

Workplace Bullying And Sexual Harassment Augment Turnover Intentions In Banking Sector; A Mediating Role Of Emotional Exhaustion

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Abstract

The primary goal of the study is to observationally demonstrate the existence of a direct relationship of workplace bullying and sexual harassment with turnover intentions, which will then be assisted by examining the role of Emotional Exhaustion as a mediator. The research carried out in a quantitative manner. Data is gathered through a questionnaire from the Banking Sector of Multan Region, Pakistan. Because of the large group of people in the target population, this study employed convenient random sampling with employees from Banking sector. Cronbach's Alpha and Discriminant Validity were used to evaluate the questionnaire's reliability. Smart PLS was used to conduct descriptive and inferential statistical analysis on quantitative data. As per report's results, the proportion of workplace bullying and sexual harassment appear to have a prominent impact on Turnover Intentions. Many firms are seeking to reset their Workplace Bullying and Sexual Harassment policies in order to protect workers from retaliation. The presented study will benefit managers, employees, and customers in the Banking Sector which will be incredibly valuable and instructional for decision-makers. Bullying practices are disheartened before they get incorporated in day-to-day employee interactions at work through the implementation of effective actions.

Keywords: Workplace bullying, Sexual Harassment, Turnover Intentions, Emotional Exhaustion and Banking sector.

1. INTRODUCTION

Workplace bullying severe issues in the workplace reduces job behavior (Einarsen et al., 2016). Previous research has found workplace bullying causes massive problems with the mind (e.g., strain and mental problems) as well as bodily sensations e.g., violence. (Tuckey and Neall 2014;

Kwan et al. 2016). Several researcher looked at how workplace bullying affects victims' negative behaviors, as in absenteeism (Magee et al., 2017), turnover intention, lower amounts of job involvement (Park & Ono, 2017), and unhappy with job. Companies focus on critical problem at work of bullying, in terms of avoiding it and mitigating its potential consequences. However, there has been very less exploration on the positive actions of victims, who might just voice their views and offer ideas to the organization in effort to stop long-term workplace bullying. Employee turnover is a common challenge for developing countries, particularly in higher education institutions. Employee turnover intention serves as a substitute for proper employee turnover. One of the difficult issues confronting African universities today is how to maintain the changing employee-employer relationship.

Sexual harassment can manifest itself in a variety of ways. A few of these types may emerge innocuous, but they can be dangerous, particularly as occurrences 'escalate.' There is sometimes a fine line between what is normally expected and what is not. Sexual harassment may be defined as any behavior that emphasizes gender inequality and wants to discriminate against others on this basis. Sexual harassment occurs when someone uses their positions in the organization to try to elicit sexual favors, either as a perceived threat or as a reward. We must also remember that sexual discrimination, as well as other forms of bullying, are all too common in the case of people with a physical and/or psychological disability. 'Emotional exhaustion,' it is claimed, is at the heart of the burnout syndrome. Employees who are psychologically intense are likely to be unhappy with own selves and unsatisfied with their assigned work. In conclusion, there appears to be widespread agreement in the literature that emotional exhaustion is the most important or heart element of burnout. Managers in the hospitality industry face serious difficulties from volatile and uncertain surroundings, such as seasonality, labor access, commodity shortage, mechanical failure, and reliance on suppliers, which raises stress levels.

1.1. Background of the Study

It is critical to comprehend workplace bullying as experienced by nurses, who make up the vast majority of the health-care workforce, as well as nurse managers, who are straightly responsible for delivering safe and quality care. Bullying is intentional, has a negative impact on the patient, and is aggressive, intentional, and frequent. There is little information available about the bullying experiences of nurses in management and executive positions. Furthermore, sexual harassment in earlier configured vets were associated with declines in post-deployment (Bean-Mayberry et al., 2011). Women who had felt army sexual hurt had more diagnosable mental health diagnoses than those that have not faced army sexual hurt among several recent war veterans with PTSD (Maguen et al., 2012). Emotional exhaustion, according to past studies stated disparity among emotional expression necessary for the organization as well as a genuine knowledge for one's emotion (Grandey, 2000). Individuals suffer from stress or emotional exhaustion. According to cognitive dissonance theory, once evaluating this, they are compelled to act or express emotion that contradicts their own beliefs. Consistent emotional exhaustion, according to investigators, reduces or even eliminates an individual's sense of self-identity encourages powerful identity.

1.2. Problem Statement

According to Keashly and Neuman (2004), workplace bullying goals are tired, with high amounts of "anxiety, depression, burnout, anger, and helplessness". Furthermore, goals of workplace bullying experience anger, frustration, fear, and resentment (Matthiesen & Einarsen, 2007). Sleeplessness, clinical depression, binge eating, heart disease, and stomach problems can all result from increased stress (Keashly & Neuman, 2004). Employee turnover intent serves as a stand-in for actual employee turnover. One of the most difficult issues confronting universities today is how to handle the changing employment relationship. Tandung (2016) defined turnover intention as the power of a person's purpose or inspire forward towards volunteer final exit from an organization. It is essentially a motivation or goal that motivates an employee to leave his or her present job.

1.3. Significance of the Study

Previous research in Pakistani organizations focused on investigating and recognizing the occurrence of bullying in the health sector, with a particular emphasis on high-ranking medical staff (doctors), junior staff (nurses), and medical students. As a result, this study is important because it fills a gap in the lack of information on the prevalence of bullying behaviors in an academic setting. The study investigates faculty's perceived exposure to bullying behaviors at work in a public sector university, as Salin (2001) claimed that even academic and employment competencies may not protect an individual from undergoing bullying at work. The study's main contribution is to guarantee that required measures are put in place to discourage bullying practices before they become rooted in day-to-day worker workplace interactions. Emotional exhaustion regarded most important aspect of burnout (Maslach et al., 2001). Workers who are emotionally exhausted are fed up and failed to satisfy the demands of their jobs or connect with others.

2. LITERATURE REVIEW

2.1. Workplace bullying

WPB is defined as a series of unending negative behaviors directed at a person or group, such like building disrespectful comments, difference between the expected neglecting an employee, reducing his/her dignity, neglecting his/her donation and disseminating malicious rumors (Rossiter & Sochos, 2018). High job requirements are viewed as risk variables for uncivil workplace behavior (Koon & Pun, 2018).

2.2. Sexual Harassment

Vartia (1996) defines sexual as "situations in which an individual is continuously subjected across time to unpleasant behaviors on part of one or even more individuals." Harassment is defined as repeated activities directed at one or more individuals who, for one reason or another, are unable to safeguard themselves (Björkqvist et al., 1994).

2.3. Turnover Intentions

Employee turnover intention is defined as a mental and deliberate desire to leave the organization, and it has the potential to be a good predictor of actual turnover behaviors. Employees resign for a number of reasons. Job pressure is one of the major causes (Elçi et al., 2012).

2.4. Emotional Exhaustion

The consumer buying decision process are the decision-making processes begin by the consumer to buy the goods or services in exchange of money in the market before, during and after the purchase of goods or services (Lumen, n.d.)

Emotional exhaustion is a particular strain reaction that refers to a process of diminished energy due to the excessive psychological and emotional demands that take place among employees who work in some ability (Jackson et al., 1987). Exhaustion is defined as feelings of emotional emptiness, overwork, a strong desire to rest, and a state of physical exhaustion (EvangeliaDemerouti et al., 2010). Finally, emotional exhaustion is a particularly slow-developing process that does not occur in a week but rather over a year.

2.5. HYPOTHESIS DEVELOPMENT

Relationship of Workplace Bullying and Emotional Exhaustion

Following are the reasons for looking into emotional exhaustion. First, emotional exhaustion is a necessary component of exhaustion and the primary side effect (Bowler, 2007). Second research has looked into the connections between burnout elements, ancestors, and effects. However, bullying in the workplace is an adverse workplace incident. Represents incapability to handle situation effectively, this implies that perhaps the emotional response may be maintained. Workplace bullying represents persons are subjected to long-term unpleasant rudeness and anger. Previous research has discovered that an ego bullying scenario increase anxiety (Nielsen & Einarsen, 2012). Stressful events, workplace bullying has been linked emotional responses, just like exhaustion. Persons are inclined to feel tired as a result of having to deal with bullying and the increasing strain of attempting to deal with it (Tuckey & Neall, 2014). As a result, we propose the hypothesis below.

Hypothesis1: There exists a positive relationship between Workplace Bullying and Emotional Exhaustion.

Relationship between Sexual Harassment and Emotional Exhaustion.

Workplace harassment has been associated with emotional tiredness, a type of burnout that has been reported in various research. Emotional tiredness is one of the three factors linked to burnout syndrome (Maslach et al., 2001). "Exhaustion is a symptom of mental fatigue, alienation, and a decreased desire for self that might occur among those who interact with them at some point," explain. As per a study, workplace bullying may be the source of mental tiredness and disease among employees. Regardless of that harassment, emotional weariness, occupational burnout, and health difficulties are all well-known, few studies have been conducted with a Lithuanian sample

to yet. We hypothesized that higher levels of perceived workplace harassment are associated with higher levels of emotional exhaustion in employees.

Hypothesis2: There is a significant relationship between Sexual Harassment and Emotional Exhaustion.

Relationship between Emotional Exhaustion and Turnover Intentions

A psychological process in which an individual contemplates and chooses to leave his or her work is called as turnover intention (Mobley et al., 1978). Because public service jobs are known for their employment security, the employee is likely to leave the company. Simone et al. (2018) found that the decision to leave has a detrimental impact on healthcare workers' job, creating service interruptions, diminishing the quality of care delivered to patients' families, or increasing the chances of medical mistakes. As earlier said, emotionally weary healthcare professionals lack the stamina to effectively do their job obligations, and they may feel compelled to quit the job as a means of coping with their exhaustion. Emotional weariness has been linked to healthcare professionals' desire to leave in previous studies (Yanchus et al., 2017). In either case, the following hypothesis emerges:

Hypothesis3: There exists a positive relation between Emotional Exhaustion and Turnover Intentions.

Relationship between Workplace Bullying and Turnover Intentions.

Workplace bullying has appeared a catch-all long-term, recurring self-motivated workplace in humanities, just like "incivility and ostracism". Individuals who are weak and pathetic and vulnerable in the workplace who subjected to bullying and other aspects of workplace unfair treatment create a desire to willingly leave their jobs in order to avoid harmful interrelations (Salin, 2001). In this section, we introduce theory that explains why turnover intentions may influence workplace bullying. Due to the fact that this body of research has discovered a plethora influencing employee choices to leave the job, a thorough examination of the underlying assumptions of turnover is far beyond the scope of this research. (e.g., better incentives and job dissatisfaction). The "Unfolding Model of Voluntary Turnover" is the focus of this report that provides enhanced the turnover process is depicted using five personality paths that underlies workers' choices to leave their jobs. As a result, according to the UMVT, exposure to workplace bullying is expected to employee turnover intentions.

Hypothesis4: Exposure to workplace bullying directly increases employee turnover intentions

Relationship between Sexual Harassment and Turnover Intentions

According to Sexual Harassment and Turnover Intentions, In the United States, the cost of replacing is the most significant single component of the total cost of sexual harassment. Furthermore, turnover costs involve attempts able to invest in hiring and training talent, as well as training and recruiting new employee. Colleagues may be asked to complete additional work activities that the harassed person or harasser has left unfinished. If there are more than one employee turnover is typically involved in a step projected costs are cumulative. Ghere, G., and

York-Barr, J. (2007). Sexual harassment tends to be linked turnover intentions having considered exiting their task. Sexual harassment has a negative effect on turnover intentions in a variety of work settings, including the United States Army, the United States Navy. Furthermore, findings demonstrate that when women managers, in particular, face sex discrimination, they intend to leave their jobs prompting the following hypothesis:

Hypothesis5: There exists positive relation between Harassment and Turnover Intentions
Emotional Exhaustion as a Mediator:

Mediation between Workplace Bullying and Turnover Intentions

Workplace bullying has been related to mental illness, conduct disorder, and social isolation. Bullying, according to past studies, viewed as cognitive activation that results in emotional responses (Nielsen & Einarsen, 2012). Cognitive activation, or a negative scenario which people frequently encounter other people's negativity, has been linked emotional exhaustion and anxiety. Nielsen and Einarsen (2012) discovered that involved in bullying targets' emotional exhaustion is clearly linked to physical illnesses (Hoel et al., 2004). According to study on personal experiences of bullying, it can cause health care issues (Einarsen, 2000). Studies cited shown are grounded victims' assessments effect of their health-related experiences. As a result, the following hypotheses are advanced in this study:

Hypothesis6: Emotional Exhaustion mediates the relationship between Workplace Bullying and Turnover Intentions

Mediation between Sexual Harassment and Turnover Intentions

In a nutshell, the participants in these studies had higher stress levels, anxiety, depression, and cardiovascular problems. Anyway, no study has been carried to date in an instructor population. As an outcome, the report's target was to look into the connectedness of work harassment, absenteeism, and emotional exhaustion in a group of teachers. According to research, the most trustable aspects of emotional exhaustion are its connections with related to job requirements and work achievement (Halbesleben & Bowler, 2007). Study discovered emotional exhaustion is strongly associated to health care providers (Knudsen et al., 2009). Furthermore, turnover is most common predictive behavioral displaying organizational deterioration because it predicts disorder in the overall organizational system rather than particular problems.

Hypothesis7: Emotional Exhaustion mediates the relationship between Sexual Harassment and Turnover Intentions.

2.6. Theory Underpinning: Affective Events Theory (AET)

AET was used in studies over the last twenty years to investigate the causes and consequences of personal emotions. AET emphasizes the processes underlying worker affective reactions in the working place and concentrates completely on personal judgment processes. Workplace events can elicit reactions in which can lead to work-related attitude and behavior consequences (Park & Ono, 2017) for example, proved that workplace bullying (e.g., a negative workplace) lead to reevaluation of psychosocial workplace safety, which impacts employees' job engagement.

Victims of workplace bullying may be triggered by psychological and emotional experiences, which can have a negative impact.

2.7. Research Framework

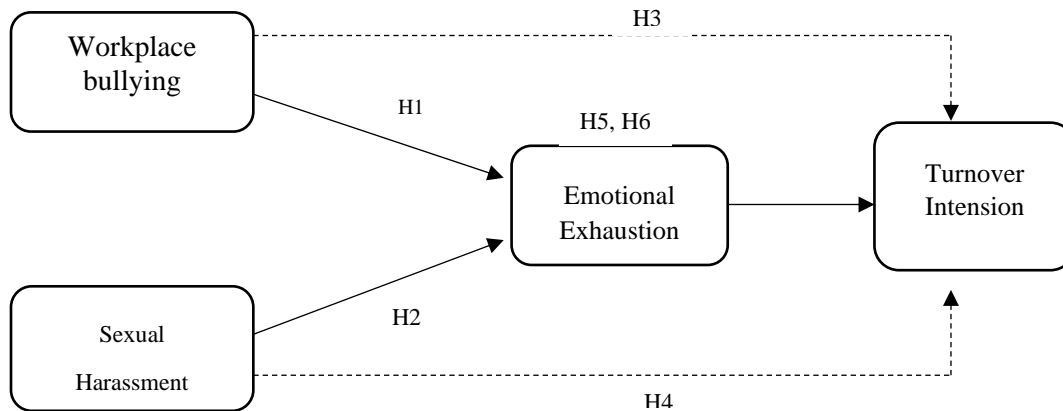


Figure 1: Research Framework

3. METHODOLOGY

3.1. Research Design and Data Collection

The study purpose is to explain and predict the relationship between Workplace bullying and Sexual Harassment on Turnover intentions with the mediating role of Emotional exhaustion. In the methodology section, the first decision form any research study is to choose the research design whether it is quantitative, qualitative or mixed method (Saunders et al., 2021). Data is collected through Banking Sector of Multan Region, Pakistan through questionnaire. The sample size was 203 using convenient random sampling technique from diverse employees and firms. Both descriptive and inferential statistics were used to perform this analysis. Smart PLS is used to ensure structural model validation (Amram & Dryer, 2008). According to Hair et al. (2010), the sample size for the population of 250, 000 is 200 which is the target sample size of this study.

The primary data was gathered through the survey method. A structured questionnaire was spread to collect the required information for analysis of the proposed hypotheses and the testing and validation of the final framework. A five-point Likert scale was used to indicate the respondents' thoughts about how much they agreed or disagreed with each item (1=strongly disagree to 5=strongly agree).

3.2. Research Instruments and Scale Measures

Workplace Bullying

Workplace Bullying is measured adopting 04-items from Hershcovis, 2011, which was on the following scale: 1=Strongly Disagree, 2=Disagree, 3=Neutral, 4=Agree, and 5=Strongly Agree.

Sexual Harassment

A more comprehensive assessment of the suggested measuring scale would be carried out. 5-likert scale is developed by using several items elaborated by different analyst's Sexual Harassment is measured using five items adopted from (Fitzgerald, Shullman, et al., 1988)

Emotional Exhaustion

Maslach and Jackson (1981) 5.0-point Likert Scale was used in the study Emotional Exhaustion is measured adopting 8-items from, 1=Strongly Disagree, 2=Disagree, 3=Neutral, 4=Agree, and 5=Strongly Agree.

Turnover Intension

Turnover Intension is measured using 5-items adopted from (Cammann, Fichman, Jenkins, & Klesh, 1979) (Michaels, C.E. and P.E. Spector (1982) with 5.0-point Likert Scale footing. 1=Agree, 2=Disagree, 3=Neutral, 4=Agree, 5=Strongly Agree.

4. RESULTS AND DISCUSSION

4.1. Summary and Normality of the Data:

4.1.1. Data Description:

The data collection method is depicted in this table. We sent out 230 surveys to our target demographic, and 212 of them were returned. Our most recent sample has 203 surveys, 9 of which are incomplete.

Table-1.1: Respondent of Questionnaire

Total Respondent	230 (100%)
Collected Questionnaire	212 (92.17%)
Sample Size	203 (88.26%)

Table-1.2: Demographics

Demographics	Frequency (%)
GENDER	
Male	72.41 %
Female	27.59%
AGE	
20 – 30 years old	47.29 %
30 – 40 years old	38.42 %
Above 40 years	14.29 %
EDUCATION	

Masters	52.71 % of the total population
Bachelors	39.90 % of the total population
Intermediate	7.40 % of the total population
EXPERIENCE	
1 - 5 years	57%
5 - 10 years	22%
10-15 years	17%
Above 15 years	4%

4.1.2. Descriptive Statistics

This table summarizes data with a standard deviation that is less than or equal to the mean. This means that while the gap between the data is tiny, the difference between the minimum and highest value is much higher. This signifies that the majority of the numbers are lower than average, and vice versa. If the workplace bullying minimum and maximum values are 6-30, the difference between the average values is 15. 709 and the standard deviation is 4.623, indicating that the difference is modest or mostly below the mean values' and vice versa.

Table-2: Descriptive Statistic

Descriptive Statistic	N	Mini	Maxi	Mean	Std. Dev
Workplace bullying	203	6.00	30.00	15.709	4.623
Sexual Harassment	203	5.00	22.00	11.891	3.766
Emotional Exhaustion	203	5.00	25.00	12.374	4.388
Turnover Intentions	203	5.00	24.00	12.152	4.223

4.1.3. Correlation Matrix

The coefficient of correlation might be anything between -1 and 1. The more the absolute value of the coefficient, the better the relationship in between variables. Pearson's relationship to 1 implies a completely linear relation. A correlation close to zero indicates the absence of a linear relationship between the variables.

Table-3: Correlation Matrix

Correlations		Workplace bullying	Sexual Harassment	Emotional Exhaustion	Turnover Intentions
Workplace bullying	Pearson Correlation	1	.692**	.748**	.728**
	Sig. (2-tailed)		.000	.000	.000
	N	203	203	203	203
Sexual Harassment	Pearson Correlation	.692**	1	.722**	.688**
	Sig. (2-tailed)	.000		.000	.000
	N	203	203	203	203
	Pearson Correlation	.748**	.722**	1	.791**

Emotional Exhaustion	Sig. (2-tailed)	.000	.000		.000
	N	203	203	203	203
Turnover Intentions	Pearson Correlation	.728**	.688**	.791**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	203	203	203	203

4.1.4. Measurement Model

The coefficient of correlation might be anything between -1 to 1. The closer the link in between variables, the larger the absolute value of the coefficients. Pearson's connection to the absolute amount of one defines a purely direct correlation. If the coefficient is close to 0, the factor does not have a true linear connection.

Table-4: Outer Loadings, Construct Reliability and Validity

Constructs	Factors	Outer Loadings	Cronbach's Alpha	rho_A	C.R	AVE
Workplace Bullying	BW1	0.712	0.837	0.841	0.885	0.608
	BW2	0.781				
	BW3	0.851				
	BW4	0.829				
	BW5	0.717				
	BW6	Deleted				
Emotional Exhaustion	EH1	0.709	0.792	0.803	0.864	0.615
	EH2	0.800				
	EH3	Deleted				
	EH4	0.808				
	EH5	0.815				
Sexual Harassment	SH1	0.694	0.769	0.783	0.854	0.596
	SH2	0.673				
	SH3	0.849				
	SH4	0.854				
	SH5	Deleted				
Turnover Intentions	TI1	0.744	0.817	0.821	0.872	0.576
	TI2	0.795				
	TI3	0.776				
	TI4	0.747				
	TI5	0.732				

4.1.5. Discriminant Validity

The types of assessments used to find research subjects are no more significant than theoretical engineering. HTMLT (Distinction Tools) are not all relative, and only a few are connected. This is crucial in terms of research quality (Wang et al., 2015).

Table-5: Discriminant Validity

Constructs	Emotional Exhaustion	Sexual Harassment	Turnover Intentions	Workplace bullying
Emotional Exhaustion	0.784			
Sexual Harassment	0.729	0.772		
Turnover Intentions	0.777	0.721	0.759	
Workplace bullying	0.773	0.763	0.766	0.780

4.2. R² and Adjusted R²

After examining the diagnostic models, the next stage in Smart PLS is to evaluate the structural model's accuracy. The setting of the (R²) parameter reflects the total influence of external encryption on the infrastructure at the target's end, and values ranging from 0 to 1 can be evaluated inline. The R² values for emotional tiredness and turnover intention are good to moderate, but not strong (Hair et al., 2019). More than 60% of DVs are identified by IVs, according to this table.

Table-6: R² and Adjusted R²

Constructs	R Square	R Square Adjusted
Emotional Exhaustion	0.643	0.640
Turnover Intentions	0.686	0.682

With a value of 0.176, emotional exhaustion was considered to be important and significant in the general model. The F² value of the printed structure should be checked to assess the change in R² value (Sarstedt et al., 2017).

Table-7: F-Square

Constructs	Emotional Exhaustion	Turnover Intentions
Emotional Exhaustion		0.176
Sexual Harassment	0.130	0.045
Workplace bullying	0.315	0.100

4.3. Confidence Intervals:

The root coefficient of a hidden component was estimated using the Bootstrap approach, which does not require a typical sample distribution. There is a substantial root coefficient if zero is not inside the lower and upper 95% of the CIS (Hair et al., 2019). This table demonstrates that not all values are equal to zero, and that all outcomes are important.

Table-8: Confidence Intervals

Relationships	2.5%	97.5%
Emotional Exhaustion → Turnover Intentions	0.251	0.513
Sexual Harassment → Emotional Exhaustion	0.207	0.469

Sexual Harassment	Turnover Intentions	0.035	0.344
Workplace bullying	Emotional Exhaustion	0.382	0.643
Workplace bullying	Turnover Intentions	0.170	0.475

Hypothesis Testing

Table 8 shows the results of hypotheses. The acceptance and rejection criteria depend on the "p-values" and "t-values" of the data and the "" effects, which are either positive or negative. The p-value is less than its threshold values (5% or 0.05), which shows all the direct and indirect effects have significant effects on its D.Vs. All the values are positive, which means the results are positively significant.

Table-9: Hypothesis Testing

	Total Effect	β	STDEV	T-Value	P - Values	Results
H-1	Workplace bullying Emotional Exhaustion	0.518	0.066	7.840	0.000	significant
H-2	Sexual Harassment Emotional Exhaustion	0.333	0.067	4.944	0.000	significant
H-3	Emotional Exhaustion Turnover Intentions	0.393	0.067	5.846	0.000	significant
H-4	Workplace bullying Turnover Intentions	0.314	0.077	4.061	0.000	significant
H-5	Sexual Harassment Turnover Intentions	0.195	0.078	2.501	0.012	significant
H-6	Emotional Exhaustion*Sexual Harassment → Turnover Intentions	0.131	0.035	3.759	0.000	significant
H-7	Emotional Exhaustion*Workplace bullying → Turnover Intentions	0.204	0.042	4.826	0.000	significant

*H-6 and H-7 represents the mediation analysis

Results Discussion According to the Table 9, hypothesis H1 reflects the relationship between Workplace bullying and Emotional Exhaustion which refers the t-value is 7.840 (i.e., $t \geq 1.96$) while p-value is 0.000 (i.e., $p \leq 0.05$). Therefore, hypothesis H1 is significant. Moreover, when testing hypothesis H2, the study found significant relationship between Sexual Harassment and Emotional Exhaustion because t-value is 4.944 (i.e., $t \geq 1.96$) while p-value is 0.000 (i.e., $p \leq 0.05$). Therefore, hypothesis H2 is significant. There is significant relationship between Emotional Exhaustion and turnover intention, as the Table 9, shows that t-value is 5.846 (i.e., $t \geq 1.96$) while p-value is 0.000 (i.e., $p \leq 0.05$). Therefore, hypothesis H3 is significant. It indicates that Emotional Exhaustion has significant association with firm Performance. In hypothesis H4, t-value is 4.061

(i.e., $t \geq 1.96$) while p-value is 0.000 (i.e., $p \leq 0.05$). Therefore, hypothesis H4 is significant. In hypothesis H5, as the Table 9 found the relationship between Sexual harassment and Turnover intention which refers the t-value is 2.501 (i.e., $t \geq 1.96$) while p-value is 0.012 (i.e., $p \leq 0.05$). Therefore, hypothesis H5 is significant. According to the Table 9, Hypothesis H6 found that Emotional Exhaustion mediates the association between Sexual Harassment and Turnover intention that refers the t-value is 3.759 (i.e., $t \geq 1.96$) while p-value is 0.000 (i.e., $p \leq 0.05$). Therefore, hypothesis H6 is significant. In the end this study investigated the mediating effect of Emotional Exhaustion between Workplace bullying and Turnover intention, hypothesis H7, as the Table 9 reflects that t-value is 4.826 (i.e., $t \geq 1.96$) while p-value is 0.000 (i.e., $p \leq 0.05$). Therefore, hypothesis H7 is significant.

5. CONCLUSION

According to the findings, there is a link among workplace bullying, sexual harassment, and the intention of individuals who have been exposed to leave. The potentially negative consequences of such exposure on the targets' personal health and well-being (Hansen et al., 2006), As a result, enabling such undesirable actions in the workforce to continue unchecked concept was based on the institution's reputation in the eyes of its employees. It is necessary to be watchful and aware of such situations. Researchers have discovered that organizational harassment in the form of bullying frequently goes unnoticed. Sexual harassment highlights poor job performance, psychological wellbeing, and physical health issues, according to Chan et al. (2008).

Bullying, according to research, can be considered as cognitive engagement that result in emotional reactions such as Emotional Exhaustion and Stress (Nielsen & Einarsen, 2012). Our findings show that workplace bullying and sexual harassment are widespread issues in the banking industry, with emotional exhaustion acting as a mediator, potentially leading to greater turnover and job unhappiness. As a result, the banking sector should take a variety of approaches to this challenge, such as providing bankers more autonomy over their own job. According to the findings of the mediation analysis, Emotional Exhaustion significantly mediates the relationship between workplace bullying and sexual harassment.

5.1. Limitations

Investigation seems to have some major implications, but it also has some limits that indicate that more investigation is warranted. The report's first fault is that it is based on regional data, and there is no way to demonstrate a causal relationship, making it impossible to draw concrete conclusions. However, sensitive issues such as workplace bullying, sexual harassment, and the intentions to leave demand total secrecy, allowing for a lengthy inquiry (Podsakoff et al., 2003). This opens the door to future research into continuous or randomized design approaches, which could improve the causality of the findings. The sample was chosen from the banking business in Pakistan's Multan Region, which is the study's second constraint. In terms of unpleasant and unpleasant treatment at work, the banking company's policies vary from that of other firms. As a result, future

study may choose to concentrate on a separate subject in order to confirm and extend previous findings. Third, we develop a greater understanding of how workplace bullying, sexual harassment, and the chance of leaving the banking profession are related. Furthermore, the socioeconomic situations of survivors and perpetrators, as well as their personalities, are not addressed. Finally, as already indicated, this study was conducted in Pakistan. Because of geographical, social, cultural, and other variables, the findings cannot be applied to other South Asian countries.

5.2. Future Research Directions

Future researchers should investigate the concept in a range of cultures, sectors, and civilizations in order to further evaluate the results of this study. To understand better Emotional Exhaustion's mediating influence, other variables such as organizational culture, organizational learning, job performance, and company suitability should be investigated in future research. As a result, qualitative analysis is strongly suggested for future research in order to discover additional variables and improve the model's explanatory ability.

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