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Chapter 12 Positive Exchange Relationships With Customers; Chapter 13 Negative Relational Exchanges of Customers and Employees: Performance and Well-being Implications
Chapter 14 Service Relationships: Nuances and ContingenciesChapter 15 Positive Nonwork Relational Exchanges; Chapter 16 Negative Nonwork Relational Exchanges and Links to Employees' Work Attitudes, Work Behaviors, and Well-being; Chapter 17 Integrating Positive and Negative Nonwork Relational Exchanges: Similarities, Differences, and Future Directions; Section III Methodological Approaches to the Study of Relationships; Chapter 18 Social Networks: The Structure of Relationships; Chapter 19 Dynamic Change and Levels of Analysis
Issues in the Study of Relationships at Work
Section IV New Frontiers for Research on RelationshipsChapter 20 New Frontiers: An Integrative Perspective on How Relationships Affect Employee Attitudes, Behavior, and Well-being; Author Index; Subject Index

Sommario/riassunto

"Preface Across sub-disciplines of psychology, research finds that positive, fulfilling, and satisfying relationships contribute to life satisfaction, psychological health, and physical well-being whereas negative, destructive, and unsatisfying relationships have a whole host of detrimental psychological and physical effects. This is because humans possess a fundamental "need to belong" (Baumeister & Leary, 1995, p. 497), characterized by the motivation to form and maintain lasting, positive, and significant relationships with others. The need to belong is fueled by frequent and pleasant relational exchanges with others and thwarted when one feels excluded, rejected, and hurt by others. Notwithstanding the recognition that all relationships can have positive and negative aspects, and that many different types of relationships can influence employee outcomes, most research has honed in on either the positive or negative experiences associated with a specific type of relationship. Because of this we lack both an appreciation and understanding of the full range of relational experiences. We also have not fully considered similarities and differences in relational experiences across different types of relationships, or how these experiences may differentially affect employee attitudes, behavior, and well-being. This edited volume tackles these issues head on, recognizing the powerful role that relationships play in our everyday life, and zeroing in on the cognitive, psychological, and behavioral processes responsible for such effects. Structure of the Book This book uses research and theory on the need to belong as a foundation to explore how five different types of relationships influence employee attitudes, behaviors, and well-being"

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"We know that positive, fulfilling and satisfying relationships are strong predictors of life satisfaction, psychological health, and physical well-being. This edited volume uses research and theory on the need to belong as a foundation to explore various types of relationships, with an emphasis on the influence of these relationships on employee attitudes, behaviors and well-being. The book considers a wide range of relationships that may affect work attitudes, specifically, supervisory, co-worker, team, customer and non-work relationships. The study of relationships spans many sub-areas within I/O Psychology and Social Psychology, including leadership, supervision, mentoring, work-related social support, work teams, bullying/interpersonal deviance and the work/non work interface"--
