The Influence of Customer Bullying on Employee Engagement: the Moderating Effect of Confucian and Taoist Work Values

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Abstract
With the increasing contribution of the service industry to economic growth in China, the phenomenon of customer bullying in this industry has been paid more and more attention. Based on affective event theory and social cognition theory, this paper constructs the corresponding theoretical model to explore the relationship between customer bullying and employee job engagement and the moderating role of work values in Chinese cultural context. In this paper, 228 employees from the service industry as the research objects, using SPSS and AMOS software to analyze the collected data. Conclusion It provides theoretical basis for organizations to prevent the decline of employees' job involvement from the negative side, and provides some enlightenment for enterprise management practice.

Keywords
Customer Bullying; Job Involvement; Confucian and Taoist work values.

1. Introduction
Premier Li Keqiang mentioned in the government work report of the second session of the 13th National People's Congress that the role of consumption in stimulating economic growth has been further enhanced, and the contribution rate of service industry to economic growth is close to 60%, which has already shown that service industry has a significant meaning for China's economic development. However, frequent service interactions in the service industry will definitely lead to contradictions and conflicts between customers and employees to varying degrees. Last year, the Chongqing bus crash caused by customer bullying made all circles pay attention to the phenomenon of passenger bullying in the public transport service industry. In the process of dealing with customers-related work, employees inevitably adopt customer orientation and always uphold the service concept of "customers are God", which breeds or greatly increases the occurrence of customer bullying [1]. However, as the "dark side" in the workplace, compared with abusive management, workplace exclusion, workplace attack and immoral behavior, customer bullying has been paid less attention by academic circles, and the focus of research is mainly on the dimension of "unfair customer behavior", ignoring other forms of bullying.

In addition, in the organization, people have been regarded as the core competitiveness to a great extent. In addition to the market competition in the industry, the development of the enterprise itself, the construction of the brand and the establishment of the image are also indispensable to the work input of employees. From the regional perspective, the increasingly fierce talent snatch also shows the important role of "people" in the development and promotion of the country, region and organization. Therefore, how to give full play to the role of people in the organization and ensure the input of employees? At the same time, in recent years, General Secretary Xi has repeatedly expressed his recognition and respect for Chinese traditional culture and traditional ideological value system, and especially advocated making full use of China's profound cultural soft power and establishing cultural self-confidence.
Compared with the western world, the values established under the influence of such Chinese charm culture must be unique and special, and its influence on each employee's thoughts and behaviors will also be different [2].

This study introduces the variable of customer bullying, which enriches the research on the “dark side” in management. In the past, there was little research on the variable of customer bullying in China. This paper improves the thinness and one-sidedness of the research on the “dark side” in the workplace. In addition, most of the research on the "dark side" comes from the negative behaviors or emotions of leaders or colleagues in the organization. In this paper, the research direction points to the customers who are in direct contact with front-line employees, and it is found from the external environment of the organization that it may produce adverse reasons for the development of the organization. In this study, two variables in Chinese context are used to integrate traditional Confucian and Taoist thoughts with work values. Different from previous studies, the main body of this study is employees, not leaders in organizations. At the same time, due to the lack of research in the field of management, the influence of these two different schools of thought on management is still inconclusive. This paper also provides a new way of thinking for the research in this field. For managers, how to make the organization intervene employees in time and effectively, create a good customer service atmosphere, and make clever use of employees' individual characteristics, so as to ensure and improve employees' engagement and organizational performance, which has extremely important practical significance for the development of services and other industries.

2. Hypotheses Development

2.1. Customer Bullying and Employee Engagement

The research on customer bullying began with Lovelock in the west [3]. After Lovelock put forward the concept of bad customer, Gong et al. [4] put forward that the main difference between it and customer complaint behavior is whether it is accepted by employees. Through long-term observation and summary, scholars have also made some research achievements on the manifestations of customer bullying, such as sexual harassment (Liu, Kwan, & Chiu, 2014) [5], verbal aggression (Grandey et al., 2004) [6], customer negative events (Chi, Tsai, & Tseng, 2013) [7], customer uncivilized behavior (Walker, van Jaarsfeld, & Skarlicki, 2014) [8], perceived customer unfairness (Rupp & Spencer, 2006) [9], etc., in addition to Dormann and Zapf (2004) [10]. Abusive management, workplace exclusion and immoral behavior, which are the "dark side" of the workplace together with customer bullying, have been proved to be harmful to organizations and employees for many times. Affective Events Theory holds that employees' behavior and performance at work are not determined by their attitude and personality to a great extent, but are influenced by their emotional changes at work every moment. However, employees' emotional reactions at work will be triggered by specific work events, which will further affect employees' attitude and behavior towards work [11]. This theory systematically reveals the emotional mechanism [12] of employees in working situations through the main line of "events → emotions → attitudes and behaviors". Customer bullying, as the interpersonal conflict perceived by employees in the process of work interaction, comes from customers. Because of the difference between employees' expectations and customers' behaviors, employees often feel various unpleasant negative emotions. Therefore, when being bullied by unacceptable unfair behaviors and verbal violence at work, employees' emotions will fluctuate due to these behaviors, especially those who have been bullied for a long time, which will lead to aggravation of emotional exhaustion, negative and tired work attitude and ultimately affect organizational performance, which is a direct reflection of employees' work behavior and engagement. From the point of view of resource conservation, there are different levels of resource loss when employees interact with
customers who exist in bullying behavior. If resources are not compensated in time, it will cause employees’ emotional fluctuation or behavior slackness. In the process of interacting with such customers, they will hope to end the disharmonious service contact as soon as possible, resulting in no motivation to improve service quality [13]. After paying resources, we can’t get the corresponding resource return from customers, which will wear away the patience of employees, reduce job satisfaction, and will no longer be willing to invest a lot of resources for work, and will not try to improve the bad factors in their own work. Therefore, customer bullying will have a negative impact on employees’ work engagement.

2.2. The Regulatory Role of Confucian and Taoist Work Values

Work values, as a kind of perception, understanding and judgment of work beyond people’s thinking senses, will affect employees’ behavior and attitude to some extent. Social cognitive theory holds that cognition affects thinking and action[14]. People have different perceptions of work, so in the process of thinking and action from customer bullying to work engagement, employees’ perception formation and behavior decision-making will also be different. Work values, as an individual’s work awareness, are increasingly concerned, which affects employees’ judgment of work value[15], and further changes employees’ work engagement under customer bullying. Under the background of Chinese culture, Confucian work values emphasize Confucian ethics, that is, kindness, justice and etiquette, and seek harmony in hierarchical social structure, while Taoist work values emphasize Taoist values more, that is, non-disputation, modesty and obedience, and seek a lower position. Even based on the same ancient ideas, the development of Confucianism and Taoism and the process of realizing one’s ultimate mental state are different. From the perspective of social cognitive theory, Confucian and Taoist work values can make employees still “self-denial” in the situation of customer bullying, and use such values to minimize the personal harm caused by customer bullying. When employees always put themselves in a lower position, they can reduce the negative mood and influence of customer bullying. In addition, scholars Yan Aimin and others have made it clear through empirical methods that Confucian and Taoist work values have a positive impact on employees’ suggestion behavior. Therefore, Confucian and Taoist work values may play a regulatory role in the relationship between customer bullying behavior and employees’ work engagement.

Based on the above analysis, this paper puts forward the following assumptions:

H1: Customer bullying has a negative impact on employees’ job engagement.
H2: The influence of customer bullying on employees' work engagement is negatively regulated by Confucian work values.
H3: The influence of customer bullying on employees' work engagement is negatively regulated by Taoist work values.

Combined with the above assumptions. The theoretical model of this paper is shown in Figure 1.
3. Method

3.1. Sample and Data Collection

In this study, the data of service employees in Hunan and Zhejiang provinces were collected, and the electronic questionnaires were mainly used for distribution and recovery. In addition, in order to ensure the validity of the samples, a total of 268 questionnaires were collected. After screening, the questionnaires whose filling time was less than 30 seconds and 10 consecutive items chose the same option were excluded, and finally 228 valid questionnaires were obtained, with an effective recovery rate of 85.07%. Among them, 50.9% were male and 49.1% were female. The age distribution is 25.9% under 25 years old, 35.1% between 26 and 35 years old, 26.8% between 36 and 45 years old and 12.3% between 46 and 60 years old. In terms of education, graduate students and above accounted for 10.5%, undergraduates accounted for 52.6%, college education accounted for 31.6%, and high school education and below accounted for 5.3%; The working years are mainly less than 2 years (28.5%), 2~5 years (36.8%), 6~10 years (23.2%) and more than 10 years (11.4%).

3.2. Measurement

In order to ensure that the research is supported by reliable data, and to improve the reliability and validity of the scale as much as possible, this paper translates the English description into the Chinese description on the basis of referring to the commonly used and highly recognized scales abroad, and then makes appropriate adjustments according to the research purpose and research situation of this paper.

3.2.1. Customer Bullying

In this paper, the scale developed by Shao and Skarlicki(2014) and others[16]is used for reference, and the items practiced in Canada and China are selected through observation experiments, and the variable is measured from two aspects of inappropriate language and unreasonable demands of customers. The scale contains five items. By comparing other scales with the real situation, this paper expands it to seven items, including "refusing to provide the information needed to complete the work (such as photo ID)", "using improper gestures/body language", "blaming you for something you can't control" and so on. In this study, Cronbach's α is 0.944.

3.2.2. Job Involvement

With reference to the scale compiled by Schaufeli and Salanova(2010)[17], the measurement of work engagement is divided into three dimensions: dedication, concentration and vitality. On the basis of moderate simplification, the scale has 10 items, including "I am immersed in my own work, and I tend to ignore the surrounding situation", "I think very quickly and feel comfortable at work" and so on. In this study, Cronbach's α is 0.931.

3.2.3. Confucian and Taoist Work Values

The scale obtained by Lin et al. (2013)[18]through summarizing and comparing the whole development process of Confucianism and Taoism, and then using the interview method, is adopted. In the scale, the work values of Confucianism and Taoism are two related but different dimensions, Confucianism tends to integrate people into a strong and cohesive group, while Taoism's non-individualism is different, and its logical root comes from one's selfless consciousness rather than collectivism. The representative items of the two are "I am loyal to this organization" and "I don't compete with others". There are 12 items in total, with 6 items in each faction. In this study, Cronbach's α is 0.942 and 0.915, respectively.

In order to prevent the demographic variables from interfering too much with the research variables involved, gender, age, educational background and working years of the organization are determined as the control variables of the study. The scale of this study adopts Likert's 5-
point score, in which "1" means "very different" and "5" means "very agree". In the customer bullying scale, "1" means "never happened" and "5" means "always happened".

3.3. Statistical Analysis Methods
In order to ensure the reliability, rationality and reality of this study, this study uses AMOS23.0 to conduct confirmatory factor analysis on the data to determine whether the discrimination validity of each variable meets the requirements, and then uses SPSS23.0 to conduct reliability and validity test, descriptive statistical analysis and correlation analysis, and uses hierarchical regression analysis to test whether the false evidence proposed in this paper is valid.

4. Data Analysis and Hypothesis Testing
4.1. Validity Analysis
First of all, this paper uses SPSS23.0 to carry out KMO test and Bartley Sphere test on the collected data, and the KMO statistical value is 0.894, which is greater than 0.8, indicating that the correlation between variables is strong and suitable for factor analysis. Because the questionnaires of customer bullying, work engagement and Confucian and Taoist work values are all filled out by the same respondent, in order to ensure the validity of the collected data and avoid the problem of homologous deviation becoming a possible problem in the analysis process, this paper uses Harman single factor test to analyze the common method deviation and analyze the factors of all the items in the questionnaire. In this study, the factor load of the first factor obtained without rotation is 37.239%, and the variance contribution rate of the first factor does not exceed 40%. Therefore, there is no serious common method variation in the study variables, which shows that the validity of the data in this study has certain reliability. In order to verify the structural validity of this study, this paper uses AMOS23.0 to conduct confirmatory factor analysis on four variables: customer bullying, Confucian and Taoist work values and job engagement, and uses structural equation to test the fitting degree of the model. The analysis results show that the fitting degree of the four-factor model is the best ($\chi^2/df = 1.531$, GFI = 0.911, CFI = 0.98, TLI = 0.971, RMR = 0.047, RMSEA = 0.044), The variables have good discrimination validity, and the four-factor model is the best adaptation model, see Table 1.

<table>
<thead>
<tr>
<th>Model</th>
<th>$\chi^2/df$</th>
<th>GFI</th>
<th>CFI</th>
<th>TLI</th>
<th>RMR</th>
<th>RMSEA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Four-factor Model</td>
<td>1.531</td>
<td>0.911</td>
<td>0.98</td>
<td>0.971</td>
<td>0.047</td>
<td>0.044</td>
</tr>
<tr>
<td>Three-factor Model</td>
<td>3.225</td>
<td>0.775</td>
<td>0.891</td>
<td>0.874</td>
<td>0.096</td>
<td>0.099</td>
</tr>
<tr>
<td>Two-factor Model</td>
<td>3.80</td>
<td>0.797</td>
<td>0.886</td>
<td>0.861</td>
<td>0.14</td>
<td>0.111</td>
</tr>
<tr>
<td>Single-factor Model</td>
<td>4.493</td>
<td>0.755</td>
<td>0.871</td>
<td>0.835</td>
<td>0.14</td>
<td>0.124</td>
</tr>
</tbody>
</table>

Note: Four-factor Model: Customer Bullying, Confucian Work Values, Taoist work values, Job Engagement; Three-factor Model: Customer Bullying, Job Engagement, Confucian+ Taoist Work Values; Two-factor Model: Job Engagement, Customer Bullying+ Confucian Work Values+ Taoist Work Values; Single-factor Model: Customer Bullying+ Confucian Work Values+ Taoist Work Values+ Job Engagement, "+"indicates integration.

4.2. Descriptive Statistics and Correlation Analysis
In order to further explore the interaction between the four variables in this study, firstly, this paper analyzes the correlation of the variables involved in this paper, and the results are shown in Table 2. According to the data, it can be found that there is a significant and negative correlation between customer bullying and work engagement ($\beta = -0.597$, $p<0.01$), while there is a significant positive correlation between Confucian and Taoist work values and work engagement ($\beta = 0.717$, $p<0.01$; $\beta = 0.677$, $p<0.01$). In addition, there is no significant correlation
between customer bullying as an independent variable and work values of Confucianism and Taoism as moderators (p>0.05). The correlation can preliminarily verify hypothesis 1, and provide good data support for hierarchical regression analysis to verify hypothesis.

Table 2. Descriptive Statistics and Correlation Analysis Results

<table>
<thead>
<tr>
<th>Variable</th>
<th>M</th>
<th>SD</th>
<th>GENDER</th>
<th>AGE</th>
<th>XL</th>
<th>WY</th>
<th>CB</th>
<th>CWV</th>
<th>TWV</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gender</td>
<td>1.49</td>
<td>0.501</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Age</td>
<td>2.25</td>
<td>0.978</td>
<td>1</td>
<td></td>
<td>0.041</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Education Background</td>
<td>2.68</td>
<td>0.0731</td>
<td>-0.02</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Working Years</td>
<td>2.18</td>
<td>0.973</td>
<td>-0.006</td>
<td>0.804**</td>
<td>-0.355**</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CB</td>
<td>3.7838</td>
<td>1.049</td>
<td>-0.165*</td>
<td>0.012</td>
<td>-0.080</td>
<td>0.105</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CWV</td>
<td>3.3808</td>
<td>1.156</td>
<td>-0.086</td>
<td>0.237**</td>
<td>-0.099</td>
<td>0.109</td>
<td>-0.061</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>TWV</td>
<td>3.3999</td>
<td>1.0461</td>
<td>-0.060</td>
<td>0.253**</td>
<td>-0.119*</td>
<td>0.163*</td>
<td>-0.015</td>
<td>0.908**</td>
<td>1</td>
</tr>
<tr>
<td>JE</td>
<td>3.0189</td>
<td>0.8999</td>
<td>0.023</td>
<td>0.079*</td>
<td>0.012</td>
<td>-0.023</td>
<td>-0.597**</td>
<td>0.717**</td>
<td>0.677**</td>
</tr>
</tbody>
</table>

* Significant correlation at 0.05 level (bilateral).
** There was a significant correlation at 0.01 level (bilateral).

Table 3. Test results of the moderating effect of Confucian and Taoist work values

<table>
<thead>
<tr>
<th>Variable</th>
<th>Model 1</th>
<th>Model 2</th>
<th>Model 3</th>
<th>Model 4</th>
<th>Model 5</th>
<th>Model 6</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gender</td>
<td>0.011</td>
<td>-0.083</td>
<td>-0.002</td>
<td>-0.029</td>
<td>0.007</td>
<td>-0.015</td>
</tr>
<tr>
<td>Age</td>
<td>0.284**</td>
<td>0.16</td>
<td>-0.134</td>
<td>-0.075</td>
<td>-0.117</td>
<td>-0.071</td>
</tr>
<tr>
<td>Education Background</td>
<td>0.035</td>
<td>0.012</td>
<td>0.015</td>
<td>0.045</td>
<td>0.01</td>
<td>0.02</td>
</tr>
<tr>
<td>Working Years</td>
<td>-0.239</td>
<td>-0.093</td>
<td>-0.571</td>
<td>0.052</td>
<td>-0.008</td>
<td></td>
</tr>
<tr>
<td>CB</td>
<td>-0.604***</td>
<td>-0.559***</td>
<td>-0.589***</td>
<td>-0.562***</td>
<td>-0.589***</td>
<td></td>
</tr>
<tr>
<td>CWV</td>
<td></td>
<td>0.708***</td>
<td></td>
<td>0.702***</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TWV</td>
<td></td>
<td></td>
<td>0.897***</td>
<td></td>
<td></td>
<td>0.702***</td>
</tr>
<tr>
<td>Z CB * CWV</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0.073**</td>
<td></td>
</tr>
<tr>
<td>Z CB * TWV</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0.126***</td>
</tr>
<tr>
<td>R2</td>
<td>0.029</td>
<td>0.373</td>
<td>0.829</td>
<td>0.812</td>
<td>0.834</td>
<td>0.827</td>
</tr>
<tr>
<td>△R2</td>
<td>0.029</td>
<td>0.345</td>
<td>0.456</td>
<td>0.439</td>
<td>0.005</td>
<td>0.015</td>
</tr>
<tr>
<td>F</td>
<td>1.64</td>
<td>24.634***</td>
<td>178.926**</td>
<td>158.923**</td>
<td>158.356**</td>
<td>150.465**</td>
</tr>
</tbody>
</table>

4.3. The Moderating Effect of Confucian and Taoist Work Values

In order to avoid the interference caused by multicollinearity in the hierarchical linear regression analysis of independent variables, regulated variables and dependent variables, this paper first centralizes the three variables of customer bullying and Confucian and Taoist work values, and then constructs the cross-term to reduce the influence of collinearity to a certain extent. See table 3 for the test results of regulation effect.

In order to reduce the interference of demographic variables on research, this paper controls variables such as gender and age. From Model 2 in Table 3, it can be found that customer bullying has a significant negative predictive effect on job engagement (β=-0.604, p<0.001). In model 3, it is found that Confucian work values have a positive effect on work engagement (β=0.708, p<0.001), and the negative effect of customer bullying on work engagement in this model is less than that in Model 2 (β=-0.559, p<0.001). On the basis of Model 3, Model 5 added an interactive item (β=0.073, p<0.01) between customer bullying as an independent variable and Confucian work values as a regulator, and the results showed that the interactive item had a significant positive regulatory effect on employees’ job engagement. Similarly, according to model 4 and model 6, it can be concluded that the interaction between customer bullying and Taoist work values also has a significant moderating effect on work engagement (β=0.126, p<0.001). Therefore, Hypothesis 2 and Hypothesis 3 are confirmed.
In order to make the influence of the regulated variable on the work input of the dependent variable more intuitively, this paper draws the regulation effect diagram accordingly, as shown in Figure 2 and Figure 3. From the two maps drawn, it can be found that in the situation of customer bullying, compared with the employees with weak work values in Confucianism and Taoism, the regression line of these two types of employees with strong work values is slightly flat, indicating that the influence of customer bullying on employees’ work engagement is regulated by Confucian and Taoist work values, and the stronger the Confucian and Taoist work values are, the weaker the negative impact of customer bullying on employees' work engagement is, and the stronger the opposite is. In addition, by comparing the two figures, it is found that the regulating function of Taoist work values is slightly greater than that of Confucian work values.

5. Conclusion

From the perspective of emotional event theory and social cognition, this paper explores the relationship between customer bullying behavior and employees’ work engagement, and empirically tests the role of Confucian and Taoist work values in this process, and finally draws the following conclusions: (1) customer bullying has a significant negative impact on employees' work engagement; (2) Both Confucian work values and Taoist work values play a negative regulatory role in the relationship between customer bullying and employee work engagement. The stronger the values, the weaker the negative relationship between them, and the stronger the opposite; (3) The negative moderating effect of Taoist work values is slightly greater than that of Confucian work values.

5.1. Practical Implications

Based on the results of this empirical study, it can be found that employees, as important resources for organizational development, need to pay attention to their working environment
and the emotional changes caused by it, especially the increase of negative emotions, which will greatly reduce employees' input in the work process, and then have a negative impact on the sustainable development of the organization. On the other hand, organizations need to pay attention to the changes in employees' work attitudes and behaviors caused by their own work values related to Confucianism and Taoism. From the above two aspects, we can get the following enlightenment: (1) Organizational leaders need to pay full attention to subordinates, especially those front-line employees who interact with customers. While demanding that customers come first, they should also deal with the bullying behaviors suffered by employees differently, so as to minimize the injuries suffered by employees in this process, especially to avoid the emotional exhaustion caused by employees who have been bullied by customers for a long time. Organizations can set up psychological counseling offices to promptly enlighten employees who have been bullied to prevent further deterioration of the situation; Or regularly let employees evaluate customers internally and set up a blacklist of customers to provide a good working environment for employees. (2) Organizational leaders need to pay attention to employees' work values, especially when the new generation of young employees have strong expression demands for their attitudes, emotions and values. As an employee’s cognition of work, work values will enable employees to judge and choose work-related behaviors or events beyond the realistic situation, thus exerting a subtle influence on employees’ behaviors. Therefore, it is particularly important to ensure the fit between personal characteristics and work in the process of selection, job matching and career development by means of personality test and individualized development path. (3) Confucianism and Taoism, as the traditional culture of the Chinese nation, will definitely have an impact on employees' psychological behavior. The organization should help employees establish Confucian and Taoist work values, extract their essence and discard their dross, and bring the fine traditional Chinese culture into the training of the organization, thus revealing the unique qualities of employees in this situation.

5.2. Limitations and Future Directions

Although this study preliminarily verified the negative impact of customer bullying on employees’ work engagement and the moderating role of Confucian and Taoist work values, which enriched the previous studies to a certain extent, there are still some shortcomings: there are few researches on Confucian and Taoist work value scales, although the credibility in this measurement is high, it is still necessary to test their applicability in the future development; For the measurement of customer bullying, only the questionnaire method is used, and if the interview method is added, the measurement result will be better; At the beginning, the regulatory role of Confucianism and home work values was verified and compared, but there was no in-depth study on the differences and mechanism between them; Finally, limited in sample selection ability, the number of samples is limited, and the regional distribution of survey objects is relatively concentrated, which may affect the representativeness and accuracy of samples. For example, in this study, Confucian and Taoist work values play a significant regulatory role, but the coefficient of corresponding interactive items is small.

From the results of this and past studies, there are few studies on the work values of Confucianism and Taoism. In future studies, we can focus on the differences between the two in the field of management, or introduce others such as Legalists and Mohists for diversified exploration; The research on customer bullying behavior can not only be limited to hotel industry, teachers and medical staff, but also pay attention to customer bullying in other industries; Finally, we can explore the research on the influence objects of customer bullying, focusing not only on the employees in direct contact, but also on the behavior mechanism of third-party employees, providing more ideas for management.
References


