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**Employee pro-activeness and co-worker ostracism among
front-line hotel employees: Roles of co-worker undermining,
leader-member exchange and social support at work**

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**Employee pro-activeness and co-worker ostracism among
front-line hotel employees: Roles of co-worker undermining,
leader-member exchange and social support at work**

Abstract:

The study anchoring on social comparison theory examines the relationships between employee proactiveness, co-worker undermining and co-worker ostracism. The study also examines the moderating roles of leader-member exchange and social support at work in the relationship between employee proactiveness and co-worker ostracism. To test the postulated relationships in the study responses were collected from 405 frontline hotel employees working in 5-star rated hotels in India at two time points. The study tested measurement model validity through Confirmatory Factor Analysis and tested various hypotheses through Process Macros. The analysis revealed that employee proactiveness increases co-worker ostracism. The study also established a positive relationship between employee proactiveness, co-worker undermining and co-worker ostracism. The study also established the mediating role of co-worker undermining and the moderating roles of leader-member exchange and social support. The study findings have vital theoretical and managerial implications in the hospitality sector.



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