

**ORAL PRESENTATION**

**IMPACT OF LEADER’S HUMOR AND GOSSIP ON EMPLOYEE ENGAGEMENT THROUGH THE MEDIATING ROLE OF LMX AND SELF-ESTEEM IN THE HOSPITALITY INDUSTRY OF PAKISTAN**

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**Abstract**

In the present times, promoting a supportive work environment to enhance the level of employee engagement is the key interest of employers as well as of leaders. Leader’s humor style and leader’s gossip style can influence quality of relationship between leader and employees and also have impact on employee self-esteem. High quality leader-member exchange and employee self-esteem causes an increase in level of employee engagement. The aim of this stud is to investigate the impact of leader’s humor style and leader’s gossip style on employee engagement through the mediating effects of leader-member exchange and employee self-esteem. This research has been conducted by a structural questionnaire using the sample of 206 front-line employees working in different hotels by using convenience sampling. Data was analyzed by SEM through (AMOS 20). The findings of this study disclose that leader’s affiliative humor style and leader’s positive gossip style positively impact leader-member exchange and employee self-esteem which increases the level of employee engagement. Whereas leader’s aggressive humor style and leader’s negative gossip style negatively impact leader-member exchange and employee self-esteem which decreases he level of employee engagement. This work will help leaders and managers in hotels to choose appropriate humor and gossip style to make good relationship with employees and to increase employee self-esteem for the acceleration of employee engagement.

**Keywords:** Leader’s affiliative humor, leader’s aggressive humor, leader’s positive gossip, leader’s negative gossip, hospitality industry of Pakistan

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