

## The Effects of verbal and nonverbal Ostracism on employee interpersonal work behavior

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### **Abstract:**

Employee interpersonal behaviors play a vital role in the performance of any organization. If this behavior of the employee is positive it will boost up the performance of the organization otherwise it will completely lower the performance of the organization. The behavior of the employee is mainly affected by the behavior of other employees who are working with them. When a person or group of people fails to engage another organizational member when it is socially necessary to do so, it is referred to as workplace ostracism. There are two main dimensions of workplace ostracism which are verbal and nonverbal ostracism. The purpose of this study is to investigate the effect of verbal and nonverbal ostracism on employee interpersonal deviance behavior in the public sector organizations of Balochistan. This study also aims to examine the moderating role of social self-efficacy on the relationship between verbal and verbal ostracism and inter-personal deviance behavior. The nature of this study is quantitative so used the deductive approach. Primary data was collected by a closed-ended questionnaire from the 103 permanent employees of the public sector organization of Balochistan who speak a mother tongue other than the local language of that area. The data analysis technique was PLS-SEM done by the PLS Smart. From the results of this study it was found that both verbal and nonverbal ostracism will create a Disidentification in the employee which leads them to interpersonal deviance behavior. While social self-efficacy plays a moderation role in the relationship of verbal ostracism to interpersonal deviance behavior. There is no role of social self-efficacy in the relationship of nonverbal ostracism to interpersonal

deviance behavior. It is recommended to the public sector organizations of Balochistan control the workplace ostracism behaviors especially verbal and nonverbal ostracism to make their employees more and more productive.

**Key Words: Disidentification, Interpersonal Deviance Behaviors, Nonverbal Ostracism, Public Sector Organization of Balochistan, Verbal Ostracism,**

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## **Introduction**

Today the world is like a global village. At the same time, these globular trends have to create opportunities as well as threats for the organization. Due to this global effect People of different cultures and languages are working under the same umbrella in one organization. Due to the diversity of the workers in organizations, different types of conflicts are being created at the workplace among which multi-language is one of the top reasons for conflict. Multi-language can create interpersonal bonds, it can also be used to isolate people but most of the time it will isolate the member of one language from the other language (Fiset & Bhave, 2021). There were several studies has been conducted to tiger the issues of language on the interpersonal work behavior of the employee of those organization who having the employees with a different language. If these types of the issue remain for a long time in the organization will create a serious illness in the organization which is called as linguistic ostracism (Neeley, 2013). Linguistic ostracism is part of a larger concept called workplace ostracism. When a person or group of people fails to engage another organizational member when it is socially necessary to do so, it is referred to as workplace ostracism (Robinson, O'Reilly, & Wang, 2013). While workplace ostracism isn't as clear as other negative work behaviors like violence or abuse but the implications of workplace ostracism are serious because it results in a lack of social involvement. (Ferris, Chen, & Lim, 2017). Language is a significant social category that forms people's self-concept, according to ethnolinguistic identity theory, a philosophical descendent of the social identity viewpoint (Giles & Johnson, 1987).

## **Problem Statement**

Language and communication are one of the important organizational internal problems faced by an organization that has employees from different demographics. Several research studies have been conducted on this problem to address its solution. Almost all these studies have limited their scope only to formal language or verbal language. They don't investigate the effects of non-formal or nonverbal language on the interpersonal work behavior of the employees (Fiset & Bhave, 2021). This study aims to investigate the impact of verbal and nonverbal communication Ostracism on interpersonal work behaviors of the employees who are working in public organizations of Balochistan having a language other than the local language of that region.

## **Research Questions**

- Is there any effect of verbal communication ostracism on interpersonal Deviance behavior by the mediation of Disidentification?

- Is there any effect of Nonverbal communication ostracism on interpersonal Deviance behavior by the mediation of Disidentification?
- Is there any moderation effect of social self-efficacy verbal ostracism on the interpersonal Deviance behavior?
- Is there any moderation effect of social self-efficacy Nonverbal ostracism on the interpersonal Deviance behavior?

### **Research Objectives**

- To find out the effect of verbal ostracism on interpersonal Deviance behavior by the mediation of Disidentification?
- To find out the effect of Nonverbal ostracism on the interpersonal Deviance behavior by the mediation of Disidentification?
- To check the moderation affects of social self-efficacy verbal ostracism on the interpersonal Deviance behavior?
- To check the moderation affects of social self-efficacy Nonverbal ostracism on the interpersonal Deviance behavior?

### **Literature Review**

#### **Interpersonal Deviance Behavior**

Deviance behavior is a deliberate negative behavior express by the employees in the workplace to the other employees of the organization. This behavior violates the norms and culture of the organization and creates a high-level negative impact both on the employees as well as on the organization. deviant behavior in the organization is known by many names like counterproductive behavior, antisocial behavior, workplace deviant, and Organization misbehavior (Noermijati et al., 2021). Organizations from the centuries are facing employee Workplace deviance behavior globally and this behavior is negatively affecting their performance (Mackey et al., 2021). The deviance behavior of the workers at the workplace is considered to be a voluntary behavior which violates the organizational values which in result terrorize both organizations as well as its member (Abbasi et al., 2021).

The organization of those countries where the labor force is composed of multi-language and multi-culture people will face a lot of issues regarding the language and culture in the workplace. Those employees who are less in number by language will face a problem of linguistic ostracism. Several researchers have found that these organizations bear a big cost of employee linguistic ostracism. This problem will create a negative influence on two major domains of the job first it reduced the citizenship behavior of the employees and secondly it increases the employee's interpersonal deviance behavior (Rotundo, 2002). There are several levels of interpersonal deviance behavior. The minor level of interpersonal deviance behavior is the political deviance behavior in the political deviance behavior. This means that gossiping about other peoples and showing favoritism. While the serious level of deviant behavior is personal aggression. This means that sexual harassment and verbal abuse. Due to The minor

level of deviant behavior employees intentionally start working slowly and start wasting the resources of the organization. Due to personal aggression, they start destroying the organizational properties and start stealing easily moveable equipment from the workplace (Mackey et al., 2021).

### **Disidentification**

Disidentification is defined as "a successful separation from a group, resulting in a negative self-defining relationship with a related group." Simply stated, Disidentification is a technique for distinguishing oneself from an undesirable social community (McGlothlin & Killen, 2010). Disidentification is strongly associated with negative feelings, such as anger, that reinforce the separation from the out party, since it invokes an unfavorable categorization between the self and the group (Kreiner & Ashforth, 2004). According to many researchers, those Employees who experience linguistic ostracism disidentify with their workgroup and participate in less interpersonal citizenship activities and more interpersonal deviance behaviors (Fiset & Bhawe, 2021). Employees can experience feelings of Disidentification as a result of linguistic ostracism. As a consequence, we offer a significant explanation for why employees consider acts of linguistic exclusion by their colleagues to be aversive, even though they are not necessarily deliberate, and how this affects their subsequent performance of interpersonal work behaviors (Thapar-Björkert & Tlostanova, 2018). Several recent studies have also shown that membership recognition benefits which is the opposite reflection of the Disidentification will lead the organizational members towards long-term commitment (Elsbach & Bhattacharya, 2001).

Disidentification is concerned with how dominant signs and symbols, which are frequently toxic to minority members, may be maintained in a lively and engaging style of performance (Charlie, 2018). However, when an in-group fails to meet an individual's need for positive social identification, evidence suggests that group members may decide to leave the group psychologically and seek out a more satisfying group. On the other hand, it's easy to imagine cases in which people hear about deviant actions without being able to demonstrate their anger at the person responsible for them (Cameira & Ribeiro, 2014).

### **Verbal Ostracism**

Ostracism means an act of a person that violates the social norms of a workplace environment (Robinson et al., 2013). A range of constructs has been developed to study behaviors that are classified as ostracism. Several of these concepts are widely defined by the types of discriminatory behaviors they capture. Linguistic ostracism is created in a situation in which two or more people converse in a language that the others around them do not understand (Robinson et al., 2013). We can't ignore the importance of both verbal and nonverbal communication when examining the process of communication between people. However, the verbal form of communication is essential because it is used in all forms of organizational communication, whether it is interacting with a person sitting in front of you or a person sitting at a distance from you via letter, phone calls, or emails (Reinhard & Sporer, 2008).

Workplace ostracism is a regular phenomenon that many workers have to deal with. Individual or organization ostracism causes a person to suffer psychologically (Yang et al., 2020). Workplace ostracism leads to social isolation, which can have serious implications for an individual's self-esteem and self-control. Furthermore, ostracized people suffer from psychological agitation and lose their ability to control themselves, contributing to violent attitudes and behaviors. According to many studies, those who are subjected to ostracism are more aggressive and more likely to engage in deviant actions (Gürlek, 2021).

*H<sub>1</sub>: Verbal ostracism negatively affects interpersonal Deviance behavior.*

### **Non-Verbal Ostracism**

The term "nonverbal behavior" refers to behavior that is not involving language. We can distinguish between verbal and nonverbal during a communication process as verbal are those where words are involved and the nonverbal are all aspects of the communication rest of words. Since most of our verbal-linguistic behavior is ambiguous and incomplete without the involvement of nonverbal language, nonverbal language factors are extremely significant. As a result, while we address language, we must also consider the nonverbal aspects of the language (Mast, 2007). Both the verbal and nonverbal dimensions of language are immensely important. According to many scholars, the nonverbal aspects of communication are more important than the verbal aspects during communication. According to them, nonverbal behavior may cover the aspect of verbal behavior to complete the message on many occasions; however, the nonverbal aspect is hardly covered by words in conversation (Phutela, 2015).

Non-verbal behavior includes your body position, head nodding and shaking, facial expression, eye contact, and gestures when communicating with someone. All these non-verbal behaviors help the communicator to communicate his or her good or bad message properly during linguistic communication. Even sometimes these characteristics communicate your overall message without the involvement of any words with them. From this, it has been observed the importance of the non-verbal behavior of an employee in the workplace can't be ignored (Forbes & Jackson, 1980). In the workplace, there are several kinds of ostracism, including social ostracism, linguistic ostracism, and so on. Linguistic ostracism has a significant impact on employee behavior in the workplace. Linguistic ostracism can also be divided into two types: verbal and nonverbal. Nonverbal ostracism is created by informal language such as body language, talking style, facial expression, the jargon used in the language, and so on. Verbal ostracism is created by the formal language we speak in the company that is not understood by the workers, and nonverbal ostracism is created by informal language such as body language, talking style, facial expression, the jargon used in the language, and so on (Hawes et al., 2012).

Both social and biological scientists believe that ostracism has a significant effect on those who are subjected to it. The consequences of ostracism on those who commit it are less obvious. Even though experimental social psychologists have paid relatively little attention to ostracism in general, they are aware of the behavioral and emotional effects of social exclusion. To avoid exclusion from others, we conform, obey, comply, inhibit our socially undesirable or

idiosyncratic behaviors, change our attitudes, work harder, and generally try to present ourselves in a favorable manner (Williams, 1997).

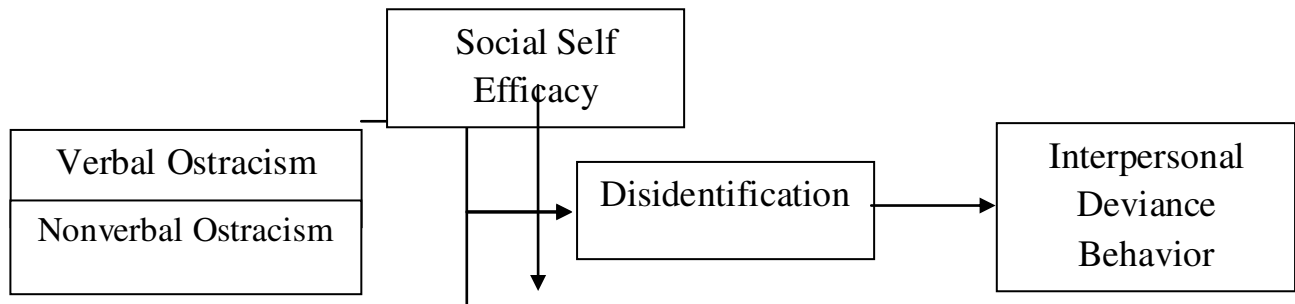
*H<sub>2</sub>: Nonverbal communication ostracism negatively affects interpersonal Deviance behavior.*

### **Social Self Efficacy**

According to social learning theory, which was suggested by psychologist Albert Bandura, self-efficacy is a personal assessment of one's ability to carry out courses of action needed to deal with real circumstances. Every aspect of human action is influenced by self-efficacy. It significantly affects both the power an individual has to face challenges competently and the decisions a person is more likely to make by determining the beliefs a person holds about their power to impact situations. These effects are particularly evident and persuasive when it comes to investment decisions in health, education, and agriculture (Kelland, 2015). The moderating role of Social Self Efficacy highlights that employees' beliefs in their social capabilities are influential in limiting the adverse effects of linguistic ostracism. As a result, we recommend that businesses have a training program to equip workers with communication and conflict resolution skills to increase their trust in their social abilities and their ability to constructively manage interpersonally stressful situations. In this regard, measuring workgroup members' levels of Social Self Efficacy may be a valuable screening tool when there are reports of linguistic ostracism (Fiset & Bhave, 2021). Because of their limited prior performance informing and reestablishing relationships with others, employees with low Social Self Efficacy lack trust in their social abilities to handle tense interpersonal situations. Because of their pessimistic confidence in their ability to establish social ties, low Social Self Efficacy employees will experience a greater sense of Disidentification with their workgroup and behave in a socially unproductive manner that is dysfunctional to their coworkers when they come upon linguistic ostracism (Vadera et al., 2013). Employees with high Social Self Efficacy, on the other hand, who are confident in their ability to manage delicate interpersonal circumstances, are less likely to misidentify with their workgroup and conduct acts that are dysfunctional to their workgroup when they experience linguistic ostracism (Helena Syna, 2005).

*H<sub>3</sub>: Social self-efficacy negatively moderates the negative effect of verbal communication ostracism on interpersonal Deviance behavior.*

*H<sub>4</sub>: Social self-efficacy negatively moderates the negative effect of the nonverbal communication ostracism on the interpersonal Deviance behavior.*

**Conceptual Framework:****Figure 1 Conceptual Framework****Methodology**

The researcher used the positivist philosophy paradigm, which assumes that reality exists independently from the knowledge of the individual. The logical nature of the problem-solution used for this study was deductive and the data analyzed was quantitative because this study aims to test the existing theories. While the sampling design used in this study is non-probability sampling because the sampling frame of the study population is not available. The sampling technique used by the researcher for the collection of the data is purposive sampling because we have to collect in-depth data from the employees of public sector organizations of Balochistan who are working in an organization where most of the employees speak the local language which is not understandable to them. The data was gathered by a closed-ended questionnaire using the 5 points Likert scale. The questionnaire was circulated among the respondents via Google form. For the analysis of the quantitative data, the PLS-SEM is mostly used in researches that use latent variables to gauge a phenomenon. As our study is based on constructs that are latent variables and cannot be measured directly but with the help of different indicators so that why the researcher used the PLS-SEM technique by the PLS smart for the data analysis of this study.

**Measures**

The questionnaire used in this study is adopted and adapted. There are five constructs used in this study which are verbal ostracism, non-verbal ostracism, social self-efficacy, Disidentification, and interpersonal deviance behavior. The five items construct verbal ostracism was taken from the study of (Fiset & Bhawe, 2021). The five items construct for the non-verbal ostracism was taken from the study of (Ferris et al., 2008). The four items construct of the social self-efficacy was taken from the study of (Kitahara, 1975). The five items construct of the Disidentification was taken from the study of (Kreiner & Ashforth, 2004). While the five items construct of the interpersonal deviance behavior was taken from the study of (Bennett & Robinson, 2000).

**Data Analysis****Demographic Analysis**

From the Table of the demographic analysis, it is shown that there is a total of 103 respondents in this study. Among which 85 are male and 18 are female. As per the age distribution, 37 belong

to the age group 21 to 30 years, 57 belong to the age group 31 to 40 years, 8 belong to the age group 41 to 50 years and only one respondent belongs to the age group of 50+ years. 21 among the respondents were Urdu speaking, 50 were Punjabi speaking, 9 were Sindhi speaking, and 19 were Seraeki speaking and 4 were other than these languages.

**Table 1 of the Demographic**

	Numbers	Percentage
<b>Gender</b>		
Male	85	83%
Female	18	17%
Total	103	100%
<b>Age Group</b>		
21 to 30 Years	37	36%
31 to 40 Years	57	55%
41 to 50 Years	8	8%
50+ Years	1	1%
Total	103	100%
<b>Language</b>		
Urdu	21	20%
Punjabi	50	49%
Sindhi	9	9%
Seraeki	19	18%
Others	4	4%
Total	103	100%

### Reliability and validity of the Measurement Model

PLS-SEM in the data analysis of this study was applied in two steps. In the first step, it was applied to check the reliability and validity of the measurement model. In the second step, it was applied to check the significance of the structural model. Both the reliability and validity of the data were ascertained by following the guidelines provided by (Hair Jr et al., 2016). Reliability is about the understanding of the population. Cronbach's alpha, composite reliability, and outer loading values are used for the reliability of the data. The threshold value for Cronbach's alpha and composite reliability is 0.07 while for the outer loadings is it should not be less than 0.05. It is reflected from the result of Table 2 that Cronbach's alpha and composite reliability of all the constructs are above 0.7 and the outer loading values of all the items are above 0.05. From this, it is confirmed that the data of the entire construct is internally consistent and reliable.

For the validity of the construct, it is recommended that the two-fold approach of the Hair should be followed. The two-fold approach of validity contains convergent and discriminated validity.



Validity is the representation of the construct. For convergent validity, the Average variance extracted values are used. The threshold value of the average variance extracted is greater than 0.5. From the result of table 1, it is confirmed that all the constructs having the average variance extracted value greater than 0.5 which shows that all the constructs are convergent valid. For the discriminant validity, the researcher has adopted the Fornell Larkers criteria is used. In this criteria, the square rooted values of the average variance extracted are compared with the inter construct correlation. From table 3, it is clear that all the square rooted values of the average variance extracted are greater than the inter construct correlation.

**Table 2 of the Reliability and Validity**

Constructs	Items	Loadings	AVE	Composite Reliability	Cronbach's Alpha
Disidentification	D1	0.813	0.74 1	0.934	0.912
	D2	0.802			
	D3	0.916			
	D4	0.885			
	D5	0.882			
Interpersonal Deviance Behavior	DB1	0.807	0.73 3	0.932	0.909
	DB2	0.874			
	DB3	0.891			
	DB4	0.886			
	DB5	0.821			
Non-Verbal Ostracism	NO3	0.915	0.87	0.952	0.925
	NO4	0.946			
	NO5	0.936			
Social Self Efficacy	SSE1	0.823	0.62 4	0.864	0.821
	SSE2	0.502			
	SSE3	0.851			
	SSE4	0.918			
Verbal Ostracism	VO1	0.691	0.62 1	0.891	0.851
	VO2	0.746			
	VO3	0.834			
	VO4	0.808			
	VO5	0.851			

Note: The two items of the Nonverbal Ostracism(NO1 and NO2) were removed due to very low loadings

**Table 3 of Fornell Larcker Criteria**

	DIS	IPDB	NVO	SSE	VO
DIS	<b>0.861</b>				
IPDB	0.701	<b>0.856</b>			
NVO	-0.161	-0.012	<b>0.933</b>		
SSE	0.155	0.104	0.027	<b>0.79</b>	
VO	0.555	0.463	-0.176	0.028	<b>0.788</b>

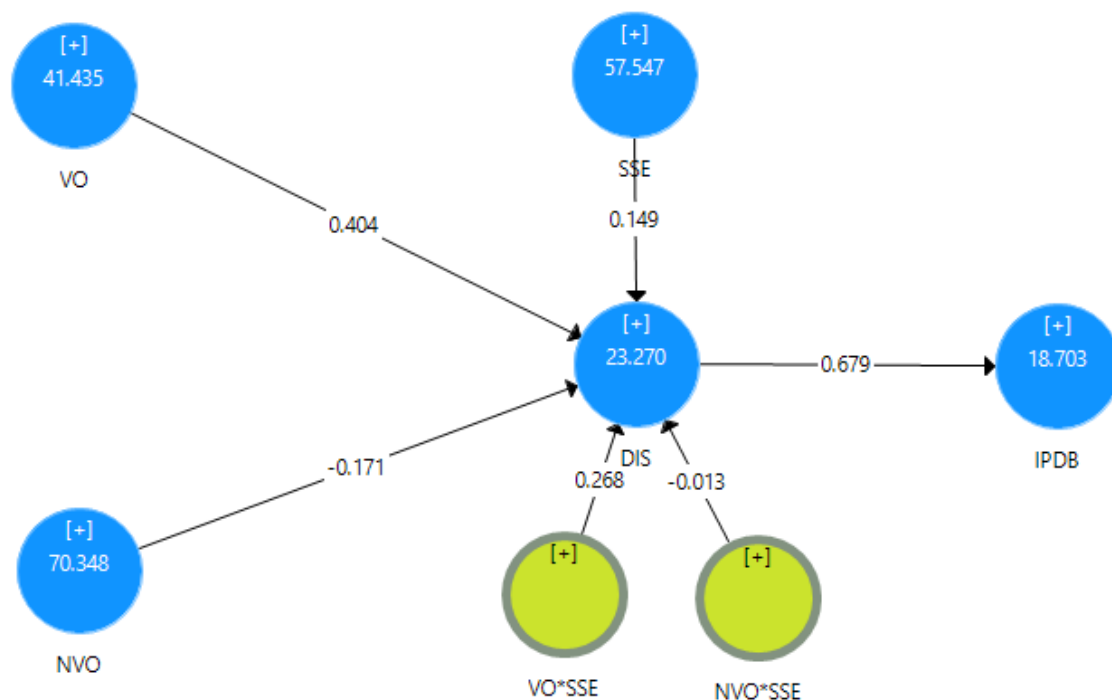
**Structural Model****Figure 2 Model****Path coefficients**

Table of path coefficient shows all the direct relationship which exists in the model. It explains the significance of these relationships. The significance of any relationship can be found by the T statistics and the P-value of that relationship. The threshold value for the T statistics is 2 or greater and for P-value is less than 0.05 for the significance of a relationship. We see that there is a total of six relationships in the path coefficient table among which the three relationships are significant having the T values greater than the 2 and P value less than 0.05 while the other three relationships are insignificant.

**Table 4 of Path coefficients**

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics ( O/STDEV )	P Values
DIS -> IPDB	0.701	0.698	0.092	7.608	0.000
NVO -> DIS	-0.177	-0.178	0.118	1.507	0.066
NVO*SSE -> DIS	-0.014	-0.007	0.099	0.145	0.442
SSE -> DIS	0.154	0.145	0.111	1.387	0.083
VO -> DIS	0.41	0.416	0.1	4.107	0.000
VO*SSE -> DIS	0.297	0.254	0.13	2.274	0.012

**Specific Indirect Effects**

The table of the specific indirect effect shows all the mediating and moderating relationships in the model. This shows that there are two mediating relationships in the model and two moderating relationships in the model. One mediating relationship is from the verbal ostracism to employee deviance behavior via Disidentification while the other mediating relationship is from the nonverbal ostracism to employee interpersonal deviance behavior via Disidentification. While the moderating effect is created by social self-efficacy which act as a moderator on the both above meditating relationship from verbal to nonverbal ostracism to Disidentification. The threshold value for the T statistics is 2 or greater and for P-value is less than 0.05 for the significance of a relationship. We see that both mediating relationships have T statistics are greater than 2 and P values are less than 0.05 which shows that both relationships are significant. While the moderating relationship of verbal ostracism is significant while nonverbal ostracism is insignificant.

**Table 5 of Specific Indirect effects**

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics ( O/STDEV )	P Values
NVO -> DIS -> IPDB	-0.124	-0.119	0.075	1.659	0.049
NVO*SSE -> DIS -> IPDB	-0.01	-0.006	0.067	0.15	0.44
SSE -> DIS -> IPDB	0.108	0.103	0.077	1.39	0.083
VO -> DIS -> IPDB	0.287	0.292	0.085	3.382	0.000
VO*SSE -> DIS -> IPDB	0.208	0.18	0.097	2.134	0.017

**Total Effects**

The table of the total effect shows the overall effect of the both direct and indirect effects of all the relationships. The threshold value for the T statistics is 2 or greater and for P-value is less

than 0.05 for the significance of a relationship. We see that there are eleven total effects in the model. We see that the six relationships are significant having a P value less than 0.05 and the rest of the five relationships are insignificant having p values greater than 0.05.

**Table 6 of Total Effects**

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics ( O/STDEV )	P Value s
DIS -> IPDB	0.701	0.698	0.092	7.608	0.000
NVO -> DIS	-0.177	-0.178	0.118	1.507	0.066
NVO -> IPDB	-0.124	-0.119	0.075	1.659	0.049
NVO*SSE -> DIS	-0.014	-0.007	0.099	0.145	0.442
NVO*SSE -> IPDB	-0.01	-0.006	0.067	0.15	0.440
SSE -> DIS	0.154	0.145	0.111	1.387	0.083
SSE -> IPDB	0.108	0.103	0.077	1.39	0.083
VO -> DIS	0.41	0.416	0.1	4.107	0.000
VO -> IPDB	0.287	0.292	0.085	3.382	0.000
VO*SSE -> DIS	0.297	0.254	0.13	2.274	0.012
VO*SSE -> IPDB	0.208	0.18	0.097	2.134	0.017

**R Square**

Table 7 of the R square shows the R square values for the dependent variable of the model. The R square value shows the percentage of variation in the dependent variable due to the independent variables present in the model. The R square value for the dependent variable interpersonal deviance behavior is 0.491 which shows a very good level of variation for cross-sectional study data. This value shows that 49.1% variation in the interpersonal deviance behavior is due to its independent variables of the model.

**Table 7 of R Square**

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics ( O/STDEV )	P Values
DIS	0.412	0.448	0.092	4.499	0.000
IPDB	0.491	0.495	0.122	4.016	0.000

**Predictive Relevance of the Model**

Q square values show the predictive relevance value of the model. This means that how much the power of the model to predict. According to Geisser and Stone (1974), the Q square value of a model must be greater than zero. Table 8 of the Q square shows the Q square value of the dependent variable Interpersonal deviance behavior is 0.324.

**Table 8 of Q Square**

	SSO	SSE	Q <sup>2</sup> (=1-SSE/SSO)
DIS	515	369.933	0.282
IPDB	515	348	0.324
NVO	309	309	
NVO*SSE	103	103	
SSE	412	412	
VO	515	515	
VO*SSE	103	103	

**Hypothesis Testing**

There is a total of four hypotheses we have to test among which two are the mediating relationship and the other two are the moderation relationship of the above two hypotheses by the social self-efficacy. Both the two mediating relationships were supported by our study results while one moderation hypothesis was supported and another hypothesis of the moderation relationship was not supported by our study results.

**Table 9 of Hypothesis Testing**

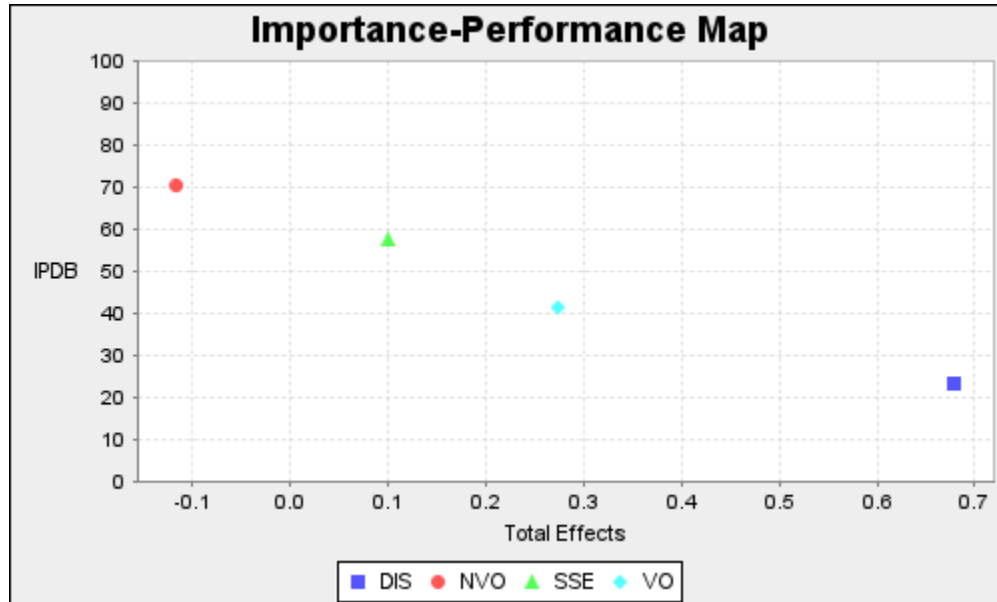
Hypothesis	Results
H <sub>1</sub> : Verbal ostracism negatively affects interpersonal Deviance behavior.	Supported
H <sub>2</sub> : Nonverbal communication ostracism negatively affects interpersonal Deviance behavior.	Supported
H <sub>3</sub> : Social self-efficacy negatively moderates the negative effect of verbal communication ostracism on interpersonal Deviance behavior.	Supported
H <sub>4</sub> : Social self-efficacy negatively moderates the negative effect of the nonverbal communication ostracism on the interpersonal Deviance behavior.	Not Supported

**IPMA Analysis:**

The IPMA analysis shows the importance and performance of the individual variables. The table of IPMA analysis shows that the most important variable is Disidentification having a value of 0.701 and the most performance variable is the Non-Verbal Ostracism which having a performance value of 70.348.

**Table 11 of IPMA Analysis**

	Importance	Performances
Disidentification	0.701	23.27
Non-Verbal Ostracism	-0.124	70.348
Social Self Efficacy	0.108	57.547
Verbal Ostracism	0.287	41.435



**Figure 3 of IPMA Analysis**

### Conclusion

From the data analysis and finding of this study, it is concluded that verbal ostracism and nonverbal ostracism have a significant positive relationship with the organizational interpersonal deviance behavior of the employee of the public sector organizations of Balochistan who have a mother tongue other than the local language of that area. Social self-efficacy was the moderation variable that the researcher wants to see their effect on the relationship of ostracism to employee interpersonal deviance behavior. From the analysis, it was found that social self-efficacy has a significant moderation effect on the relationship of verbal ostracism and the employee interpersonal deviance behavior. While it was found that social self-efficacy has an insignificant impact of moderation on the relationship of nonverbal ostracism and the employee interpersonal deviance behavior. As we see mostly in the past studies the verbal and nonverbal ostracism has been studied combine as in the name of linguistic ostracism or the only verbal factor was studied in the name of linguistic ostracism. But the nonverbal factor of ostracism was completely ignored by the researchers. So this research study aims to fulfill this gap that these two factors exist separately in the organization and every factor has its importance to study. These two factors both affect the employee interpersonal deviance behavior of the employee.

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