

## **STUDYING THE IMPACT OF WORKPLACE GOSSIP ON EMPLOYEES' ATTITUDES AND PERFORMANCE IN THE EGYPTIAN HOTELS**

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### **ABSTRACT**

*At work, gossip is a common occurrence. Almost every employee finds themselves making, hearing, or otherwise participating in evaluative comments about someone who isn't in the conversation. This research aims to identify the impact of gossip in the workplace on the attitudes and performance of workers in Egyptian hotels in five stars hotels in Luxor and Aswan. This research is a descriptive analytical research that includes collecting and analyzing data based on the distribution of survey forms to employees' workers of department of hotels sample of the study. The valid questionnaires for analysis were 349. The Statistical Package for the Social Sciences (SPSS) version 22.0 is used to analyze the valid forms. Research findings highlighted that the results of the respondents showed that there are gossip in the workplace and there is a positive correlation between gossip in the workplace and the behavior of workers and between gossip in the workplace and the performance of workers. The research also recommends building trust. Building an environment of trust is one of the most important things you can do to create a positive work environment.*

**KEYWORDS:** Workplace Gossip, Attitudes and Performance, Egyptian Hotels.

### **INTRODUCTION**

Gossip serves as a medium for informal contact and information exchange, even if the information given through gossip isn't always accurate or comprehensive. Furthermore, gossip serves a variety of

purposes in communication, It's a way for people to share information and expand their knowledge (Georganta et al., 2014; Robbins and Karan, 2019), acquiring power, releasing repressed emotions, and cultivating interpersonal intimacy (Giardini and Wittek, 2019).

### **STATEMENT OF THE RESEARCH**

Negative work events elicit negative mood, which subsequently affects how individuals go about performing their job. From this perspective, we theorize that the perception that others speak negatively of oneself at work in absent (i.e., negative workplace gossip) is an unpleasant work events that elicit the feelings of irritation, anger, and anxiousness (i.e., negative mood), which in turn inhibit targets' service performance. Furthermore, we extend the AET perspective by investigating how two individual differences targets' trait mindfulness (i.e., the ability to be aware of the present moment without evaluation or reaction (Glomb et al., 2011)). This was important due to the paucity of studies and literature about the impact of gossip in the workplace on the behavior and performance of employees in Egyptian hotels. The problem of the research tries to answer the following questions:

**Question 1:** To what extent are gossip traits present in the behavior of the Egyptian hotel Staff sample of the study?

**Question 2:** What is the impact of gossip at work on the behavior of workers in Egyptian hotels?

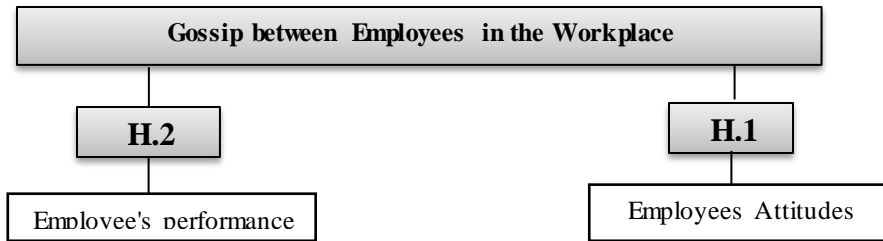
**Question 3:** What is the impact of gossip at work on the performance of staff in Egyptian hotels?

### **AIMS AND OBJECTIVES OF THE RESEARCH**

This research aims to identify the impact of gossip in the workplace on the behavior and performance of workers in Egyptian hotels. To reach to this aim, the following objectives are identified;

- To explore gossip traits present in the behaviour of Egyptian hotel employees' sample of the research.
- To analyse the impact of gossip at work on the behaviour of employee's in Egyptian hotels.
- To realize the impact of gossip at work on the performance of the employee's in Egyptian hotels.

## HYPOTHESES OF THE RESEARCH



**Figure 1: Hypotheses of the research**

**H.1.** There is a positive effect of workplace gossip on the Employees Attitudes in Egyptian hotels.

**H.2.** There is a positive effect of workplace gossip on the employees' performance in Egyptian hotels.

## LITERATURE REVIEW

Gossip has a bad meaning associated with jealousy and malice (Robbins and Karan, 2019). Negative, judgmental, and petty assumptions are also associated with gossip (Michelson et al., 2010 and Davey, 2016) as well as slander; many religious texts consider gossip to be sinful (Riegel, 2018). Gossip is commonly defined as unstructured, casual, or unrestricted talk or remarks about other individuals, usually incorporating unconfirmed data (Terence et al., 2021).

Gossip can also be used to call into question management decisions. Gossip allows for the formation of worker subcultures, which help to undermine managerial control and give employees more opportunities in the workplace. (Kim et al., 2021). The loss of respect for management as a result of gossip also affects management power when they strive to carry out their goals, particularly those involving transformation (Foster, 2004; Martinescu et al., 2014 and Terence et al., 2021).

However, the gossip process can be beneficial to all employees because it clarifies information, reducing worry and strain (Carrim, 2016). Gossip can also be used to sway others in less powerful positions (Kong, 2018). Gossip in groups, in particular, has been linked to worse intra-team trust, psychological safety, viability (Melwani, 2012; Brady et al., 2017), and higher levels of emotional weariness, proactive behaviour, and proactive activity (Xie et al., 2018). These findings appear to support laypeople's negative attitudes

of gossip and may point to the presence of a "dark" side to gossip in societies (Melwani, 2012 and Wu et al., 2018).

### **THE WORKPLACE GOSSIP**

Dores et al. (2019) defined gossip as "The process of sharing value-laden information about individuals of a social group informally ". This description describes how gossip is related to different types of conversations (Michelson and Mouly, 2004 and Kim et al., 2021). Gossip, according to Foster (2004) and Terence et al., (2021), is defined as the sharing of information having evaluative content about third parties who are not present

“Informal and constructive discourse in an organization about another individual of that organization who is not visible” is how workplace gossip is defined (Kurland and Pelled, 2000 and Wu et al., 2018). This frequently used definition has two important consequences in the gossip literature. Firstly, gossip is "evaluative," meaning it can be either favorable or harmful (Kniffin and Wilson 2005 and Grosser et al., 2010). Second, even if the individual is not directly involved in the transmission of the gossip, the member of the organization who is not present – gossip object – is an important aspect of gossip episodes. Much of what we know about workplace gossip is focused on determining who will be a gossip (Litman and Pezzo, 2005 and Kong, 2018) or with whom an employee is most likely to gossip (Ellwardt et al., 2012; Wyckoff, 2019). However, little is known about whom these people chose to gossip about. When trying to understand the concept of gossip, academics frequently run into a variety of issues (Cantor et al., 2015). One is the existing gap between the ordinary understanding of the term "gossip" and the scientific method (Keyton, 2017). Gossip, on the other hand, is commonly understood to mean idle chatter or chitchat and has bad connotations (Tian et al., 2019).

### **THE WORKPLACE GOSSIP AND WORKPLACE STRAINS**

For numerous reasons, perceived unfavorable workplace gossip is likely to provoke unpleasant mood in targeted, First, despite the fact that gossip is carried out without the target being present in the conversation, research has shown that targets of gossip are able to detect its presence by observing the odd actions of others in the workplace (Foster, 2004 and Wu et al., 2018). When the target is entering or passing by, for example, gossipers are inclined to avoid eye contact or abruptly end conversations (Heathfield, 2019).

According to Judge et al. (2006), Negative affect is produced when social relations at work are jeopardized. As a result, target's low mood is likely to be a result of perceived unfavorable office gossip as an unpleasant work occurrence that threatens cherished social ties. As a result, when the targets of negative workplace gossip are in a bad mood, their ability to deliver excellent customer service (i.e., customer support performance) is likely to be hampered (Mattila and Enz, 2002 and Kuo et al., 2015).

### **THE BENEFICIAL SIDE OF WORKPLACE GOSSIP**

Some of published research and anecdotal data portray gossip as a harmful aspect of social interaction, it has also been acknowledged to have certain good impacts. Indeed, even if the gossip is unfavorable, it may help the one who is spreading it (Wyckoff et al., 2019). Because gossip frequently comes from a trusted coworker, the information is usually regarded as trustworthy and important (Hennig-Thurau et al., 2002; Robbins and Karan, 2019). As a result, the person who spreads the news can obtain reward control over people who are the target of the story (Grosser et al., 2010). This approach is in line with internal organizational power concepts (Lee and Ok, 2014). In the example of organizations, those who spread the gossip may become central in communications systems, successfully placing themselves to benefit from the advantages of network centrality. Furthermore, it has been proposed that, at least in part, a considerable chunk of an organization's culture can be absorbed and comprehended through member gossip (Terence et al., 2021). Audiences and individuals' use of gossip extends beyond simply gaining a better grasp of their surroundings, where the information transmitted through this informal mode of communication is utilized in a variety of ways (Lu et al., 2016).

According to literature, workplace gossip offers a variety of organizational objectives that include, information, amusement, camaraderie, influence, evolutionary utility, and a means of releasing pent-up emotions are among the organizational roles of workplace gossip (Ferrari, 2015). Workplace gossip, according to Ardabili (2016), can represent corporate culture and provide significant insights into a company's working environment. According to some researchers, low-status employees utilize gossip to exert informal power, which is then utilized to influence the conduct of people in positions of authority (Giardini, 2019). To prevent being a victim of gossip, one must make an effort to adhere to social norms, effectively converting gossip into an internal police force (Ingram, 2014).

## **NEGATIVE WORKPLACE GOSSIP**

Employees in the hotel industry are exposed to negative workplace gossip, which creates a non - supportive workplace environment whereas negative workplace gossip invades hospitality workers' privacy, damages their reputation, and makes them feel excluded by their bosses and coworkers (Wu et al., 2018). As a result of the non - supportive environment, hospitality employees are prone to adopt a self-protective technique (Tian et al., 2019). It is difficult for the victim to verify the validity of bad workplace gossip and to recognize and respond against the gossip because it occurs discreetly and indirectly. As a result, the victim's retaliation approach may be both indirect and implicit (Wu et al., 2018). When it comes to unfavorable workplace gossip, the most common self-protective technique for hospitality personnel is to put off customer service efforts (Wu et al., 2018 and Tian et al., 2019).

## **WORKPLACE GOSSIP AND EMPLOYEES' ATTITUDES**

Attitudes are evaluative comments, either positive or negative, about objects, people, or events. They express how a person feels about something (Pasae et al., 2021). An attitude is a proclivity to develop various types of assessments about individuals, issues, and situations, usually in specific contexts (Bruine de Bruin et al., 2020). Personal attitudes are an indication of the individual's general values. The causes of employee attitudes and work happiness are the first significant practitioner knowledge gap we shall address (Jumady et al., 2021). In general, human resource practitioners recognize the importance of the work environment as a source of employee attitudes, and it is an area where HR can aid influence through organizational initiatives and management practices. However, during the last two decades, there has been substantial research progress in understanding dispositional and cultural impacts on work satisfaction, which is still being studied (Kaplan and Kaplan, 2018). The attitude is a positive or bad emotion or psychological condition of readiness that is taught and organized via experience and has a specific influence on how a person reacts to people, objects, and events (Pasea et al., 2021).

When high attentive employees see bad workplace gossip, they are less inclined to take it individually and, as a consequence, should be less vulnerable to the poor mood influenced by such occurrences than their low mindful peers (Datu et al., 2018). For example, those employees with greater levels of mindfulness are less likely to have unpleasant sentiments and act in a counterproductive manner when

they see unfair behavior. Recent leadership research discovered that attentive leaders were better able to regulate their negative emotions to deviant behaviors around them (Dello and Stoykova, 2015). As a result, to the degree that bad workplace gossip is a type of indirect assault or deviant conduct directed towards targets (Beersma and Van Kleef, 2012). It undermines mutual trust and meaningful cooperation at work. Higher mindfulness goals should be less likely to suffer bad mood, which decreases customer service performance (Brady et al., 2017). Mobbing seems to be another form of gossip that generally ends in embarrassment, uncertainty, a damaged reputation, and, in severe situations, the loss of an employee's job (Duffy and Sperry, 2007).

When high attentive individuals see bad workplace gossip, they are less inclined to take it individually and, as a consequence, should be less vulnerable to the poor mood influenced by such occurrences than their low mindful peers (Datu et al., 2018). For example, those employees with greater levels of mindfulness are less likely to have unpleasant sentiments and act in a counterproductive manner when they see unfair behaviour. A recent leadership research discovered that attentive leaders were better able to regulate their negative emotions to deviant behaviors around them (Dello and Stoykova, 2015).

### **EFFECTS OF WORKPLACE GOSSIP**

Workplace gossiping, especially negative talk, costs gossipers money in the form of increased job anxiety, job instability, turnover, low affective well-being at work, and poor performance ratings (Grosser et al., 2010 and Brady et al., 2017and). The negative impact of office gossip on gossipers, on the other hand, only provides a limited picture of the repercussions of workplace gossip. The other key player in gossip is the gossip receivers (Martinescu et al., 2014and Besnier, 2019). Rather than having a detrimental impact on gossipers, gossip receivers may have a positive impact, according to the cultural learning perspective of gossip (Baumeister et al., 2004and Wu et al., 2016). This viewpoint implies that gossip receivers can benefit from useful information and vicarious learning opportunities provided by gossip, allowing them to be more adaptable and effective (Baumeister et al., 2004 and Kong, 2018).

## **IMPLICATIONS FOR PERFORMANCE PRESSURE**

Generally recognized definition of the idea encounters a number of difficulties, implying that the feasibility of any definitions and deriving any norms to get at the desired definition remains speculative, Performance is a recurring subject in management paradigms. Strategic and operational management are also covered in performance, which piques the interest of both practical managers and academic academics, as a result, performance may be described as the evaluation of constituents in order to measure a company's competence and ability to achieve the constituents' objectives (Bratianu and Bejinaru , 2019).

When employees face higher performance pressure as a result of their perceptions of the prevalence of workplace gossip, this performance pressure leads to better job performance. Performance pressure occurs when an individual feels their current level of performance to be insufficient (SinHui et al., 2021). This performance pressure is characterized by greater arousal, heightened assessment of consequences, and increased effort and perseverance in the face of obstacles (Chong and Park, 2017). Employees try to decrease the negative feelings connected with performance pressure by seeking strategies to increase performance. Low performance pressure, on the other hand, is related to employee complacency and poor work performance (Wang et al., 2017). There is already empirical evidence that performance pressure can lead to greater performance. Perceived social pressure to perform well has been found to have a greater impact on work performance than codified regulations (Zhang, 2012). Moreover, it was discovered that expected rewards for excellent performance resulted in performance pressure, which enhanced employees' intrinsic interest and creative performance (Eleonora, 2020). Ultimately, a long-term research of 72 audit and consulting teams discovered that certain degrees of performance pressure are related to greater team performance (Prutina, 2016).The notion of performance addressed both the methods and the objectives of an organization.

## **RESEARCH METHODOLOGY**

The quantitative approach was used in the study methodology this research is a descriptive analytical research that includes collecting and analyzing data in order to study the impact of gossip in the workplace on the behavior and performance of employees in Egyptian hotels in Five Star Hotels in Luxor and Aswan. This was



important due to the paucity of studies and literature about the impact of gossip in the workplace on the behavior and performance of employees in Egyptian hotels.

According to Egyptian Hotel Association (EHA), (2019), there are 12 five-star hotels in Luxor and Aswan. 4 hotels in Luxor and 8 hotels in Aswan. The researchers relied on the research population hotels in Luxor and Aswan five star. The researcher also relied on the five-star hotels in Luxor and Aswan for the possibility of reaching the largest possible number of the study community, and the hotels during the study period were more busy than others during the Corona period.

The sample's equation was applied to an unlimited society (Thompson, 2012) as follows:

$$n = \frac{N \times p(1-p)}{[N-1 \times (d^2 \div z^2)] + p(1-p)}$$

**N:** Sample size,

**P:** Percentage of the purpose of this study 0.50,

**D:** Percentage of the error limit allowed 0.05,

**Z:** The standard degree used for giving general results is 95%. Thus, the standard degree = 1.96.

$$N = \frac{250000 \times 0.50 (1-0.50)}{[250000 - 1 \times (0.05^2 \div 1.96^2) + 0.50 (1 - 0.50)]} = \frac{62.500}{162.94} = 383.58 \approx 384$$

The study population is not limited due to the difficulty of determining a certain number of students and faculty members in faculties and institutes of tourism and hotels in Egypt, so the random sample size is an ideal method to be applied in this study. According to Thompson (2012), the minimum number of respondents, that suitable for this study is 384.

The researchers contacted 384 hotel employees, to explain the purpose of the research and to obtain permission to collect data. 349 Questionnaires were valid for analysis 90.9%.

The researchers depended on one method that was used to obtain the data; the technique was as follows, questionnaire forms distributed on the employees of the hotels sample of the research on the front office department and accounting and public relations and maintenance and engineering department. The final employee's questionnaire consisted of four sections. The first section is the demographic data consists of 6 statements. The second section consisted of 14 statements about

workplace gossip. The third section consisted of 6 statements about the employees attitudes; the fourth section consisted of 7 statements about the employee's performance. The field study was conducted from September 2021 to November 2021.

**DATA ANALYSIS**

The Statistical Package for the Social Sciences (SPSS) version 22.0 was used to analyze the valid forms. Among its many modules for statistical data analysis, including

**Descriptive statistics such as:** Means, Standard Deviations, Frequencies, and categorical data analysis Frequency counts, percentage distributions.

- **Note that:** the mean used in determining the response to the study dimensions is Likert scales and it is illustrated as follows:

**Table (1): Five Points Likert Scale**

Category	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Scale	1	2	3	4	5
Rang	1 – 1.80	1.81 – 2.60	2.61 – 3.40	3.41 – 4.20	4.21 - 5

\*Rang =  $(5 - 1 / 5) = 0.80$

The analysis included the following statistical methods:

**Alpha Cronbach's test:** to know the reliability of the research.

**Kolmogorov-Smirnov test:** to know the normality of the distribution.

**Spearman Correlation Coefficients:** to test the correlation among the research variables and the validity of hypotheses. It is used in the case of nonparametric tests and in the case of the ordinal data.

According to Pallant (2007), the Cronbach Alpha reliability for variables and the tests indicated that the reliability coefficients for variables were above 0.976 which shows that the instrument is reliable for being used.

**Table (2): Alpha Cronbach's test for respondents questionnaires dimensions.**

Dimensions	Number of Statements	Alpha
The Workplace Gossip	14	0.776
The Employees Attitudes	6	0.721
The Employees Performance	7	0.901
Alpha Cronbach's for all Dimensions	<b>27</b>	<b>0.882</b>

**TEST OF NORMALITY FOR EMPLOYEES QUESTIONNAIRE DIMENSIONS**

**Table (3): Tests of normality for respondents questionnaire dimensions.**

Dimensions	Kolmogorov-Smirnova			Shapiro-Wilk		
	Statistic	df	sig.	statistic	df	sig.
The Workplace Gossip	.061	349	.000	.991	349	.02
The Employees Attitudes	.112	349	.000	.972	349	.000
The Employees Performance	.055	349	.001	.984	349	.001

The researchers used the tests Kolmogorov- Smirnova and Shapiro Wilk to know if the responses towards the statements of the research, dimensions follow the normal distribution or not and to determine the tests to be used by the researchers in the statistical analysis (Parametric or non-Parametric tests). The results show that the Sig.P-value was less than 0.05. Thus, it can be concluded that the distribution of the data is not normal. As a result, nonparametric tests were used.

**RESULTS AND DISCUSSIONS**  
**DEMOGRAPHIC DATA**

**Table (4): Demographic Data of Employees.**

Demographic Data	Attribute	Statistics	
		Freq.	%
Gender	Male	307	88.0
	Female	42	12.0
<b>Total</b>		<b>349</b>	<b>100.0</b>
Age	Less than 30 years	63	18.1
	From 30 – Less than 40 years	186	53.3
	From 40 years - Less than 50 years	73	20.9
	50 years and over	27	7.7
<b>Total</b>		<b>349</b>	<b>100.0</b>
Marital Status	Single	199	57.0
	Married	150	43.0
<b>Total</b>		<b>349</b>	<b>100.0</b>
Educational Level	Vocational or Technical School	39	11.2
	Bachelor degree	283	81.1
	Postgraduate (Diploma-Master-Ph.D.)	27	7.7
<b>Total</b>		<b>349</b>	<b>100.0</b>
Years of Experience	Less than 5 years	99	28.4

	From 5 – Less than 10 Years	160	45.8
	10 Years and over	90	25.8
<b>Total</b>		<b>349</b>	<b>100.0</b>
<b>The Department of Work</b>	Front office	104	29.8
	Housekeeping	137	39.3
	Food & beverages	79	22.6
	Others	29	8.3
<b>Total</b>		<b>349</b>	<b>100.0</b>

The results in table 4 indicated that from of the 349 respondents, 42 were females 12.0%, while the vast majority of respondents were males, 307 (88.0%). According to age group, among the 349 respondents, 53.3% belong to the age group 30 – Less than 40 years; this was followed by age group for 40 years - Less than 50 years by 20.9%, the age group less than 30 years by 18.1%, the age group 50 years was the smallest and presented by 7.7%, the results showed that from of the 349 respondents, 150 were Married 43.0%, while the respondents were Single, 199 (57.0%). Concerning the educational level, it could be noticed that 81.1% were Bachelors degree. Postgraduate (Diploma - Master – Ph.D.) (7.7%), 11.2% were Vocational or Technical School. The results also show that years of experience in the same position as the majority of the respondents (45.8%) were from 5 – Less than 10 years, while 10 Years and over by (25.8%). Respondents with experience of less than 5 years were the smallest group and represented 28.4%. Concerning the department of work, it could be noticed that 137 were Housekeeping (39.3%). Front office were 104(29.8%), Food & beverages 79(22.6%), Others 29(8.3%) such as Engineering and Maintenance Department, Human Resources Department, Public Relations Department and Accounts Department.

**THE DIMENSIONS OF STUDY**  
**THE WORKPLACE GOSSIP**

From the tabulated data in table 5, it could be noticed that the perceptions of the investigated respondents towards the statements of workplace gossip that the respondents agreed on seven statements out of fourteen statements. These statements were as follows: "Staff criticizes an absentee's uncooperative behavior" at (Mean=4.46; SD=0.825)." I ask staff about their interactions with the manager" at (Mean=4.41; SD=0.881)." The speaker is retaliating for another reason" at (Mean=4.41; SD=0.838). This results agree with what

mentioned by (Kuo et al., 2015). This mentioned that their ability to deliver excellent customer service (i.e., customer support performance) is likely to be hampered." The speaker wishes to have clout in the organization" at (Mean=4.10; SD=1.000)." I share stories about people's interactions with coworkers with others" at (Mean=4.08; SD=0.95)." I spend a lot of time conversing with others" at (Mean=4.01; SD=1.00)." When a manager is absent, I occasionally make a negative remark about his or her behaviour" at (Mean=3.57; SD=0.85). Meanwhile, the answers of respondents were natural toward four statements of fourteen statements. These statements were as follows: " To look good, the speaker violates organizational norms/rules" at (Mean=3.39; SD=1.28)." The speaker is looking for something from the person to whom he or she has revealed the gossip" at (Mean=3.12; SD=1.49)." I vented to a coworker about something my boss had done" at (Mean=3.09; SD=1.36)." In a conversation with a coworker, I told an unflattering story about my manager" at (Mean=2.83; SD=1.4). The respondents disagreed toward three statements of fourteen statements as follows: " While speaking with a coworker, I questioned my supervisor's abilities" at (Mean=2.42; SD=1.41)." I chastised a coworker while conversing with another coworker" at (Mean=2.37; SD=1.18)." When my superiors aren't around, I have a tendency to whine about them" at (Mean=2.32; SD=1.4). The general gross of respondents about The Workplace Gossip with average at (Mean= 3.46; SD= 0.49).this results agreed with what mentioned by (Wu et al., 2018), which mentioned that for numerous reasons, perceived unfavorable workplace gossip is likely to provoke unpleasant mood in targeted.

**Table (5): The Workplace Gossip**

Statements		5-Point Likert - Scale					Statistics		
		1	2	3	4	5	Mean	SD	R
1. I ask staff about their interactions with the manager.	<b>Freq.</b>	2	13	42	76	216	4.41	.881	2
	<b>%</b>	.6	3.7	12.0	21.8	61.9			
2. I share stories about people's interactions with coworkers with others.	<b>Freq.</b>	6	14	67	120	142	4.08	.954	5
	<b>%</b>	1.7	4.0	19.2	34.4	40.7			
3. Staff criticizes an absentee's uncooperative behavior	<b>Freq.</b>	4	9	24	97	215	4.46	.825	1
	<b>%</b>	1.1	2.6	6.9	27.8	61.6			
4. I spend a lot of time conversing with others.	<b>Freq.</b>	6	24	65	121	133	4.01	1.000	6
	<b>%</b>	1.7	6.9	18.6	34.7	38.1			
5. The speaker is retaliating for another reason.	<b>Freq.</b>	5	9	23	112	200	4.41	.838	3
	<b>%</b>	1.4	2.6	6.6	32.1	57.3			
6. The speaker wishes to have clout in the organization.	<b>Freq.</b>	5	22	62	103	157	4.10	1.000	4
	<b>%</b>	1.4	6.3	17.8	29.5	45.0			
7. To look good, the speaker violates organizational norms/rules	<b>Freq.</b>	52	15	99	110	73	3.39	1.281	8
	<b>%</b>	14.9	4.3	28.4	31.5	20.9			
8. The speaker is looking for something from the person to whom he or she has revealed the gossip.	<b>Freq.</b>	73	65	45	78	88	3.12	1.499	9
	<b>%</b>	20.9	18.6	12.9	22.3	25.2			
9. While speaking with a coworker, I questioned my supervisor's abilities.	<b>Freq.</b>	143	46	68	56	36	2.42	1.417	12
	<b>%</b>	41.0	13.2	19.5	16.0	10.3			
10. I vented to a coworker about something my boss had done.	<b>Freq.</b>	45	96	67	64	77	3.09	1.361	10
	<b>%</b>	12.9	27.5	19.2	18.3	22.1			
11. In a conversation with a coworker, I told an unflattering story about my manager.	<b>Freq.</b>	101	43	63	99	43	2.83	1.426	11
	<b>%</b>	28.9	12.3	18.1	28.4	12.3			
12. I chastised a coworker while conversing with another coworker.	<b>Freq.</b>	115	63	117	36	18	2.37	1.188	13
	<b>%</b>	33.0	18.1	33.5	10.3	5.2			
13. When my superiors aren't around, I have a tendency to whine about them.	<b>Freq.</b>	154	45	71	43	36	2.32	1.404	14
	<b>%</b>	44.1	12.9	20.3	12.3	10.3			
14. When a manager is absent, I occasionally make a negative remark about his or her behavior.	<b>Freq.</b>	4	9	183	90	63	3.57	.854	7
	<b>%</b>	1.1	2.6	52.4	25.8	18.1			
<b>General Gross and Standard Deviation</b>							<b>3.46</b>	<b>.49</b>	<b>-</b>

**N.B:** 1="Strongly Disagree", 2=" Disagree", 3="Neutral", 4="Agree, 5= "Strongly Agree", SD, "Standard Deviation".R=Ranking

## **THE EMPLOYEES ATTITUDES**

With regard to the answers of the investigated respondents towards the employee's attitudes, they were agreed with four statements of six statements according to their means as follows: "I approach problems with optimism and try to solve them on a personal level" at (Mean= 4.36; SD= 0.88). "I am always eager to improve myself in order to keep up with labour market changes". at (Mean= 4.18; SD= 0.93). "I intend to stay at work and work diligently to complete the tasks assigned to me". at (Mean= 3.92; SD= 1.00). "At work, coworkers collaborate and there is a strong sense of teamwork". at (Mean= 3.59; SD= 0.81).

The respondents disagreed toward two statements of six statements as follows: ". I promote a positive attitude toward my work and encourage coworkers to work together." at (Mean=2.56; SD=1.10). "The work environment is pleasant and conducive to productivity." at (Mean=2.35; SD=1.4).

The general gross of respondents about The Employees Attitudes with average at (Mean= 3.49; SD= 0.68). This results agreed with what mentioned by (Datu et al., 2018) which mentioned that when high attentive individuals see bad workplace gossip, they are less inclined to take it individually and, as a consequence, should be less vulnerable to the poor mood influenced by such occurrences than their low mindful peers.

**Table(6): The Employees Attitudes**

Statements		5-Point Likert - Scale					Statistics		
		1	2	3	4	5	Mean	SD	R
1. The work environment is pleasant and conducive to productivity.	<b>Freq.</b>	157	43	56	56	37	2.35	1.4	6
	<b>%</b>	45.0	12.3	16.0	16.0	10.6			
2. At work, coworkers collaborate and there is a strong sense of teamwork.	<b>Freq.</b>	-	10	186	90	63	3.59	.81	4
	<b>%</b>	-	2.9	53.3	25.8	18.1			
3. I intend to stay at work and work diligently to complete the tasks assigned to me.	<b>Freq.</b>	13	22	58	144	112	3.92	1.0	3
	<b>%</b>	3.7	6.3	16.6	41.3	32.1			
4. I promote a positive attitude toward my work and encourage coworkers to work together.	<b>Freq.</b>	79	67	150	35	18	2.56	1.10	5
	<b>%</b>	22.6	19.2	43.0	10.0	5.2			
5. I approach problems with optimism and try to solve them on a personal level.	<b>Freq.</b>	4	9	44	91	201	4.36	.882	1
	<b>%</b>	1.1	2.6	12.6	26.1	57.6			
6. I am always eager to improve myself in order to keep up with labour market changes.	<b>Freq.</b>	4	7	81	86	171	4.18	.935	2
	<b>%</b>	1.1	2.0	23.2	24.6	49.0			
<b>General Gross and Standard Deviation</b>							<b>3.49</b>	<b>.68</b>	
<b>N.B:</b> 1="Strongly Disagree", 2=" Disagree, 3="Neutral", 4="Agree, 5= "Strongly Agree", SD, "Standard Deviation".R=Ranking									



## **EMPLOYEES PERFORMANCE**

It could be noticed that the answers of investigated respondents towards the employee's performance. That they agreed on one statement out of seven statements. These statements were as follows: "I collaborate with managers and supervisors to make sure that tasks are completed correctly, efficiently, and on time". at (Mean= 3.42; SD= 0.94), this result agreed with what mentioned by (SinHui et al., 2021) which mentioned that when employees face higher performance pressure as a result of their perceptions of the prevalence of workplace gossip, this performance pressure leads to better job performance. Performance pressure occurs when an individual feels their current level of performance to be insufficient.

The answers of respondents were natural with six statements. According to their means as follows: "I'm worried about completing the work that has been assigned to me without my manager's help." at (Mean= 3.26; SD= 1.23). "I assist and support my hotel colleagues in other departments when they ask for assistance" at (Mean= 3.15; SD= 1.17). "The hotel provides regular training for me so that I can keep up with changes in the labour market" at (Mean= 3.04; SD= 1.21). "I use creativity and modernity to complete the tasks that are assigned to me" at (Mean= 3.03; SD= 1.27). "When it comes to assigning tasks, my manager is objective and not influenced by personal factors" at (Mean= 2.78; SD= 1.14). "I have a clear understanding of what I do and how it relates to the hotel's objectives" at (Mean= 2.70; SD= 1.24). The general gross of respondents about The Employees Performance with average at (Mean= 3.04; SD= 0.87). This results agreed with what mentioned by (Wang et al., 2017), which mentioned that low performance pressure, on the other hand, is related to employee complacency and poor work performance.

**Table (7): The Employees Performance**

Statements		5-Point Likert - Scale					Statistics		
		1	2	3	4	5	Mean	SD	R
1. I collaborate with managers and supervisors to make sure that tasks are completed correctly, efficiently, and on time.	Freq.	10	40	130	133	36	3.42	.943	1
	%	2.9	11.5	37.2	38.1	10.3			
2. I have a clear understanding of what I do and how it relates to the hotel's objectives.	Freq.	63	67	131	61	27	2.70	1.24	7
	%	18.1	19.2	37.5	17.5	7.7			
3. When it comes to assigning tasks, my manager is objective and not influenced by personal factors.	Freq.	53	74	143	52	27	2.78	1.14	6
	%	15.2	21.2	41.0	14.9	7.7			
4. I assist and support my hotel colleagues in other departments when they ask for assistance.	Freq.	27	55	160	59	48	3.15	1.17	3
	%	7.7	15.8	45.8	16.9	13.8			
5. I use creativity and modernity to complete the tasks that are assigned to me.	Freq.	48	42	147	65	47	3.03	1.27	5
	%	13.8	12.0	42.1	18.6	13.5			
6. I'm worried about completing the work that has been assigned to me without my manager's help.	Freq.	39	15	174	70	51	3.26	1.23	2
	%	11.2	4.3	49.9	20.1	14.6			
7. The hotel provides regular training for me so that I can keep up with changes in the labour market.	Freq.	36	103	99	71	40	3.04	1.21	4
	%	10.3	29.5	28.4	20.3	11.5			
General Gross and Standard Deviation							3.04	.87	

N.B: 1="Strongly Disagree", 2=" Disagree, 3="Neutral", 4="Agree, 5= "Strongly Agree", SD, "Standard Deviation".R=Ranking

**TESTING HYPOTHESES**

**CORRELATIONS AMONG STUDY VARIABLES**

To test the correlations among study variables, the researcher chooses correlation analysis (R), the coefficient of determination (R Square). Studying relationships among study variables is important to identify the degree of effectiveness for each factor on the other factors.

**H.1: There is a positive effect of workplace gossip on the Employees Attitudes in Egyptian hotels.**

**Table (8): Correlation Coefficiency H1.**

Nonparametric Test		Gossip in the Workplace	Employees Attitudes
Spearman	Gossip in the Workplace	Correlation Coefficient	1.00
		Sig. (2-tailed)	0
		N	349
	Employees Attitudes	Correlation Coefficient	0.648
		Sig. (2-tailed)	0.00
		N	349

Correlation is significant at the 0.05 level and less

From the results in the previous table 8, there is a positive correlation among gossip in the workplace and the employees attitudes; when the correlation efficiency of spearman is 0.648, it is a positive correlation. This result indicates that the more gossip increases in the workplace, the greater its impact on the employees attitudes in hotels sample of the research,. Thus, the first hypothesis **H.1** could be accepted there is a positive correlation among gossip in the workplace and the employees attitudes. To determine the effect, the researchers use the simple regression index, which is a measure of the quality of the relationship between two variables in the form of a significant relationship.

**Table (9): The Simple Regression**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.648 <sup>a</sup>	0.419	0.418	0.375

Through **table.9**, the results showed that R Square has a value of 0.419 while the Adjusted R Square was 0.418, which indicates a decrease in the difference between them at a standard error of 0.375, as it emphasizes the quality and accuracy of the results, and accordingly the

independent variable is (Employees Attitudes) explains 3.7% of the changes in the dependent variable, which is (Gossip in the Workplace).

ANOVA <sup>a</sup>						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	35.277	1	35.277	250.532	.000 <sup>b</sup>
	Residual	48.861	347	.141		
	Total	84.138	348			
a. Dependent Variable: G						
b. Predictors: (Constant), A						

**H.2: There is a positive effect of workplace gossip on the employees performance in Egyptian hotels.**

**Table (10):** Correlation Coefficiency H2.

Nonparametric Test			Gossip in the Workplace	Performance of Employees
Spearman	Gossip in the Workplace	Correlation Coefficient	1.00	0.583
		Sig. (2-tailed)	0	0.00
		N	349	349
	Performance of Employees	Correlation Coefficient	0.583	1.00
		Sig. (2-tailed)	0.00	0
		N	349	349

Correlation is significant at the 0.05 level and less

From the results in the previous table 10, there is a positive correlation among gossip in the workplace and the performance of employees; when the correlation coefficient of spearman is 0.583, it is a positive correlation. This result indicates that the more gossip increases in the workplace, the greater its impact on the performance of employees in hotels sample of the study, the study sample. Thus, the first hypothesis **H.2** could be accepted.

To determine the effect, the researchers use the simple regression index, which is a measure of the quality of the relationship between two variables in the form of a significant relationship.

**Table (11): The Simple Regression**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.583 <sup>a</sup>	0.339	0.338	0.400

Through **table.11**, the results find that R Square has a value of 0.339 while the Adjusted R Square was 0.338, which indicates a decrease in the difference between them at a standard error of 0.400, as it emphasizes the quality and accuracy of the results, as well the independent variable is (Performance of employees) explains 4.0% of the changes in the dependent variable, which is (Gossip in the Workplace).

ANOVA <sup>a</sup>						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	28.564	1	28.564	178.350	.000 <sup>b</sup>
	Residual	55.574	347	.160		
	Total	84.138	348			
a. Dependent Variable: G						
b. Predictors: (Constant), P						

**RECOMMENDATIONS**

Based on both the literature reviewed and the results of the field study, the recommendations are as follows:

- ❖ Based on the presence of gossip in the workplace, trust must be built between workers as trust is the basic tenant of all relationships, so building an environment of trust is one of the most important things you can do to create a positive work environment.
- ❖ Encouraging employees to communicate positively and publicly in order to create a positive work environment and every employee should feel valued in the work environment. The best way to achieve this is to listen to each person and honor each person for what they have to say. By doing so, you are showing that you value and respect each individual.
- ❖ Establishing Team Spirit Amongst Employees When you create a team spirit and identity, employee members will see themselves as a group of people all working toward a common goal, rather than as a group of individuals competing with each other for better performance.

- ❖ Avoid drama among employees. Constant interaction creates melodrama which is something you don't need on your team as it drains valuable creative energy and fosters a high stress environment that can risk employee health and wellbeing over an extended period of time.
- ❖ Observing and understanding verbal communication and its impact on the perceptions of what is being said to employees and its impact on the level of performance among employees.

## **FUTURE STUDIES**

The current research has limitations that warrant further research. First, all data used in this study were obtained using a questionnaire. Future studies may adopt a multi-source strategy for data collection using different methodologies. Second, the future research should focus primarily on the individual level of relationships between friendship in the workplace, role ambiguity, and work engagement; an investigation at the organization level is outside the scope of this research. Therefore, it must also focus on studying customers and the extent of the impact of the spread of gossip at work on the services provided to them, which need future investigations.

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