. Al, 2018).

The researchers wish to explore the perceived effects of workplace bullying to job performance through the lived and personal experiences of Filipino crew members of major cruise lines in the world. The existing gap in the literature related to workplace bullying and work performance, presented an opportunity to expand on the research and investigate this topic further.

### Conceptual Framework



The framework used is an adaptation of a similar study entitled The Impact of Workplace Bullying to Work Performance by the faculty of education in University Teknologi Malaysia in 2012. It is described as “hypothetical modeling” which is a process that occupies an important place in theoretical and applied activity but remains outside the scope of mainstream research in computer and information sciences. Their study is concerned with identifying the relationship between workplace bullying and work performance and we think that the similar concept is fitted to our research.

### Statement of the Problem

The study aims to determine the impact of bullying to the work performance of Filipino cruise crew members in different forms. To be specific, the research aims:

1. What is the demographic profile of respondents in terms of
  - a) Age
  - b) Gender
  - c) Region of Residence in the Philippines
  - d) Civil Status
  - e) Educational Degree Earned
  - f) Cruise Line Affiliation
  - g) Year of Experience working on cruise
  - h) Work Department
  - i) Organizational Rank
2. Has the respondents experienced different forms of bullying in terms of
  - a) Emotional Bullying
  - b) Physical Bullying
  - c) Work Related Bullying
  - d) Social Exclusion and isolation
  - e) Task Related Bullying
3. How did the respondents responded to the experience of being bullied?
4. Have the respondents experience the consequences of bullying in terms of
  - a. Psychological or Behavioral Effects
  - b. Physical or Health Related Effect
5. How did the bullying experience affected the respondents' work performance?
6. Is there a significant correlation between demographic profile of the respondents to
  - a) Bullying Experience
  - b) Responses to Bullying
  - c) Consequences to Bullying
  - d) Work performance of the bullied employee

### **Statement of the Hypothesis**

There is no significant relationship between workplace bullying among Filipino crew members in selected cruise lines and work performance.

### **Review of Related Literature**

This chapter presents related studies by other researchers and It will be used to support the objectives of the researchers in the present study. The information gathered has a significance to the ongoing research.

According to the study of Hsu, et. al (2019), The researchers investigate the role of workplace friendship and organizational justice in mediating the link between workplace bullying and employee well-being in hotels. The study discovered that workplace bullying has a negative impact on the well-being of hotel employees. The well-being of hotel employees was greatly improved by organizational justice and workplace friendship. Organizational justice had a strong moderating influence on the association between workplace bullying and hotel employees' well-being when compared to workplace friendship.

Moreover, according to a study of Montes et. al (2021) the study examined presenteeism among cruise ship employees and explored the role of bullying as a potential risk factor for presenteeism in the workplace. Results confirmed that work-related bullying is positively connected to the phenomenon of presenteeism, whereas person-related bullying is negatively related. The findings also confirmed the role of social support, specifically supervisor support, as a moderating agent of this relationship. The supporting details are further elaborated, and the main implications for the future of the cruise industry are presented. The findings can facilitate cruise line companies in designing prevention plans and implementing well-targeted anti-bullying policies according to the type of workplace bullying experienced by workers that can substantially improve their effectiveness.

According to the study by Bloisi (2021), The study explores the existing international research and explains why bullying and negative behavior can occur and what the costs are to both the industry and the employees. In doing so, it looks at the nature of bullying at work in general and within the structure of the industry in particular, while taking into account the culture and power relationships. Customer harassment is also explored, and although not considered bullying by many researchers, customer abuse is negative and can have a profound influence on the employees' health and well-being at work.

Likewise, Said & Tanova (2021) investigates in their study how workplace bullying leads to employee emotional exhaustion through its detrimental effects on mindfulness. Extant research investigated mindfulness as a trait and treated it as a predictor or moderator. The result of the study showed that workplace bullying leads to employee emotional exhaustion and that mindfulness state is a mechanism through which bullying is related to exhaustion. The results provide managerial implications for practitioners to develop work environments to reduce emotional exhaustion and research implications for scholars about the role of mindfulness in dealing with adverse work environments.

According to the study of Bohle et. al (2017), the researchers examined the relationships between work organization, bullying and intention to leave (ITL) in the Australian hospitality industry, using pressure, disorganization and regulatory failure (PDR) to measure work organization. Findings of the study showed that there were positive bivariate correlations between all variables. The path model indicated that disorganization and regulatory failure had direct positive associations with bullying. Financial pressure and bullying had direct positive associations with ITL.

According to the study of Tanggi (2020) in the Philippines, seafaring has been associated with men since the sixteenth century. However, in the 1990s, Filipino women started to enter this male-dominated world. But it has not been smooth sailing. Based on interviews with Filipino women seafarers, this study shows how they have experienced various forms of sexual harassment from their male colleagues and senior officers. Women seafarers who have been victims of sexual harassment have been unable to file complaints against their aggressor/s because of technical difficulties in pursuing a case, especially when the incidents happen on board international ships and the perpetrators are foreign nationals. This article discusses how a group of Filipino women seafarers have decided to organize to fight sexual harassment. With the setting up of a women's committee of the male-dominated seafarers' union, women 'sefarers' have started talking about verbal and physical sexual harassment in order to raise awareness of the problem.

As eloquently stated on the study of Llangco (2017) The workers from cruise lines and the cruise ship employment are

frequently depicted as either "perfect workers in a dream job" or "exploited workers on sweatshops. Cruise line companies and agencies typically emphasize the economic and non-economic benefits of working aboard a cruise ship in order to attract potential workers. These popular portrayals, on the other hand, tend to gloss over the work's social and economic complexities, as well as the wide range subjective experiences amongst cruise seafarers. To address the gap, the study investigates the social representations of seafarers' working lives on cruise ships. The study examines how workers in a globalized industry makes sense of their job experiences in relation to their own lives using the example of Filipino seafarers, one of the countries with highest proportion of workers in the industry of cruise ship.

According to the study of Leon-Perez et.al (2012) The findings of the study highlight the negative effects of being exposed to bullying practices and document the poor health consequences of being a target and/ or a victim of workplace bullying. The result of their study showed that 98 samples comprising more than 220,000 workers worldwide confirmed that workplace bullying, and harassment is a prevalent phenomenon at work that needs to be seriously addressed due to its detrimental consequences for both employees' health and organizations' productivity.

## 2. METHODOLOGY

The chapter consists of research methods that the researchers will use in the study. These includes Introductory Paragraph, Research Design, Research Locale, Participants of the Study, Research Sampling, Research Paradigm, Research Instrument & Data Gathering Procedures, and Data Treatment and Analysis.

### Research Design

The study will utilize Quantitative Research Design because the results that needs to be gathered relies on the quantity of responses.

### Research Locale

The study will be conducted through Facebook platform within 60 days. The researchers will device an online form via google forms and It will be distributed to the respective Facebook groups of Filipino Cruise Staff.

### Participants of the Study

The participants will be the Filipino cruise staff from different departments of major and minor cruise line. The department that we will consider in the study will be from: engine, deck, entertainment, casino, hotel operations, food & beverage, galley/culinary, housekeeping, guest relations, gift shop, finance, medical, photo, and salon & wellness.

### Research Sampling

The researchers will utilize Quota Sampling method in which aims to construct a sample that will involve individuals that represents the population, and the individuals will be chosen according to the specific traits or qualities and what the study needs. Therefore, the study will choose respondents which are Filipino crew members of selected cruise lines.

According to Aprameya, A. (2016), Quota sampling can be used by the researchers whenever a population can be divided into subgroups which is the different department of the participants in the study. The differences from each subgroup will be then observed and data will be interpreted. Also, the sampling is also good for the study since the time frame to conduct the survey questionnaire is limited.

There will be no sampling formula in the study since quota sampling is under nonscientific sampling.

### Research Instrument

The Researchers will be utilizing survey questionnaires to get the appropriate data needed and it is divided to different parts. The first part of the survey questionnaire is about the demographic profile of respondents. The succeeding parts include the respondents' experiences of workplace bullying, their responses, physical and behavioral consequences, and impact to their work performance.

### Data Gathering Procedures

The researchers of the study will ask for the consent of the respondents. They will be informed about the objective of the study and will assure them that the information that they will give will be confidential and for research purposes only. Online questionnaire shall be distributed through pre-identified Facebook groups whose members are Filipino cruise staff.

### Data Treatment & Analysis

Statistical treatment is the application of statistical method to find clues and explanation to the data gathered. It can be either inferential statistics in which the hypothesis will be tested to make a conclusion from the data gathered, or descriptive statistics in which population will be used to describe the connection and relationship between their variables (DiscoverPhDs, 2020).

The researchers will utilize the following statistical methods for the analysis:

**Frequency and Percentage** – It will be used by the researchers to represent information variables which is the demographic profile of the respondents. Calculation of frequency and percentage will be presented in each of the demographic profile categories.

**Mean and Standard Deviation** – The researchers will use mean and standard deviation as a statistical treatment on workplace bullying including the experiences of Filipino cruise staffs and their response to it as well . After the data has been gathered, it will be arranged in order to identify frequencies which are the basis of such descriptive measures. After we deriving the mean on the categories of workplace bullying, an interpretation will then be presented.

**Chi-square test** - The researchers will make use of chi-square as a statistical treatment to determine if there's significant relationship between the impact of workplace bullying and work performance of Filipino cruise staffs. The researchers will evaluate tests of independence from the cross tabulation.

## 3. RESULTS AND DISCUSSION

This section contains detailed presentation and discussion of data analysis and the result of this study. The findings are presented based on the given research problem.

### 1. Profile of the respondents

The first part of the study examines the profile of Filipino cruise staff from different departments of major and minor cruise line. Moreover, this research study considered the following departments such as engine, deck, entertainment, casino, hotel operations, food & beverage, galley/culinary, housekeeping, guest relations, gift shop, finance, medical, photo, and salon & wellness.

#### 1.1 Age

Table 1.1 shows the profile of the respondents based on their age. The figure depicts that most of the respondents are between 20-25 years old, corresponding to 26.17% of the total number of respondents. On the other hand, the least are between 51-55 years old, corresponding to only 3% of the total respondents. Since this study was done through online survey, young adulthood was shown to be more likely to use mobile devices and social media than older adulthood.

**Table 1.1 Profile of respondents based on age**

Age	Freq.	Percent
20-25	39	26.17
26-30	27	18.12
31-35	27	18.12
36-40	27	18.12
41-45	17	11.41
46-50	9	6.04
51-55	3	2.01
<b>Total</b>	<b>149</b>	<b>100</b>

#### 1.2 Gender

Table 1.2 depicts the profile of the respondents based on gender. The table portrays that 2.01% are bisexual, 55.7% are female and 42.28% are male. The result shows that female workers have higher response rate and are more engage in answering the survey questions. As stated by Hahm (2018), women are being assigned more work than men, but they're completing their tasks in the same amount of time as their male counterparts. This only shows that female respondents were more productive to answer the online survey rather than male and bisexual.

**Table 1.2 Profile of respondents based on age**

Gender	Freq.	Percent
Bisexual	3	2.01
Female	83	55.7
Male	63	42.28
<b>Total</b>	<b>149</b>	<b>100</b>

### 1.3 Region of Residence in the Philippines

Table 1.3 displays the profile of the respondents based on the region of residence in the Philippines. According to the findings, most of the respondents were from Region IV A- CALABARZON garnering of 40.27% while the respondents with the lowest response rate were from Region VII- Central Visayas with a total of 2.01%. Since all of the researchers were from Region IV A- CALABARZON, they acquire more respondents from their respective area.

**Table 1.3 Profile of respondents based on residence in the Philippines**

c) Region of Residence in the Philippines		
Region of Residence in the Philippines	Freq.	Percent
NCR – NATIONAL CAPITAL REGION	21	14.09
REGION I – ILOCOS REGION	6	4.03
REGION III – CENTRAL LUZON	21	14.09
REGION IV A – CALABARZON	60	40.27
REGION IX – ZAMBOANGA PENINSULA	9	6.04
REGION V – BICOL REGION	12	8.05
REGION VI – WESTERN VISAYAS	11	7.38
REGION VII – CENTRAL VISAYAS	3	2.01
REGION VIII – EASTERN VISAYAS	6	4.03
<b>Total</b>	<b>149</b>	<b>100</b>

### 1.4 Civil Status

Table 1.4 shows the profile of the respondents based on their civil status. The findings of this study presented that majority the respondents 61.74% were single whereas the least responses, were from the widowed/ widower with 2.01%. Since most of the respondents were from young adulthood, most of them are still starting their career and are not ready to commit to marriage. As Kumar (2018) indicated most young girls and boys are not prepared to tie a nuptial knot with a suitable life partner because for them marriage is a lifetime bond between a married couple that requires a lot of responsibilities and mature attitude.

**Table 1.4 Profile of respondents based on civil status**

Civil Status	Freq.	Percent
Married	48	32.21
Separated	6	4.03
Single	92	61.74
Widowed/Widower	3	2.01
<b>Total</b>	<b>149</b>	<b>100</b>

### 1.5 Educational Degree Earned

Table 1.5 reveals the profile of respondents based on educational degree earned. From the table provided below, the highest response rate that was accumulated results to 48.32% from bachelor's degree (finished) while on the flip side, the lowest response rate was from 1.34% Doctoral Degree (finished). Earning a bachelor's degree is important because it will help a person to get his/ her dream job and to earn money. It usually takes 3 to 4 years to earn a degree. Moreover, doing a bachelor's degree helps a person to get an in-depth knowledge of the subject (Sharma, M., 2019).

**Table 1.5 Profile of respondents based on educational degree earned**

Highest Educational Degree	Freq.	Percent
Master's Degree (Finished)	24	16.11
Some Bachelor degree	30	20.13
Some Master's degree	6	4.03
Bachelor's Degree (Finished)	72	48.32
Diploma or Associate Degree	6	4.03
Doctoral Degree (Finished)	2	1.34
High School	9	6.04
<b>Total</b>	<b>149</b>	<b>100</b>

### 1.6 Cruise Line Affiliation

Table 1.6 shows the profile of respondents based on cruise line affiliation. The figure presents that most of the respondents were from Norwegian Cruise Lines, corresponding to 16.11% while on the other hand respondents from Seabourn, Oceana Cruises, Pelican Cruise, and TUI Cruises has the least response with a corresponding of 2.01%.

**Table 1.6 Profile of respondents based on cruise line affiliation**

Current Cruise Line Connected	Freq.	Percent
Aida Lines	6	4.03
Carnival Cruise Lines	12	8.05
MSC Cruises	15	10.07
P&O Australia	6	4.03
Regent Seven Seas Cruises	9	6.04
Royal Caribbean International	9	6.04
Seabourn	3	2.01
Silver Sea Cruises	6	4.03
Star Cruises	6	4.03
Costa	12	8.05
Cunard	6	4.03
Disney Cruise Lines	6	4.03
Holland America Lines	12	8.05
Norwegian Cruise Lines	24	16.11
Oceana Cruises	3	2.01
Pelican Cruise	3	2.01
Princess Cruises	8	5.37
TUI Cruises	3	2.01
<b>Total</b>	<b>149</b>	<b>100</b>

### 1.7 Year of Experience Working on Cruise

Table 1.7 depicts the profile of respondents based on their year of experience working on cruise. According to the table, respondents with 1 to 3 years of cruise experience received the greatest response rate of 30.2%, while those with 20 to 24 years of cruise experience received the lowest response rate of 2.01%. Respondents with 1 to 3 years of experience were more likely to complete the online survey and participate in the study since they are more dedicated and engage at work rather than respondents with long term experience at work.

**Table 1.7 Profile of respondents based on year of experience working on cruise**

Year of Experience working on cruise	Freq.	Percent
1 to 3	45	30.2
4 to 6	27	18.12
7 to 9	33	22.15
10 to 12	12	8.05
13 to 15	18	12.08
16 to 19	5	3.36
20 to 24	3	2.01
more than 24	6	4.03
<b>Total</b>	<b>149</b>	<b>100</b>

### 1.8 Work Department

Table 1.8 portrays the profile of respondents based on work department. The result shows that the food and beverage industry has the most respondents (18.12 %). Finance, on the other hand, had the fewest respondents at 2.01%.

**Table 1.8 Profile of respondents based on work department**

Department	Freq.	Percent
Deck	15	10.07
Galley/Culinary	11	7.38
Guest Relations	12	8.05
Casino	18	12.08
Engine	9	6.04
Entertainment	24	16.11
Finance	3	2.01
Food and beverage	27	18.12
Hotel Operations	18	12.08
Housekeeping	6	4.03
Salon and wellness	6	4.03
<b>Total</b>	<b>149</b>	<b>100</b>

### 1.9 Organizational Rank

Table 1.9 shows the profile of respondents based on organizational rank. Based from the figure shown below, Supervisor with 24.16% had the highest number of respondents at the same time; Asst. Cruise Manager with 2.01% had the lowest number of respondents. As shown from the result, supervisors are more willing to respond from the provided online survey.

**Table 1.9 Profile of respondents based on organizational rank**

Rank	Freq.	Percent
Asst. Cruise Manager	3	2.01
Mid-Manager	15	10.07
Non-Supervisory Employee	72	48.32
Sales	3	2.01
Senior Manager	20	13.42
Supervisor	36	24.16
<b>Total</b>	<b>149</b>	<b>100</b>

## 2. Has the respondents' experienced different forms of bullying in terms of:

### 2.1 Emotional Bullying

In terms of emotional bullying experienced by the respondents, the table below shows that item f (rumors and gossip) obtained the highest response mean of 3.32 based on the ranks. This is interpreted as sometimes experienced by the respondents. On the other hand, the last item (terrorizing) obtained the lowest mean of 2.27 (ranked 7<sup>th</sup>). This implies that terrorizing is rarely experienced by the respondents. Overall, the emotional bullying is sometimes experienced by the respondents, as shown by the composite mean of 2.72. In terms of standard deviations, the item with the highest SD of 1.446 is terrorizing. This means that the respondents have varied opinion regarding this matter. While on the other hand, the item with the lowest SD of 1.295 was obtained by item f. This only means that the respondents have consistent opinion regarding rumors and gossip as they have experienced this form of emotional bullying. According to Tracy (2021) emotional bullying is when a person tries to get what they want by making others feel angry or afraid. Moreover, it doesn't just bully one person as they attempt to dominate others in that way as well. Based on the result, rumors and gossip has the highest mean, Wroblewski (2021) indicated that gossip oversteps its bounds in the workplace. Moreover, rumors about people or business are unconfirmed stories that flow through the grapevine. Research shows that most rumors – between 75 and 90 percent of them – tend to be true or contain a morsel of truth, Cutting Edge PR reports. Possibly, this is because people tend to pass along rumors, they believe to be true. Gossip has a more negative connotation since people gossip about other people (not things), it occurs behind someone's back and not publicly, the subject matter can run the gamut from interesting or mildly titillating to controversial or salacious and lastly it can be extremely hurtful to the target.

**Table 2.1 Emotional Bullying**

Emotional Bullying	Mean	St.Dev	Verbal Interpretation	Rank
a. Verbal Threats	2.53	1.348	Sometimes	6
b. Shouting at an Individual	2.69	1.304	Sometimes	3
c. Personal and Private Attacks	2.59	1.315	Sometimes	5
d. Manipulation	2.61	1.329	Sometimes	4
e. Humiliation	3.03	1.333	Sometimes	2
f. Rumors and Gossip	3.32	1.295	Sometimes	1
g. Terrorizing	2.27	1.446	Rarely	7
<b>Composite Mean</b>	<b>2.72</b>	<b>1.106</b>	<b>Sometimes</b>	

## 2.2 Physical Bullying

When it comes to Physical Bullying, the table below portrays that letter a (negative eye contact) has the highest response mean of 2.89 with a verbal interpretation of sometimes. On the flip side, letter b (damage to property to intimidate) which has the verbal interpretation of rarely obtained the lowest mean of 2.19. Generally, physical bullying is rarely experienced by the respondents with a composite mean of 2.47. Furthermore, when it comes to standard deviation, the item with the highest SD of 1.505 is letter c (throwing things) this means that the respondents have varied opinion regarding this matter. While on the other hand, the item with the lowest SD of 1.362 which pertains to letter d physical attacks only means that the respondents have consistent opinion regarding physical attacks. As mentioned by Positive Action (2021) physical bullying is the use of physical actions to intimidate and gain control over a target. The physical actions are unwanted by the victim and can either cause damage to their body or possessions. From the table, negative eye contact acquires the highest mean, wherein as stated by Kokemuller (2016) obtaining an eye contact conveys a specific message, it strengthens the message of a person, it can vary across people and maybe viewed in different ways.

**Table 2.2 Physical Bullying**

Physical Bullying	Mean	St.Dev	Verbal Interpretation	Rank
a. Negative Eye Contact	2.89	1.396	Sometimes	1
b. Damage to property to intimidate	2.19	1.416	Rarely	4
c. Throwing things	2.51	1.505	Sometimes	2
d. Physical attacks	2.29	1.362	Rarely	3
<b>Composite Mean</b>	<b>2.47</b>	<b>1.275</b>	<b>Rarely</b>	

## 2.3 Work Related Bullying

Table 2.3 depicts the work-related bullying experienced by the respondents. As indicated below, item e (unethical communication/ approaches) accumulated the highest mean with 3.01 and an interpretation of sometimes. On the contrary, both item a (insulting remarks) and item b (professional humiliation) has the lowest mean of 2.43. This only implies that item a and b was rarely experienced by the respondents. Moreover, work-related bullying was rarely experienced by the respondents as it has the composite mean of 2.49. As regards to standard deviation the item with the highest SD of 1.388 was from item a (insulting remarks) which indicates that the respondents have generated a wide range of responses regarding this matter. Likewise, the item with the lowest SD of 1.205 is obtained by letter e which means that concerns about unethical communication were consistent among all respondents. Based on the findings of the study, unethical communication/ approaches garnered the highest mean with 3.01 and as eloquently indicated from the study of Valde & Henningsen (2015) unethical communication is a serious issue in an organization, it occurs fairly frequently yet confronting someone about an ethical transgression is a politically sensitive interaction that challenges people's identities.

**Table 2.3 Work related bullying**

Work-related Bullying	Mean	St.Dev	Verbal Interpretation
a. Insulting remarks	2.43	1.388	Rarely
b. Professional humiliation	2.43	1.288	Rarely
c. Intimidation	2.58	1.328	Sometimes
d. False accusation	2.79	1.353	Sometimes
e. Unethical communication / approaches	3.01	1.205	Sometimes
f. Sabotaging work	2.77	1.265	Sometimes
<b>Composite Mean</b>	<b>2.49</b>	<b>1.313</b>	<b>Rarely</b>

## 2.4 Social Exclusion and Isolation

In terms of social exclusion and isolation experienced by the respondents, the table below shows that item d (ignoring the individual) obtained the highest response mean of 3.32 based on the ranks with a verbal interpretation of sometimes. Meanwhile, item b (withholding information) obtained the lowest mean of 2.43 (ranked 9<sup>th</sup>). This implies that withholding information is rarely experienced by the respondents. In general, the social exclusion and isolation is sometimes experienced by the respondents, as shown by the composite mean of 2.90. In terms of standard deviations, the item with the highest SD of 1.490 is item h (prevent the person to participate). This means that the respondents have diverse opinion regarding this matter. While on the other hand, the item with the lowest SD of 1.255 was obtained by item a (deprived from organizational resources). This only means that the respondents have unswerving opinion. Social isolation is the phenomenon of non-participation of an individual or group at workplace, according to the findings of the study, it is shown that ignoring the individual has the highest mean.

**Table 2.4 Social Exclusion and Isolation**

Social Exclusion and Isolation	Mean	St. Dev	Verbal Interpretation	Rank
a. Deprived from organizational resources	2.60	1.255	Sometimes	5
b. Withholding information	2.43	1.371	Rarely	9
c. Preventing or denying the individual to claim rights	2.44	1.357	Rarely	8
d. Ignoring the individual	2.68	1.443	Sometimes	1
e. Ignoring complaints	2.64	1.475	Sometimes	3.5
f. Gender or race exclusion	2.66	1.403	Sometimes	2
g. Work in remote places with little contact	2.64	1.448	Sometimes	3.5
h. Prevent the person to participate	2.57	1.490	Sometimes	7
i. Give tasks that are done alone	2.58	1.381	Sometimes	6
<b>Composite Mean</b>	<b>2.90</b>	<b>1.332</b>	<b>Sometimes</b>	

## 2.5 Task Related Bullying

As presented from the figure below, item d (excessive pressure) has the highest mean of 3.03 and with an interpretation of sometimes while on the contrary, item b (excessive monitoring) has the lowest mean of 2.65 with a verbal interpretation of sometimes. Task related bullying has its composite mean of 2.85 which only indicates that is sometimes experienced by the respondents. Moreover, the item with the highest SD of 1.353 is from item a, this only means that the respondents have various opinion regarding the unmanageable workload. On contrary, the item with the lowest SD of 1.116 is from item e, this only shows that the respondents have consistent opinion with regards to unreasonable deadlines. Excessive pressure has the highest mean, and according to World Health Organization (2020) it can be caused by poor work organization (the way we design jobs and work systems, and the way we manage them), by poor work design (for example, lack of control over work processes), poor management, unsatisfactory working conditions and lack of support from colleagues and supervisors.

**Table 2.5 Task Related Bullying**

Task-related Bullying	Mean	St. Dev	Verbal Interpretation	Rank
a. Unmanageable workload	2.97	1.353	Sometimes	2
b. Excessive Monitoring	2.65	1.239	Sometimes	9
c. Unrealistic expectations	2.81	1.225	Sometimes	6
d. Excessive pressure	3.03	1.348	Sometimes	1
e. Unreasonable deadlines	2.93	1.116	Sometimes	4
f. Meaning less tasks	2.95	1.293	Sometimes	3
g. Constantly reminded of mistakes	2.89	1.328	Sometimes	5
h. Removing responsibilities	2.79	1.244	Sometimes	7
i. More tasks is given as compared to other staff of the same job level	2.75	1.246	Sometimes	8
<b>Composite Mean</b>	<b>2.85</b>	<b>1.228</b>	<b>Sometimes</b>	

## 3. How did the respondents respond to the experience of being bullied?

The findings of the study presented from table 3 shows that reported to superior or administration has the highest response rate of 39.6% while on the contrary, did not really cope up has its lowest response rate of 2.01. As Pimping (2019) stated, reporting to administration is essential since it it raises the organization's awareness about the things that can go wrong so that corrective and preventative actions can be taken promptly.

**Table 3. The response of respondents to bullying experience**

Response	Freq.	Percent
confronted the bully	39	26.17
did not really cope up	3	2.01
discussed with friends/colleagues	21	14.09
none / NA	3	2.01
reported to superior or administration	59	39.6
tried to avoid the situation	24	16.11
<b>Total</b>	<b>149</b>	<b>100</b>

**4. Have the respondents experience the consequences of bullying in terms of:****4.1 Psychological or Behavioral Effects**

In terms of psychological or behavioral effects, the table below depicts that item d (irritability) has the highest response mean of 3.23 with a verbal interpretation of sometimes. On the other hand, item t (tendency to commit suicide) which has the verbal interpretation of rarely obtained the lowest mean of 2.43. All in all, psychological or behavioral effects are sometimes experienced by the respondents with a composite mean of 2.85. Moreover, when it comes to standard deviation, the item with the highest SD of 1.569 was obtained by item t, this means that the respondents have wide-ranging opinion regarding the subject. While on the other hand, the item with the lowest SD of 1.290 which pertains to letter d only tells that the respondents have consistent opinion regarding irritability.

**Table 4.1 Psychological or Behavioral Effects**

Psychological/Behavioral Effects	Mean	St. Dev	Verbal Interpretation	Rank
a. Anxiety and distress	3.17	1.403	Sometimes	3.5
b. Depression	2.72	1.410	Sometimes	15
c. Fear	3.17	1.389	Sometimes	3.5
d. Irritability	3.23	1.290	Sometimes	1
e. Anger / anger outburst	3.21	1.426	Sometimes	2
f. Difficulty concentrating	3.01	1.294	Sometimes	5
g. Hyperarousal and increased vigilance	2.74	1.434	Sometimes	14
h. Shock	2.79	1.420	Sometimes	12
i. Disbelief	2.86	1.438	Sometimes	9
j. Insecurity	2.95	1.463	Sometimes	7
k. Self-blame	2.99	1.477	Sometimes	6
l. Shame	2.89	1.487	Sometimes	8
m. Dependency	2.68	1.386	Sometimes	16
n. Helplessness	2.59	1.461	Sometimes	17
o. Affective relationship and commitment	2.85	1.435	Sometimes	10
p. Conflict between work and family	2.79	1.347	Sometimes	12
q. Withdrawal from social contacts	2.57	1.434	Sometimes	18
r. Heightened worry of victimization	2.55	1.477	Sometimes	19
s. post-traumatic stress disorder	2.79	1.503	Sometimes	12
t. Tendency to commit suicide	2.43	1.569	Rarely	20
<b>Composite Mean</b>	<b>2.85</b>	<b>1.221</b>	<b>Sometimes</b>	

**4.2 Physical or Health Related Effect**

As shown from the figure below about the physical or health related effect, both item b (fatigue) and item i (sleep difficulties) obtained the highest mean of 3.43 with a verbal interpretation of sometimes. Meanwhile, item g (gastrointestinal problems) has the least mean which is 2.58 and a verbal interpretation of sometimes. Likewise, as seen from table 4.2, physical or health related effect has its composite mean of 3.02 with a verbal interpretation of sometimes. Moreover, the item with the highest SD is from item h (respiratory problems) with a total of 1.492 which implies that the respondents of the study have varied opinion while item e has the least SD of 1.175 which only means that the respondents have consistent opinion regarding back pains.

**Table 4.2 Physical or Health Related Effect**

Physical/Health Effects	Mean	St. Dev	Verbal Interpretation	Rank
a. Decreased overall physical health	2.66	1.460	Sometimes	7
b. Fatigue	3.43	1.221	Sometimes	1.5
c. Headaches	3.36	1.252	Sometimes	4
d. Dizziness	3.07	1.369	Sometimes	6
e. Back pains	3.42	1.175	Sometimes	3
f. Hypertension	2.61	1.418	Sometimes	8
g. Gastrointestinal problems	2.58	1.395	Sometimes	10
h. Respiratory problems	2.60	1.492	Sometimes	9
i. Sleep difficulties	3.43	1.317	Sometimes	1.5
j. Loss of Appetite	3.07	1.434	Sometimes	5
<b>Composite Mean</b>	<b>3.02</b>	<b>1.107</b>	<b>Sometimes</b>	

### 5. How did the bullying experience affect the respondents' work performance?

The figure below depicts that letter c (productivity declined/ impaired performance) has the highest response mean of 3.01 with a verbal interpretation of sometimes and obtained its first ranking. However, both letter f (increase absenteeism) and letter j (loss of skills) which has a verbal interpretation of sometimes obtained the lowest mean of 2.52. In general, effects to work performance have a composite mean of 2.81 and a verbal interpretation of sometimes. Furthermore, when it comes to standard deviation, the item with the highest SD of 1.571 is letter e (lower commitment) this means that the respondents have varied opinion regarding this matter. While on the other hand, the item with the lowest SD of 1.346 which pertains to letter b (mistakes/accidents) attacks only means that the respondents have consistent opinion regarding that subject.

**Table 5. Effects to work performance**

Effects to work performance	Mean	St. Dev	Verbal Interpretation	Rank
a. Distraction / poor connection	2.93	1.462	Sometimes	3.5
b. Mistakes / accidents	2.93	1.346	Sometimes	3.5
c. Productivity decline / impaired performance	3.01	1.464	Sometimes	1
d. Lower job satisfaction	2.99	1.498	Sometimes	2
e. Lower commitment	2.87	1.571	Sometimes	6
f. Increase absenteeism	2.52	1.509	Sometimes	10.5
g. Tardiness	2.91	1.382	Sometimes	5
h. Difficulty returning to work	2.70	1.482	Sometimes	9
i. Involuntary termination of contract	2.74	1.516	Sometimes	7.5
j. Loss of skills	2.52	1.549	Sometimes	10.5
k. Grievances / complaints by guests and colleagues.	2.74	1.462	Sometimes	7.5
<b>Composite Mean</b>	<b>2.81</b>	<b>1.298</b>	<b>Sometimes</b>	

### 6. Significant correlation between demographic profiles of the respondents to:

#### 6.1 Relationship between demographic profile and emotional bullying

The implication and interpretation already shown in the last column. P-values less than 0.05 means significant relationship that caused the rejection of the null hypothesis. Otherwise, fail to reject the null.

**Table 6.1 Relationship between demographic profile and emotional bullying**

Demographic Profile	Chi-square value	df	p-value	Interpretation/Implication
Age	90.5441	24	0.00	Significant relationship/ The emotional bullying experience depends on age.
Gender	32.4827	8	0.00	Significant relationship/ The emotional bullying experience depends on gender.
Region	110.8022	32	0.00	Significant relationship/ The emotional bullying experience depends on region.
Civil Status	22.1599	12	0.036	Significant relationship/ The emotional bullying experience depends on civil status.
Highest Educational Degree	78.8903	28	0.00	Significant relationship/ The emotional bullying experience depends on educational degree.
Department	145.1747	40	0.00	Significant relationship/ The emotional bullying experience depends on department.
Rank	67.288	20	0.00	Significant relationship/ The emotional bullying experience depends on rank.

### 6.2 Relationship between demographic profile and Physical Bullying

The implication and interpretation already shown in the last column. P-values less than 0.05 means significant relationship that caused the rejection of the null hypothesis. Otherwise, fail to reject the null.

Demographic Profile	Chi-square			Interpretation/Implication
	value	df	p-value	
Age	116.989	24	0.00	Significant relationship/ The physical bullying experience depends on age.
Gender	28.88	8	0.00	Significant relationship/ The physical bullying experience depends on gender.
Region	90.4107	32	0.00	Significant relationship/ The physical bullying experience depends on region.
Civil Status	16.0349	12	0.19	Not Significant relationship/ The physical bullying experience does not depend on civil status.
Highest Educational	143.9416	28	0.00	Significant relationship/ The

### 6.3 Relationship between demographic profile and Work-related Bullying

The implication and interpretation already shown in the last column. P-values less than 0.05 means significant relationship that caused the rejection of the null hypothesis. Otherwise, fail to reject the null.

Demographic Profile	Chi-square			Interpretation/Implication
	value	df	p-value	
Age	52.1755	24	0.00	Significant relationship/ The work-related bullying experience depends on age.
Gender	21.339	8	0.01	Significant relationship/ The work-related bullying experience depends on gender.
Region	84.7257	32	0.00	Significant relationship/ The work-related bullying experience depends on region.
Civil Status	23.777	12	0.022	Significant relationship/ The work-related bullying experience depends on civil status.
Highest Educational Degree	102.7745	28	0.00	Significant relationship/ The work-related bullying experience depends on educational degree.
Department	167.0534	40	0.00	Significant relationship/ The work-related bullying experience depends on department.
Rank	46.0422	20	0.00	Significant relationship/ The work-related bullying experience depends on rank.

### 6.4 Relationship between demographic profile and Social Exclusion and Isolation

The implication and interpretation already shown in the last column. P-values less than 0.05 means significant relationship that caused the rejection of the null hypothesis. Otherwise, fail to reject the null.

Demographic Profile	Chi-square			Interpretation/Implication
	value	df	p-value	
Age	70.2814	24	0.00	Significant relationship/ The social exclusion and isolation experience depends on age.
Gender	32.827	8	0.00	Significant relationship/ The social exclusion and isolation experience depends on gender.
Region	98.2714	32	0.00	Significant relationship/ The social exclusion and isolation experience depends on region.
Civil Status	39.8331	12	0.00	Significant relationship/ The social exclusion and isolation experience depends on civil status.
Highest Educational Degree	75.4119	28	0.00	Significant relationship/ The social exclusion and isolation experience depends on educational degree.
Department	139.4973	40	0.00	Significant relationship/ The social exclusion and isolation experience depends on the department.
Rank	78.6243	20	0.00	Significant relationship/ The social exclusion and isolation experience depends on the rank.

### 6.5 Relationship between demographic profile and task-related bullying

The implication and interpretation already shown in the last column. P-values less than 0.05 means significant relationship that caused the rejection of the null hypothesis. Otherwise, fail to reject the null.

Demographic Profile	Chi-square value	df	p-value	Interpretation/Implication
Age	61.2682	24	0.00	Significant relationship/ The task-related experience depends on age.
Gender	23.1432	8	0.00	Significant relationship/ The task-related experience depends on gender.
Region	108.6626	32	0.00	Significant relationship/ The task-related experience depends on region.
Civil Status	40.5262	12	0.00	Significant relationship/ The task-related experience depends on civil status.
Highest Educational Degree	88.1006	28	0.00	Significant relationship/ The task-related experience depends on highest educational degree.
Department	112.6282	40	0.00	Significant relationship/ The task-related experience depends on department.
Rank	70.2588	20	0.00	Significant relationship/ The task-related experience depends on rank.

### 6.6 Relationship between demographic profile and response to bullying

The implication and interpretation already shown in the last column. P-values less than 0.05 means significant relationship that caused the rejection of the null hypothesis. Otherwise, fail to reject the null.

Demographic Profile	Chi-square value	df	p-value	Interpretation/Implication
Age	93.7896	24	0.00	Significant relationship/ The response depends on age.
Gender	23.671	8	0.01	Significant relationship/ The response depends on gender.
Region	177.8618	32	0.00	Significant relationship/ The response depends on region.
Civil Status	36.3014	12	0.00	Significant relationship/ The response depends on civil status.
Highest Educational Degree	215.3272	28	0.00	Significant relationship/ The response depends on highest educational degree.
Department	119.4191	40	0.00	Significant relationship/ The response depends on the department.
Rank	66.7899	20	0.00	Significant relationship/ The response depends on rank.

### 6.7 Relationship between demographic profile and behavioral/psychological consequences

The implication and interpretation already shown in the last column. P-values less than 0.05 means significant relationship that caused the rejection of the null hypothesis. Otherwise, fail to reject the null.

Demographic Profile	Chi-square value	df	p-value	Interpretation/Implication
Age	67.156	24	0.00	Significant relationship/ The behavioral/psychological consequences depend on age.
Gender	33.8187	8	0.00	Significant relationship/ The behavioral/psychological consequences depend on gender.
Region	109.8666	32	0.00	Significant relationship/ The behavioral/psychological consequences depend on region.
Civil Status	29.8067	12	0.00	Significant relationship/ The behavioral/psychological consequences depend on civil status.
Highest Educational Degree	104.5493	28	0.00	Significant relationship/ The behavioral/psychological consequences depend on highest educational degree.
Department	140.0462	40	0.00	Significant relationship/ The behavioral/psychological consequences depend on the department.
Rank	72.044	20	0.00	Significant relationship/ The behavioral/psychological consequences depend on the rank.

### 6.8 Relationship between demographic profile and physical/health consequences

The implication and interpretation already shown in the last column. P-values less than 0.05 means significant relationship that caused the rejection of the null hypothesis. Otherwise, fail to reject the null.

Demographic Profile	Chi-square value	df	p-value	Interpretation/Implication
Age	87.1572	24	0.00	Significant relationship/ The physical/health consequences depend on age.
Gender	25.1359	8	0.00	Significant relationship/ The physical/health consequences depend on gender.
Region	79.2779	32	0.00	Significant relationship/ The physical/health consequences depend on region.
Civil Status	22.347	12	0.03	Significant relationship/ The physical/health consequences depend on civil status.
Highest Educational Degree	64.6688	28	0.00	Significant relationship/ The physical/health consequences depend on highest educational degree.
Department	158.5543	40	0.00	Significant relationship/ The physical/health consequences depend on the department.
Rank	62.8844	20	0.00	Significant relationship/ The physical/health consequences depend on the rank.

### 6.9 Relationship between demographic profile and work performance

The implication and interpretation already shown in the last column. P-values less than 0.05 means significant relationship that caused the rejection of the null hypothesis. Otherwise, fail to reject the null.

Demographic Profile	Chi-square value	df	p-value	Interpretation/Implication
Age	35.3996	24	0.06	No Significant relationship/ The work performance does not depend on age.
Gender	30.4725	8	0.00	Significant relationship/ The work performance depends on gender.
Region	71.7853	32	0.00	Significant relationship/ The work performance depends on region.
Civil Status	32.6935	12	0.00	Significant relationship/ The work performance depends on civil status.
Highest Educational Degree	99.7937	28	0.00	Significant relationship/ The work performance depends on highest educational degree.
Department	158.1818	40	0.00	Significant relationship/ The work performance depends on the department.
Rank	58.9851	20	0.00	Significant relationship/ The work performance depends on the rank.

## 4. CONCLUSION

The study's researchers seek to see the perceived effects of workplace bullying to job performance through the lived and personal experiences of Filipino crew members of major cruise lines in the world. From the findings, the researchers came up with the following conclusion:

1. The majority of the respondents are between the ages of 20-25 years old, female, from Region IV A-CALABARZON, single, with finished Bachelor's degree, mostly from Norwegian Cruise Lines affiliation, with 1 to 3 years of cruise experience in food and beverage industry and with an organizational rank as supervisor.
2. In the assessment of different forms of bullying encountered by the respondents, the majority experience rumors and gossip in emotional bullying, In terms of physical bullying, negative eye contact was mostly experienced by the respondents Likewise, in work related bullying, the respondents highly experience unethical communication/ approaches. Moreover, in social exclusion and humiliation the respondents were more likely to ignore an individual rather than withhold information, and lastly in terms of task related bullying, majority of the respondents' encountered excessive pressure.

3. The researchers find out that majority of the respondents respond to bullying experience by reporting to superior or to the administration.
4. With regards to the consequences of bullying experience of respondents, it is reasonable to conclude that from the psychological or behavioral effect most of the respondent's experience irritability. On the other hand, in physical or health related effects they were more likely to experience fatigue and sleep difficulties.
5. Because of the effect of bullying, majority of the respondents' productivity has decreased as well as their performance has been damaged. In general, effects to work performance were sometimes experienced by the respondents.
6. The significant correlation between demographic profiles of the respondents between demographic profile and bullying experience, responses to bullying, consequences to bullying and work performance of the bullied employee shown to failed to pass the null hypothesis.
7. The researcher's proposed strategies are to further improve and limit the impact of workplace bullying to work performance among Filipino cruise staff.

## **5. RECOMMENDATION**

Based on the findings and conclusion, the following recommendations were drawn. The researchers would like to recommend suggestions to help in improving and limiting workplace bullying to work performance among Filipino cruise staff:

### **1. For cruise line companies**

- a. Create a Workplace Violence and Harassment Program as a guiding approach, outlining how everyone should behave and be treated at work, and a preventive approach, which tells people what they should not do. Such a policy may be envisaged as a way that management can be seen to be taking a practical decision-making approach to addressing the problem, and thus demonstrate leadership in so doing. An anti-bullying policy could differentiate reasonable management practice from bullying and thus encourage managers to be more positive about using anti-bullying policies as a positive strategy for managing people.
- b. Provide adequate orientation and training that contains useful information, policies, and procedures to assist them in dealing with workplace bullying more effectively.
- c. Conduct a periodic consultation amongst staff members, monitor health and safety and working conditions by detecting whether there are symptoms of bullying occurring or if there is an elevated risk of it occurring.
- d. Facilitate an exit interview for staff members who are about to finish his or her contract. This interview must be properly documented to become basis for future management decisions.
- e. Train supervisors and managers in how to deal with complaints and potential situations. Encourage them to address situations promptly whether or not a formal complaint has been filed.

### **2. For cruise line staff**

- a. Act towards other staff members in a respectful and professional manner.
- b. Understand the company policies on workplace violence and harassment.
- c. Do not ignore any potential problem. Work out solutions before the situation gets serious or out of control.

### **3. For local manning agencies**

- a. Conduct a post-contract survey or interview to identify possible bullying experience of an employee from his previous work contract. Results may be used in developing workplace harassment programs and may be shared to the cruise line companies.
- b. Develop tests that may identify employees' readiness and mental health status specifically in handling stress brought by working in a cruise environment.

#### 4. For educational institutions

- a. Teach students to become pro-active in the workplace especially when dealing with workplace violence or harassment like bullying in any forms.
- b. Educate the importance of mutual respect, cultural differences, and following workplace protocols in order to avoid involving themselves in any trouble.

#### 5. For future researchers

- a. Conduct similar or in-depth study on this topic to help cruise line stakeholders minimize the occurrence of workplace bullying in the industry.

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