

"A man is  
great by  
deeds, not by  
birth"  
-Chanakya

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**Workplace incivility and quiet quitting among frontline hotel employees:  
Roles of workplace loneliness, core self-evaluation and leader-member exchange**

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**Workplace incivility and quiet quitting among frontline hotel employees:  
Roles of workplace loneliness, core self-evaluation and leader-member exchange**

**Abstract:**

This study examines the association between workplace incivility and quiet quitting. It also tests the mediating role of workplace loneliness and the conditional roles of core self-evaluation and leader-member exchange in the model. The proposed hypotheses were tested using 410 data collected from frontline hotel employees using a multi-phase survey procedure. The analysis proved that workplace incivility increases quiet quitting, and workplace loneliness is a mechanism connecting workplace incivility and quiet quitting. The study found that employees' core self-evaluation and leader-member exchange conditions workplace incivility's indirect effect on quiet quitting via workplace loneliness. The findings have vital managerial implications.





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