

Abstract

The present study was designed to examine the mediating role of stress management in relation to workplace incivility, burnout, and Turnover intentions among employees. The study sample (N=203), male (n=101), and female (n=102) with an age range from 20-60, was selected through a purposive sampling technique. Participants completed self-reporting questionnaires, workplace Incivility (WIS) Cortina et al. in 2001, the Oldenburg Burnout -Inventory (OLBI) Demerouti et al. in 1998, the Turnover Intention Scale (TOI) Camman et al. (1979), and part of Health- Promoting Lifestyle Profile II (HPLP-II) Walker and associates created the scale in 1987, to measure stress management and a demographic questionnaire.

The results of the Pearson Product Moment Correlation coefficient revealed a significant positive relationship between workplace incivility, burnout, and turnover intentions. However, a significant negative relationship was between stress management and other study variables. Mediation analysis showed that stress management significantly mediates the relationship between workplace incivility and burnout, workplace incivility, and turnover intentions. T-test analysis showed significant gender differences on the workplace incivility scale, burnout, and turnover intentions. One-way ANOVA revealed a significant effect of workplace incivility, burnout, turnover intentions, and stress management on Divorced, Widowed, Married, and single. The implications of the study are included which would be beneficial for the future study. Overall, the study revealed that experiencing incivility at the workplace can be related to other psychological and physical issues in the form of burnout and recurrent thoughts of leaving the job. However, stress management can work as a significant mediator in the experience of incivility, burnout and turnover intentions.

Keywords; Workplace Incivility, Burnout, Turnover Intentions, Stress Management.