

A Study on the Impact of Abuse Management on Subordinates' job Performance

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ABSTRACT: As one of the typical representatives of destructive management, abuse management will have a significant negative impact on the employee's work performance, no matter from the psychological or practical behavior. At the same time, the enterprise takes the staff's performance level as the profit foundation, therefore the research abuse management to the staff's work performance influence has the great practical significance. This paper will study the negative effects of abuse and abuse management on employees' job performance based on three aspects.

KEYWORDS: Abuse management, Psychological stress, Organizational self-esteem, Workplace behavior bias, Job performance

1. Introduction

With the deepening of China's reform and opening-up, the international competitiveness of Chinese enterprises is continuously strengthened, but in recent years, the phenomenon of employees and executives jumping to their deaths is worth our thinking: What is the cause of workplace suicide? Of course, the employee's work pressure, workplace relationships and so on May be the driving force, but as a workplace cold violence, abuse management can not be ignored. More than 90 percent of employees have experienced workplace cold violence, which directly leads to increased psychological stress and has a negative impact on their work, according to a survey by Zhaopin.com. Therefore, the workplace cold violence to the staff of the harm is there and great, and as one of the acts, Abuse Management for the subordinate staff of the impact is worth exploring.

Nowadays, although many enterprises boast "family culture", the internal structure of the organization is "Emperor System", in view of their power and resources, the higher managers conduct their subordinates under the behavior of cold violence -- Abuse Management, however, most employees can not effectively resist such aggressive behavior even if they are aware of it. But abusive management leads to tension between subordinates and managers, and makes employees feel cold and violent in the workplace. The chain reaction is the increase of psychological pressure of employees, the reduction or even loss of organizational self-esteem and organizational commitment, which leads to workplace deviant behavior. This series of trouble will have a very high relevance with the negative influence of employee's job performance. Therefore, the study of the impact of abuse management on the performance of employees can give some enlightenment to the managers of our enterprises, promote managers to manage employees in a scientific and reasonable way, and promote the healthy and long-term development of enterprises.

2. The Concept of Abuse Management

As a typical example of passive management, abuse management refers to the verbal or non-verbal behaviors that the superior managers continuously display and are perceived by the subordinate employees. There are the following behaviors: taunting subordinates, publicly criticizing employees in public, disrespecting subordinates, infringing on the achievements of subordinates' labor knowledge, etc. . We can see from the definition of abuse management is more superior managers to their subordinates cold violence rather than hot violence, and this kind of abuse management behavior is more to the employee's self-esteem and psychological harm.

Based on the above concept of abuse management, the scope of abuse management can be defined from three aspects: First and foremost, the hostile behavior of managers must be perceived by employees, it is not abuse of management if the manager's behavior comes out but the subordinate employee doesn't feel it. Two. This hostile behavior must be displayed by the manager for a long time, short-term behavior is not enough to explain the problem. Three. This hostile behavior is limited to verbal and non-verbal.

3. An Analysis of the Impact of Abuse Management on Subordinates' job Performance

3.1 Impact Analysis Based on Psychological Stress of Employees

According to the results of 500 questionnaires, about 93 percent of the employees believe that abuse management by superior managers can cause self-doubt and negation, which leads to the psychological pressure of the employees, make them feel the cold workplace violence from managers. Under the high level of psychological pressure, employees will have negative, irritable, impatient and other psychological activities, and then can not fully focus on their work, as a result, the work can not be finished efficiently or even normally, the work error rate increases, the turnover intention and so on, which will directly lead to the reduction of the work performance level. At the same time, employees can only work efficiently in their own comfortable environment, and abuse management reduces or even destroys the comfort of their work environment, making their work efficiency greatly reduced. Higher-than-normal level of psychological pressure will make employees in the work timid, unable to express their reasonable work needs, inhibit the creativity of employees and reduce personal performance. Therefore, from the perspective of employee's psychological stress, abuse management has a significant negative effect on the work performance of subordinates.

3.2 Impact Analysis Based on Organizational Self-Esteem

Organizational self-esteem is a kind of self-evaluation, which refers to employees' evaluation of their importance in the organization and their post competence and compatibility. Organizational self-esteem is the bridge and link between Abuse Management and employee's work performance, that is, abuse management affects employee's work performance through the intermediary of Organizational self-esteem. When employees experience abusive management, they perceive that their supervisors are not satisfied with their work or even with themselves, leading them to doubt their own competence in the job and their own importance to the organization, that is to say, employees who are abused show a low level of organizational self-esteem. It's easy to see how organizational self-esteem and employee performance are a function of both success and failure. When employees exhibit high levels of Organizational self-esteem, they may believe that they have an irreplaceable advantage over others, possess unique human capital needed by the organization, or even feel that they are respected by the organization's members, so when faced with a business goal, they see it as a platform for their own capabilities and values to be displayed, to get the job done in a more positive and creative way. On the other hand, when employees exhibit low levels of organizational self esteem, they tend to lower their sense of self efficacy, become riddled with self doubt and self denial, and feel that they are expendable to the organization, the perception that they are being ridiculed and ostracized by their organization's members can lead to a negative or even retaliatory attitude toward getting things done, resulting in low productivity and poor performance. Therefore, based on the perspective of Organizational self-esteem, abuse management will reduce the performance of subordinates.

3.3 Impact Analysis Based on Employees' deviant Behavior in the Workplace

Workplace deviant behavior is a kind of employee's spontaneous behavior, which mainly includes interpersonal deviant behavior and organizational deviant behavior. Interpersonal deviant behavior is that employees who feel violated will directly or indirectly retaliate against other members of the organization, including their colleagues and superior managers. Organizational deviant behavior refers to the employees who perceive that they have been violated and take revenge on the organization indirectly. As a destructive management style, abuse management will undoubtedly have an impact on employees' work behavior, and workplace deviant behavior as one of employees' work behavior, will naturally be affected by abuse management. When the manager of the enterprise takes abusive management to his subordinate employees, the employees will think that they have been treated unfairly in the organization and their legitimate interests have been violated by the manager, out of emotional Catharsis and revenge on the organization and its members, they will produce workplace deviant behavior, but considering the social environment and the influence of history and culture in our country, most employees who feel they have been abused will not resort to violent methods, but will deliberately not complete the task, deliberately sloppy work to increase the work error rate or not obey the manager's work arrangements and scheduling, not in line with the team's work schedule, and so on, these behaviors are bound to reduce self-performance, even to other members of the organization's performance will also have a negative impact. Therefore, from the perspective of employee workplace bias, abuse management will have a negative impact on the performance of subordinate employees.

4. Conclusion

Different management methods have different effects on the work performance of employees, and the above analysis proves that abuse management has a negative impact on the work performance of its subordinates. Of course, there is no perfect management style, nor is there a management style that can be widely copied, some enterprises like to copy the practices of benchmark enterprises in the industry in the hope of improving the management ability of their own companies and thus achieving the improvement of their operational ability. Nevertheless, the internal environment of each enterprise is diverse, the same management pattern in the company may not be ideal or even play a completely opposite role, so enterprises need to choose a reasonable management mode according to their own actual conditions, create a comfortable working environment for employees to stimulate their creativity and improve their performance to promote the long-term healthy development of the enterprise.

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