

## **Fast-food restaurant employees' demographics variances regarding counterproductive work behaviours in Cairo**

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### **Abstract**

Today, restaurants are becoming increasingly concerned about the issue of Counterproductive Work Behaviours (CWBs). As a result, every restaurant strives to lessen the effects of these negative actions (Wallace & Coughlan, 2022). Employees' CWB propagation rates vary according to demographic characteristics (Uche et al., 2017). Therefore, this study examines the variances between fast-food restaurant employees' demographics, including gender, age, and marital status, regarding CWBs. This study's target population was employees working at fast-food restaurants in Cairo that serve fried chicken, burgers, and pizza. Because the questionnaire questions condemn the self, this study used an online questionnaire as the data collection instrument. This is because the participants' identity is hidden, ensuring their responses' credibility. The questionnaire was sent between July and August 2022 to about twenty fast-food restaurants in Cairo. About 12–15 employees from each restaurant responded. All told, 255 employees from all the restaurants responded to the survey. The questionnaire included eighteen items of CWBs (i.e., counterproductive work behaviours against individuals and counterproductive work behaviours against the organization). The results indicated that in fast-food restaurants, older employees are less likely to engage in both dimensions of CWBs than younger employees. Female employees are also less likely to engage in both dimensions of CWBs than male employees. Moreover, marital status showed no difference in CWB dimensions between fast-food restaurant employees. This research will give fast-food restaurant managers an overview of the CWB phenomenon and the employees' demographic variances regarding these behaviours.

**Keywords:** Fast-food restaurant, Employees' demographics, counterproductive work behaviours.

### **Introduction**

Managing employees' behaviours is essential for the hospitality industry (Jung & Yoon, 2018). Although a lot of research on workplace behaviours has absorbed on factors that cause effective employee functioning, ineffective and destructive actions are ubiquitous in modern work organizations (Liao et al., 2021). CWBs are deviant voluntary behaviours common in restaurants that cause harm to the restaurant or the colleagues (Gürlek, 2022). According to Cohen (2018), CWBs differ from everyday harm actions since they are not accidental and are done purposefully to cause damage. Deviant behaviours associated with hospitality and tourism represent multiple forms of risk for organizational stakeholders; offenses can range from minor to severe (Vardi & Weitz, 2004; Spector & Fox, 2005; Cohen, 2018).

The costs of CWBs are incredibly detrimental to the company, whether at the individual or organizational level, in terms of reduced productivity, higher costs, psychological costs, and a negative corporate image. In US businesses the cost of CWBs are projected to be above \$50 billion yearly (Selvarajan et al., 2019). Fast-food restaurants face high levels of employee

deviance (Hollinger et al., 2018; Hu et al., 2020), and previous studies of hospitality workers in the U.K. have suggested that many employees have been harassed by colleagues (Booyens et al., 2022).

As a result, fast-food restaurants tend to pay attention to CWBs, so one of the significant shifts in selection systems in the recruitment process has been an expansion of the selection norms domain to include how willing to do the CWBs in addition to task performance (Holtom & Darabi, 2018). The increased interest in CWBs as a selection criterion has sparked further research on the factors that affect these behaviours (Fleming et al., 2022). Therefore, this paper examines the international fast-food restaurant employees' counterproductive work behaviours in Cairo regarding their demographic characteristics, including age, gender, and marital status, to strive to reduce deviance behaviours.

## **Literature Review**

### **Counterproductive Work Behaviours (CWBs).**

Several researchers defined CWBs as voluntary, volitional acts that damage or are intended to damage corporations or people in corporations (Spector & Fox, 2005; Brimecombe et al., 2014; Siachou et al., 2021). These CWBs violate an organization's explicit and implicit rules, harming the overall well-being of its members and jeopardizing the organization's general interests (Spector & Fox, 2005; Tuna et al., 2016). CWBs were described as an aspect of job performance and a type of protest behaviors in the workplace, a behavioral strain, and a form of retaliation, potentially these acts may take different forms, from minor acts such as taking excessive breaks to brutal acts such as theft (Reed, 2019).

In addition, CWBs have been mentioned differently in many studies, such as antisocial behaviors (Ojo & Tamunoipiriala, 2019), dysfunctional workplace behaviors (De Clercq et al., 2021), workplace deviance (Ojo & Tamunoipiriala, 2019), organizational misbehaviors (Jeewandara & Kumari, 2021), organizational delinquency (Al Ghazo et al., 2019), workplace aggression (Fox & Spector, 2006), and organizational retaliatory behaviors (Kakarika et al., 2022).

CWBs indicate that the behavior must be deliberate and not accidental. (Spanouli & Hofmans, 2021). Employees can intentionally avoid using the proper behavioral procedures, resulting in irresponsible behaviors that result in injury, even if the injury was not intended (Volgger & Huang, 2019). The activity must be an intentional intent to perform poorly, and the harm to the organization is the product of the employee's planned activity; also, in case of activity was intentional, but the harm was unintended (Serenko, 2019). Similarly, workplace accidents that occur despite an employee's best attempts to follow approved safe practices, even though they may cause injury, are not included (Serenko, 2019). According to Hu et al. (2022). CWBs can be divided into two groups, individual (CWB-I) or organizational (CWB-O), depending on the target behaviors. CWB-I includes interpersonally focused actions taken against co-workers and others in the workplace to cause physical and psychological harm, exemplified by pranking, making fun, being rude, harassing, arguing, inflicting violence, and underestimating skills (Berry et al., 2012).

CWB-O is an intentional deviating from organizational rules to cause damage to the organizations. Those behaviors have two types (i.e., property deviance and production deviance) (Westhuizen, 2019). Property deviance refers to behaviors in which employees illegally obtain or damage company property or assets (e.g., machine-breaking, employee sabotage, employee theft, organizational retaliatory behaviors, harmful use of social media, and time theft) (Agwa, 2018).

However, production deviance refers to violations of workplace norms that define the minimum quality and quantity of output and effort expected of employees. Including, soldiering, reducing individual performance on purpose; quota restriction, reducing effort at work; and cyberloafing, the practice of utilizing the internet for non-work-related purposes during working hours) (Hollinger, 2019).

CWBs have been associated with the food and beverage industry, and thus, it has been associated with fast-food restaurants in the food and beverage industry (Finkel & Hall 2018). Fast-food restaurant employees are under much stress due to bad working conditions, long hours, required work on holidays, and low pay (Tantawy et al., 2016). Therefore, employees do not consider this job a career because they are frequently given little or no opportunities for advancement (Bennett, 2019). Aggressive behaviors spread quickly among employees, negatively impacting the organization's efficacy, production, and reputation in the long term. Employee health and performance suffer from these unfavorable attitudes, resulting in organizational failure and financial losses (Selvarajan et al., 2019). Employees' workplace behaviors influence consumer perceptions of service quality, lowering customer satisfaction and organizational efficacy (Prentice et al., 2020).

### **Counterproductive Work Behaviours (CWBs) and demographic Characteristics**

Previous research has investigated the relationship between CWBs and employees' demographics (Lau et al., 2003; NG & Feldman, 2008; Szostek, 2021). For instance, Uche et al. (2017) is found revealed that age, gender, and marital status had differences among employees regarding CWBs. CWBs and age have a strong negative link; younger employees behave more aggressively than older ones (Glomb & Liao, 2003; Henle, 2005). Older employees may use fewer CWBs because they have more control over their negative emotions (NG & Feldman, 2008). Additionally, older employees may interpret interactions with co-workers, managers, and guests differently than their younger counterparts because they have more emotionally fulfilling and meaningful experiences (Zacher et al., 2014; Dirican & Erdil, 2016; Pletzer, 2021).

Previous studies have found a connection between gender and CWBs, with men apparently more likely than women to be aggressive in social settings (Liao et al., 2004; Angelone et al., 2018). Similar findings were made by Grych and Kinsfogel (2010) and Spector and Zhou (2014), who discovered that males exhibit aggressive attitudes more frequently than females do. According to developmental literature, even though boys and girls do not engage in the same types of aggression (Archer, 2004; Card et al., 2008), men tend to participate in more physical and verbal aggression, whereas women engage in more relational aggression. According to Ostrov and Godleski (2010), this form of aggressiveness is perceived as more in line with female norms and roles. Contrary to earlier findings, women mention having positive working relationships with managers, the work itself, and the hours worked far more frequently than men. (Lau, 2003; Henle, 2005; O'Fallon & Butterfield, 2005; Berry et al., 2007; Cohen et al., 2013; Denizci et al., 2022)

Concerning the effect of marital status, a meta-analysis done by Lau et al. (2003), showed that marital status was a valid predictor of different CWBs. In a study by Sackett et al. (2006), marital status tenure is significantly correlated to CWBs, and CWBs significantly differ concerning the marital status of employees (Uche et al., 2017).

The hypotheses related to the fast-food restaurant's employee demographics for CWBs:

H1: There are significant differences among fast-food restaurant employees' gender regarding counterproductive work behaviours against individuals.

H2: There are significant differences among fast-food restaurant employees' gender regarding counterproductive work behaviours against organizations.

H3: There are significant differences among fast-food restaurant employees' ages regarding counterproductive work behaviours against individuals.

H4: There are significant differences among fast-food restaurant employees' ages regarding counterproductive work behaviours against organizations.

H5: There are significant differences among fast-food restaurant employees' marital status regarding counterproductive work behaviours against individuals.

H6: There are significant differences among fast-food restaurant employees' marital status regarding counterproductive work behaviours against organizations.

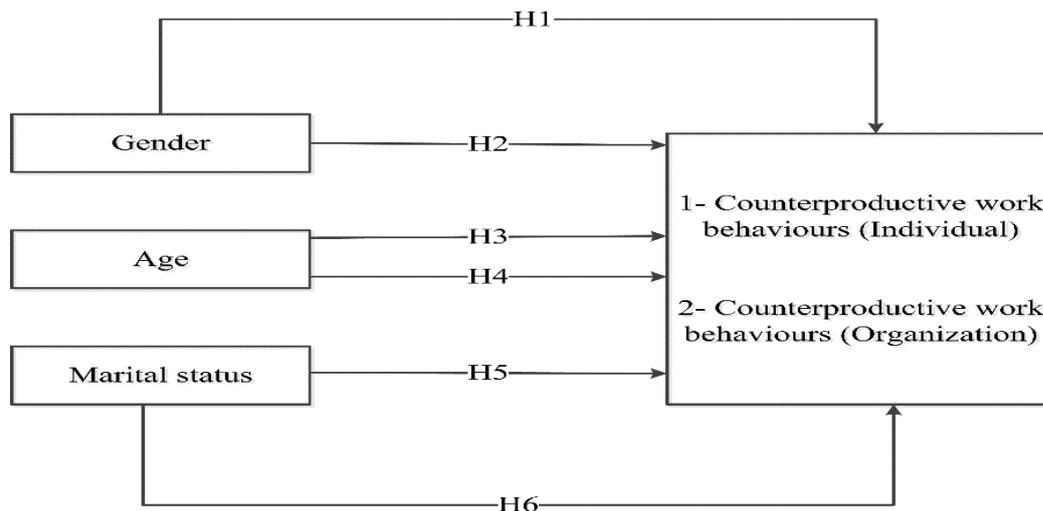


Figure 1: Conceptual Framework

## Methodology

### Primary Data sources

This study employed an online questionnaire as the data-collecting instrument. First, CWBs were measured as an overarching construct on an individual level using the workplace deviance scale which was designed by Bennett and Robinson (2000) (McGuire, 2021). The questionnaire was divided into two main parts. Sample profiling (e.g., gender, age, and marital status) was conducted in the first section. In the second section, employees were asked to rate CWBs for 18 items on a five-point Likert type scale (i.e., always (1), often (2), sometimes (3), rarely (4), and never (5)).

### 3.2 Research Population and Sampling Techniques

A research population is a large group of elements, whether individuals, objects, or events. This group is also referred to as the target population (Pandey & Pandey, 2021). The target population for this study was all fast-food restaurant employees in Cairo. Sampling is a process that involves the selection of some but not all the members of the larger population (Acharya et al., 2013). It is not possible to access a database or public report on the number of fast-food

restaurants in Egypt (Helal, 2022). Therefore, the research team used a convenience sample to collect data. The convenience sample is selected samples at random from any defined population based on availability (Lunneborg, 2007). There is no precise way of generalizing from a convenience sample to a population (McMillan, 2012). Ten times as many items as were being evaluated should be the minimum sample size required for SPSS analysis (Floyd and Widaman, 1995; Tantawy et al., 2016). As a result, in this study, 480 questionnaires were given, and 255 of those valid questionnaires were completed and returned, yielding a response rate of 53.1%.

Since most of the questions dealt with employees' deviant behaviors, the information was gathered using an online web-based questionnaire. This method of gathering data was safer for participants because the respondent's identity was concealed, ensuring the veracity of their responses. This method also allowed for easy access to many employees in various fast-food restaurants in Cairo. The research team sent an email to the participants with a link to the survey and an introductory paragraph outlining the study's goals. The employed online survey system automatically records each response to the web-based survey. The 255 employees that responded to the survey made up the final sample.

### **3.3 Data Analysis**

The following are some of the processes outlined for analyzing the data used in this study: (1) understanding the data to narrow the scope of the analysis; (2) classifying the information; (3) identifying patterns and connections within and between categories and interpreting or bringing all of it together (Zwanzig et al.,2020), all these steps have been used in this study. For the descriptive analysis, the SPSS version (28) was used. The measurement scale of CWBs is divided into two groups, CWB-I and CWB-O.

The Mann-Whitney U test compares two groups' differences on a single ordinal variable that has no defined distribution (Mann & Whitney, 1947; Wilcoxon, 1945), Which is used to determine if two groups differ on a single, continuous variable and call for two independently sampled groups. Conceptually, the Mann-Whitney U test determines whether two sampled groups belong to the same population (McKnight & Najab, 2010). Thus, the Mann-Whitney U test was used to measure the variance among fast-food restaurant employees' gender regarding scale dimensions.

The two-group Mann-Whitney U test is expanded upon by the Kruskal-Wallis test. The Kruskal-Wallis test evaluates differences in a single, non-normally distributed continuous variable between three or more independently sampled groups (McKnight & Najab, 2010). As a result, the Kruskal-Wallis test was used to measure the variance among fast-food restaurant employees' age and marital status regarding scale dimensions.

### **3.4 Ethical Considerations**

In the early stages of a research study, when a researcher prepares the research design, ethical responsibility begins. Furthermore, ethical responsibility plays a necessary part in determining the crucial research participants, how to treat them, and the results of their involvement in the study (Miller & Brewer, 2003). All participants were volunteers who had access to accurate information that covered all potential study directions in relation to the topic, procedures used, and potential findings. The information that was displayed was simple to understand. The protection of the participants' personalities is one of the exploration's most important components. All participants were aware that their private information, including their gender, age, and marital status, would be used namelessly and secretly.

**Results and discussion**

**4.1 Descriptive analysis of survey**

In this study, a survey was created to assess how age, gender, and marital status differences affect CWBs among fast-food restaurant employees in Cairo. The study used an online questionnaire form as the data-gathering instrument. The questionnaire was sent between July and August 2022 to about twenty fast-food restaurants in Cairo. The questionnaire was answered by about 12-15 employees from each restaurant, where 255 questionnaires were gathered. The survey consisted of two main sections; The first section focused on some questions related to CWB dimensions. The second section consisted of employees' demographic data (i.e., gender, age, and marital status).

Table.1 shows the profile of the employees working in fast-food restaurants in Cairo. The employees comprised males (i.e., 72.2 percent) and females (i.e., 27.8 percent). They were from various age groups, with the largest group was 18 years up to 20 years (i.e., 57.3 percent), while the lowest age group was 40 years or more (i.e., 0.8 percent). This result is due to the tendency of fast-food restaurants in Cairo to depend on hiring mutual-education students for a nominal fee to work in restaurants instead of highly paid employees. Mutual education is a cooperation between restaurant chains and faculties of hotels and tourism in Egypt. Where attracts students with technical diplomas who would like to obtain a bachelor's degree to study in the college one day per week and work in the chain's restaurants on the other days of the week. For marital status, the highest percentage was single employees (i.e., 90.6 percent), and the lowest was married employees with children (i.e., 3.9 percent).

Table. 1: Employees Profile

Variables		Freq.	%
Gender	Male	184	72.2
	Female	71	27.8
Age	18 years up to 20 years	146	57.3
	21 years up to 30 years	85	33.3
	31 years up to 40 years	22	8.6
	40 years or more	2	0.8
Marital Status	Single	231	90.6
	Married	14	5.5
	Married with children	10	3.9

SPSS version 28 was used to analyse the CWB-I (7 items) and CWB-O (11 items) descriptively in table 2. The results revealed that the Mean of the first variable, CWB-I is higher than (m = 4.35), which indicates that fast-food employees usually behave nicely and avoid behaving rudely toward their co-workers, treat everyone as equals, avoid abusive or insulting words to co-workers, and don't publicly embarrass anyone at work, that is, these behaviours are not common among employees of fast-food restaurants in Cairo.

Table 2: A descriptive analysis

No.	Construct	Measurement	Mean	Std. Deviation
1	CWB-I	Ridiculed a co-worker at work	4.45	0.994
2		Said a harsh phrase to a co-worker	4.54	0.787
3		Made a racial, religious, or ethnic joke or remark at work.	4.89	0.528
4		Hurled insults at a co-worker.	4.42	1.004
5		Played a mean prank on a co-worker.	4.35	1.06
6		Exhibited rude behaviour toward a co-worker.	4.91	0.415
7		Publicly humiliated a co-worker.	4.78	0.501
8	CWB-O	Taken something without authorization from work.	4.85	0.501
9		You spent too much time daydreaming or fantasizing, rather than working.	4.51	0.86
10		You have fabricated a receipt to get paid more than you spent on business costs.	4.96	0.298
11		Taking long breaks that are more frequent than those permitted by your employer.	4.42	0.887
12		Arrive at work late without authorization.	4.2	0.847
13		Leaving your work environment is dirty.	4.72	0.662
14		You disregarded your boss's directives.	4.75	0.67
15		Working deliberately in less time than you could.	4.71	0.69
16		Talk about private company information with an unauthorised person.	4.76	0.653
17		Used an illicit substance or drank alcohol while at work.	4.95	0.289
18		Use minimal effort in your work.	4.58	0.98

Notes: The questionnaire questions are reverse, this leads to, when the mean is close to 5, this means that employees are less likely to get involved in CWB.

Source: Adapted from (Bennett & Robinson,2000; McGuire, 2021).

The mean of the second variable, CWB-O is higher than ( $m = 4.2$ ). It is a positive indicator. That indicates that fast-food employees usually do not take restaurant items or supplies without permission and avoid wasting time working, embezzling money from the employer, coming in late to work without the director's approval, and leaving the workplace messy and unclean. They follow the instructions given to them, work hard, don't engage in drug or alcohol use, and put more effort into work. That is, behaviours that harm the organisation are not common among employees of fast-food restaurants in Cairo. This result is unexpected, as it differs from previous studies This result is unexpected, as it differs with previous studies that found that these behaviours are common in fast-food restaurants (Tantawy et al., 2016; Finkel & Hall, 2018; Bennett, 2019; Prentice et al., 2020).

The standard deviation (SD) is related to the mean, which measures how the data is distributed. When the standard deviation is low, the data is concentrated at the mean, and when it is large, the data is widely dispersed (Das, 2011). The standard deviation values for each scale dimension are good.

**4.2.Variance analysis results and discussion**

**4.2.1 The variance between male and female employees regarding CWBs**

Mann-Whitney U test was used to test for differences between employees’ genders of all employees with different types of fast-food restaurants in Cairo. Table 3 shows a statistically significant difference between female and male employees regarding CWB scales. H1 and H2 supported significant differences among fast-food restaurant employees' gender regarding CWB-I and CWB-O. This study found that females are less likely to engage in CWB-I (m = 160.13) and CWB-O (m = 149.65) than males. This finding means that men working in fast-food restaurants are more likely to make fun of co-workers, insult co-workers, embarrass someone at work, behave rudely, waste time working, embezzle money from the employer, come in late to work without the director's approval, leave the workplace cluttered and unclean, don't follow the instructions given to them, engage in drug or alcohol use, and put little effort into work. This result is consistent with previous studies by Liao et al. (2004); Sackett et al., 2009; Grych & Kinsfogel, 2010; Spector & Zhou, 2014), which found a strong correlation between aggressive attitudes in males more than females. There are two possible explanations for this finding. The first explanation is that there is an impact of burnout on both dimensions of CWBs (Wallace & Coughlan, 2022). This study proved that the work environment in food and beverage organizations is more stressful than in any other job (Jung & Yoon, 2012; Tantawy et al., 2016).

Table 3: The differences between female and male in terms of CWB

No.	Construct	Gender	N	Mean Rank	Mann-Whitney U	Z	Asymp. Sig. (2-tailed)
1	CWB-I	Male	184	115.6	4250.5	-4.425-	0.001
		Female	71	160.13			
2	CWB-O	Male	184	119.65	4995	-2.947-	0.003
		Female	71	149.65			

\* Significant (p ≤ .05)

In fast-food restaurants, the workload is always given to males, as they are often given exhausting duties and work into the night shift. Males have more significant financial obligations than females, and salaries are not rewarding, which leads to them engaging in these behaviors (Spector & Zhou, 2014). The second explanation, the gender role theory, supports the idea that aggression and other forms of CWBs are acceptable for males but not females and that males are quicker to respond aggressively to anger (Leavitt et al., 2022). Thus, males have more of a tendency than females to engage in aggression and other acts of harmful behaviors.

**4.2.2. The variance among employees’ age groups regrading CWBs**

The Kruskal-Wallis test was used to test the differences among all types of fast-food restaurants employees' age groups in Cairo regarding CWBs

Table 4: The differences among employees age in terms of CWB

No.	Construct	Employees Age	N	Mean Rank	Chi-Square	df	Asymp. Sig
1	CWB-I	18 years up to 20 years	146	132.94	9.556	3	0.023
		21 years up to 30 years	85	111.25			
		31 years up to 40 years	22	159.73			
		40 years or more	2	130.25			
2	CWB-O	18 years up to 20 years	146	136.9	9.284	3	0.026
		21 years up to 30 years	85	108.49			
		31 years up to 40 years	22	143.2			
		40 years or more	2	139.75			

\* Significant ( $p \leq .05$ )

H3 and H4 accepted significant differences among fast-food restaurant employees' ages regarding CWB-I and CWB-O. Fast-food restaurant employees who are 21 years old to 30 years old were more likely to engage in CWB-I ( $M = 111.25$ ) and CWB-O ( $M = 108.49$ ). This finding means that men who are 21 years up to 30 years are more likely to engage in behaviors that would cause annoyance to co-workers or loss to fast-food restaurant owners. This result is consistent with previous studies (Glomb & Liao, 2003; Henle, 2005; NG & Feldman, 2008; Dirican & Erdil, 2016; Pletzer, 2021), which found that adult workers engage in more CWBs than older employees.

A possible explanation for this result is that it makes sense that as people get older and more experienced, their levels of anger decrease because they learn how to deal with it more effectively (Lee et al., 2021). Furthermore, evidence suggests that senior employees are more trustworthy than younger ones (Hauk et al., 2019). As a result, older employees show fewer CWBs. Also, this finding might be attributed to the fact that the older staff group has a higher rank, is more likely to be tenured, and earns higher salaries. Therefore, they probably feel more like part of the organization; in contrast, adult employees feel instability and are responsible for building their own families and careers.

#### 4.2.3 The variance among employees' marital status regarding

Kruskal-Wallis test was used to test employees' marital status differences from all types of fast-food restaurants in Cairo. Table 5 shows no statistically significant difference between marital status and CWB scales.

Table 5: The differences between marital status in terms of CWB

No.	Construct	Employees Age	N	Mean Rank	Chi-Square	df	Asymp. Sig
1	CWB-I	Single	231	125.65	3.226	2	0.199
		Married	14	140.79			
		Married with children	10	164.3			
2	CWB-O	Single	231	126.67	2.84	2	0.242
		Married	14	158.68			
		Married with children	10	115.8			

\* Significant ( $p \leq .05$ )

H5 and H6 were rejected; there was no statistically significant difference between marital status in reducing CWB-I and CWB-O. This result means that an employee’s marital status does not affect engaging in counterproductive work behaviors that harm the organization or individuals. Therefore, this result contradicts previous results (Sackett et al., 2006; Uche et al., 2017), which showed that marital status strongly predicted different CWBs.

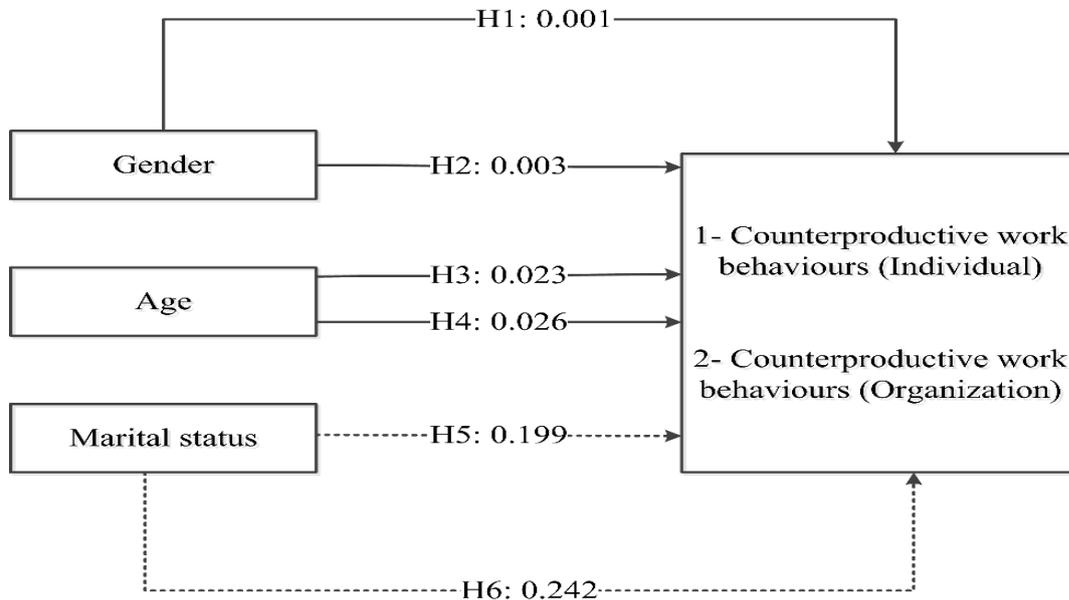


Figure 2: Final structure equation model

## 5. Recommendations, limitations, and further research

### 5.1 Recommendations for fast-food restaurant managers

1. Fast-food restaurant managers should reduce the workload of male and youth employees and give them incentives to work better.
2. Make the younger employees participate in the decision-making process to feel valued and belong to the organization.
3. The workplace environment should be carefully considered by restaurant management to ensure that it is favorable for everyone because unwanted conduct will continue without the proper organizational climate and may even worsen into unpleasant situations.
4. It is crucial for restaurant management to develop codes of conduct that make ideal norms of courteous interaction recognized and prevalent at all levels of the business in order to prevent the incidence of unproductive workplace behaviors.

### 5.2 Limitations and further research

The current research has several limitations, highlighting possibilities for future research. This study investigates the variances in demographic characteristics and CWBs among fast-food restaurant employees in Cairo in the period between July and August 2022. The demographic characteristics that have been used include gender, age, and marital status. Thus, further research could study other demographic factors such as education and experience level. Further, other factors may mediate the relationship between demographic characteristics and CWBs (e.g., personality traits). The use of questionnaires is one of the study's methodological limitations because all the questionnaire questions are negative; there is little chance that employees will be credible. Future research could use observation of employee behaviors to see if he is doing harm or not.

## الفروق الديموغرافية لموظفي مطاعم الوجبات السريعة في القاهرة فيما يتعلق بسلوكيات العمل التي تؤدي إلى نتائج عكسية

### المستخلص

اليوم أصبحت المطاعم قلقة بشكل متزايد بشأن مسألة سلوكيات العمل التي تؤدي إلى نتائج عكسية، وهي عبارة عن سلوكيات سلبية يقوم بها الموظفين تضر بمصلحة المنظمة او زملاء العمل. نتيجة لذلك تسعى المطاعم جاهدة لتقليل آثار هذه الإجراءات السلبية. تختلف معدلات انتشار سلوكيات العمل السلبية للموظفين وفقاً للخصائص الديموغرافية لذلك تبحث هذه الدراسة في الفروق بين الخصائص الديموغرافية لموظفي مطاعم الوجبات السريعة بما في ذلك الجنس والعمر والحالة الاجتماعية فيما يتعلق بسلوكيات العمل السلبية. كان مجتمع العينة المستهدف لهذه الدراسة هم الموظفين الذين يعملون في مطاعم الوجبات السريعة في القاهرة والمتخصصة في تقديم الدجاج المقلي والبرجر والبيتزا. نظراً لان جميع أسئلة الاستبيان تدين الذات فقد استخدمت هذه الدراسة استبياناً عبر الإنترنت كأداة لجمع البيانات وذلك لأن هوية المشاركين مخفية مما يضمن مصداقية ردودهم. تم إرسال الاستبيان بين شهري يوليو وأغسطس عام 2022، إلى ما يقرب من عشرين مطعمًا من مطاعم الوجبات السريعة في القاهرة وقد استجاب عدد من 12 إلى 15 موظفًا من كل مطعم. إجمالاً استجاب 255 موظفًا من جميع المطاعم للاستبيان. تضمن الاستبيان ثمانية عشر عنصرًا من سلوكيات العمل السلبية والتي تنقسم إلى بعدين (سلوكيات العمل السلبية ضد الأفراد وسلوكيات العمل السلبية ضد المنظمة). أشارت النتائج إلى أنه في مطاعم الوجبات السريعة في القاهرة تقل احتمالية مشاركة الموظفين الأكبر سنًا في كلا القسمين من سلوكيات العمل السلبية مقارنة بالموظفين الأصغر سنًا. بالإضافة إلى ذلك، تقل احتمالية مشاركة الموظفات الإناث في كلا البعدين من سلوكيات العمل السلبية مقارنة بالموظفين الذكور. علاوة على ذلك، لم تظهر الحالة الاجتماعية أي اختلافات في أبعاد سلوكيات العمل السلبية بين موظفي مطاعم الوجبات السريعة. سيعطي هذا البحث لمديري مطاعم الوجبات السريعة نظرة عامة عن ظاهرة سلوكيات العمل السلبية والتباينات الديموغرافية للموظفين فيما يتعلق بهذه السلوكيات. وذلك للعمل على الحد من تلك السلوكيات.

**الكلمات الدالة:** مطاعم الخدمة السريعة ، العوامل الديموغرافية للعاملين ، سلوكيات العمل التي تأتي بنتائج عكسية

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