

Does gratuitous behaviour promote workplace nonviolence? Exploring the mediating role of constructive deviance

Gratitude and
nonviolence

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Received 19 July 2022

Revised 1 January 2023

Accepted 22 June 2023

Abstract

Purpose – This study evaluates gratitude's role in developing nonviolent work behaviour. It also examines the mediating effect of constructive deviance in the relationship between gratitude and nonviolent work behaviour.

Design/methodology/approach – The study is based on responses from 424 working professionals engaged in different Indian industries: banks, insurance, IT, manufacturing, hotel and software. The respondents were approached both physically and electronically using convenience sampling. Also, the data were collected in three phases four months apart, utilizing the benefits of a repeated cross-sectional research design. Structural equation modelling examines the relationship between gratitude and nonviolent work behaviour. Model fit indices are also assessed for two models (without a mediator and with a mediator). Total, direct and indirect effects are calculated using AMOS 21 to study the mediating effect of constructive deviance.

Findings – Findings reveal that all three dimensions of gratitude (lack of sense of deprivation, simple appreciation and appreciation for others) are positively associated with nonviolent work behaviour. The results also confirm the mediating effect of constructive deviance.

Originality/value – This is one of the pioneer studies exploring gratitude's role in ensuring nonviolent work behaviour.

Keywords Gratitude, Nonviolent work behaviour, Constructive deviance

Paper type Research paper

Introduction

The National Institute for Occupational Safety and Health (NIOSH) defines workplace violence as “any physical assault, threatening behaviour, or verbal abuse occurring in the workplace . . . includes but not limited to: beating, stabbing, shootings, rapes, suicides, and suicide attempts, and psychological traumas such as threats, obscene phone calls, and intimidation or harassment of any nature including being followed, sworn at or shouted at” (Anderson and Stamper, 2001, p. 71). The definition clarifies that workplace violence covers not only physical acts of violence but also verbal, gestural and psychological violent tendencies and actions. It is not limited to official premises, but events occurring outside the company's premises or beyond regular working hours are also part of workplace violence

Funding: Not applicable.

Declaration: The authors hereby declare that the present article complies with Ethical Standards as below.

Research involving human participants and/or animals- Informed consent of human respondents taken. Data will be available on a reasonable request to the author.

Ethical Approval: All procedures performed in studies involving human participants were in accordance with the ethical standards of the institutional and/or national research committee and with the 1964 Helsinki declaration and its later amendments or comparable ethical standards.

Conflict of interest: No conflict of interest.



International Journal of Emerging
Markets
© Emerald Publishing Limited
1746-8809
DOI 10.1108/IJEM-07-2022-1129