

Workplace Bullying Perceptions Among Health Sector Employees: A Research in a Private Hospital in Albania

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Abstract

Private hospitals have important role in health sector in Albania, but their productivity are controversial. It is known that workplace bullying has a decreasing effect on productivity and quality. So understanding its prevalence will contribute to solution. From this perspective, aim of this research in general is to draw attention to workplace bullying effect and its prevalence problem in health sector by the help of chosen private hospital example. And in particular, making proposals for the solution by researching if bullying perceptions differs according to age, gender and working time. Research contributes Albanian literature that has too limited survey on the subject and this is the first research used a scale translated from Turkish original. Results showed that %10,5 of employees think that they are exposed to bullying. Most observed bullying behaviour is "to be followed excessively" which is a part of "Job oriented behaviours". And it is found that there is not an important difference between male and females perceptions, while bullying perception increase in 23-26 age group and employees working 1-5 years in the current job.

Keywords: Workplace Bullying, Health Sector, Demographic Factors, Victim.

Sağlık Sektörü Çalışanları Arasında İşyeri Taciz Algısı: Arnavutluk'ta Faaliyet Gösteren Özel Bir Hastane Araştırması

Öz

Arnavutluk'ta sağlık hizmetlerinin yürütülmesinde özel hastaneler önemli pay sahibidir ancak bu hastanelerin verimliliği tartışmalıdır. Çalışanlar arasında verimlilik ve kalite düşüşünde önemli bir etken olduğu bilinen işyeri psikolojik taciz

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davranışının yaygınlığının tespiti çözüme katkı sağlayacaktır. Bu bağlamda çalışmanın amacı genelde; örnek olarak seçilen hastanede işyeri psikolojik taciz davranışının yaygınlığını tespit ederek sektördeki problemin boyutuna dikkat çekmektir. Özelde ise psikolojik taciz algısının yaş, cinsiyet ve çalışma süresine göre değişiklik gösterip göstermediğinin araştırılması suretiyle çözüme yönelik öneriler sunmaktır. Çalışma, konu hakkında yapılmış araştırmaların yok denecek kadar az olduğu Arnavutluk yazınına katkı sağlamaktadır. Bunun yaparken de Türkçe'den uyarlaması yapılmış bir ölçeđi alan araştırmasında kullanılan ilk çalışmadır. Bulgular, belirlenen örneklem grubunda işyerinde psikolojik tacize maruz kalma oranının %10,5 ve en fazla karşılaşılan taciz davranışlarının, işin aşırı düzeyde izlenmesi gibi işe yönelik davranışlar olduğunu göstermiştir. Çalışmada, tacize maruz kalma oranının cinsiyete göre önemli bir fark göstermediđi, 23-26 yaş grubunda ve işte 1-5 yıl çalışanlarda taciz algısının artış gösterdiđi bulunmuştur.

Anahtar Kelimeler: İşyerinde Psikolojik Taciz, Sağlık Sektörü, Demografik Faktörler, Mađdur.

1. INTRODUCTION

Last decades have collatarel effects in workplace. Increasing of competition, getting value of human rights and forensic values are some of them. All of these effects ended the "production based only behaviour" and resulted to focusing on "human" in workplace. Additioanally, with the effect of profitability and quality, importance of human increased in workplace as resulting on the massive efforts to understand the human behaviour. We can say, increasing value of workers as a human in the workplace, is the result of struggle for much for quality and productivity.

While new requirments resulted with new searches for better quality, on the other hand they caused new problems. Or another terms, problems that have not seen so far began to consider.

Mobbing or workplace bullying is one of the workplace behaviour that come through recently.

2. THEORY

Mobbing comes from a Latin origin “mobile vulgus” that is meaning unlawful crowd using violence¹. Word has sense showing every bad treatment, violence, humiliation etc. made systematically to employee by superiors, subordinates or the person having same level².

In workplace, bullying first used during 1980's by Swedish work physiologist Heinz Leymann. He used the word after finding in his researches that there are similar hostile and long term behaviours between employees. The term bullying includes negative behaviours such as humiliation of employee sistematically and permanantly, causing depreciation, preventing employee from reaching to information, rumor about employee etc.. Bullying results with employee's physical, emotional and socially disturbance and leave from job³.

According to Leymann in order to define negative behaviours as mobbing there are some requirements such as; behavior “repeated at least once in a week”, “continued at least 6 months”, “aimed to a specific objective” and “having problem to cope with the situation for victim”⁴. According to Leyman, behaviours accepted as bullying are categorized in five section⁵. They are;

- a. Attacks preventing self assertion of individual,
- b. Attacks made to social relations,
- c. Attacks to individual's social reputation,
- d. Attacks to individual's life and work quality,
- e. Attacks effecting directly health⁶.

¹ Noa Davenport... et al., **Mobbing İş Yerinde Duygusal Taciz**, (İngilizce'den çev. Osman Cem Öner toy), İstanbul: Sistem Yayıncılık, 2003, s. 3-157.

² Pınar Tınaz, **İşyerinde Psikolojik Taciz**, İstanbul, Beta Yayınları, 2006, s. 7-8.

³ Fatih Karcioğlu, Ülke Hilal Çelik, “Mobbing (Yıldırma) ve Örgütsel Bağlılığa Etkisi”, *Atatürk Üniversitesi İktisadi ve İdari Bilimler Dergisi*, Cilt: 26, Sayı: 1, 2012, s. 59-75.

⁴ Tarık Solmuş, “İş Yaşamında Travmalar: Cinsel Taciz ve Duygusal Zorbalık/Taciz (Mobbing)”, *İş-Güç Endüstri İlişkileri ve İnsan Kaynakları Dergisi*, C.7, sayı 2, Haziran 2005, s.6.

⁵ Heinz Leymann, “The Content and Development of Bullying at Work”, *European Journal of Work and Organizational Psychology*, 165, 1996, pp.170-173.

⁶ Fatih Karcioğlu, Ülke Hilal Çelik, “Mobbing (Yıldırma) ve Örgütsel Bağlılığa Etkisi”, *Atatürk Üniversitesi İktisadi ve İdari Bilimler Dergisi*, Cilt: 26, Sayı: 1, 2012.

Reasons of bullying are stated by Björkqvist... et al. (1994) three reasons mentioned are;

- a. Statues and workplace positions of person,
- b. Jealousness,
- c. Nonconfidence of vicious person⁷.

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3. METHOD

Aim of this research is to draw attention to workplace bullying effect and its prevalence problem in health sector by the help of chosen private hospital example in general. And making proposals for the solution by researching if bullying perceptions differs according to age, gender and working time in particular. Research implemented in health sector, example chosen from a private hospital. It is sure bullying perceptions differs according to employee groups in hospital. But since this research aims to give basic inputs to the employers, general perceptions including all employees are given. In other words perceptions according to every working group in hospital (doctor, nurse etc.) are not researched separately. This is one restriction of the research. Additionally, there is a big gap between public health sector and private hospitals in Albania. Since research implemented in private sector that is second restriction of this research.

This research is a descriptive and quantitative research trying to understand the situation in the universe and to find the frequencies of researched characteristics ⁸. Number of employees in the hospital is 1200. According to %95 confidence interval, example group must be 291 person ⁹. So questionnaire sent to 300 employee with the help of hospital management. Employees filled the questionnaire and put their form into the complaint boxes. 204 of questionnaires returned. Returning percentage is %68. In order to make an accurate and reasonable analysis, it is expected to have a percentage more than %70-80¹⁰. But Özođlu (1992) states that returning percentage is generally differs between %40-60¹¹. So returning percentage for

⁷ Kaj Björkqvist... et al., "Aggression among university employees", *Aggressive Behavior*, Volume 20, 1994, pp.173-184.

⁸ Aysel Aziz, **Araştırma Yöntemleri-Teknikleri ve İletişim**, Ankara, Turhan Yayınları, 1994, s.8.

⁹ "Sample Size Calculator", retrieved from <http://www.surveysystem.com/sscalc.htm>, Accessed 21 September 2014.

¹⁰ Şener Büyüköztürk, **Veri analizi el kitabı**, Ankara, Pegem A Yayıncılık, 2004.

¹¹ S. Çetin Özođlu, "Davranış bilimlerinde anket: Bilgi toplama aracının geliştirilmesi", *Ankara Üniversitesi Eğitim Bilimleri Fakültesi Dergisi*, 25 (2), 1992, s. 321-39.

this research is enough. Since five of the questionnaire is misfilled they are eliminated and analyses made with 199. Data analyzed with SPSS 20.0. One of the descriptive statistical methods (frequency analysis) is used. Results are analyzed in %95 confidence interval and 0,05 significance level.

Questionnaire consist of two section. In the first section demographic factors including age, gender, working time in the last job asked. In the second section, Workplace Bullying Scale (WBS) is used to measure the bullying perceptions. WBS is improved by Tınaz et al.¹² and adapted to Albanian language by Dođar¹³. Albanian form of scale consist of 2 components and 22 questions, having proven validity and reliability. Scale is designed according to Likert-type scale. The format of five-level Likert item as follows: "1: Never", "2: Rarely", "3: Once in a month", "4: Once in a week", "5: Nearly every day".

4. RESULTS

4.1. Findings for Demographic Factors

According to the research; %2 (4 person) of participants is in the 18-22 age interval, %32 (64 person) is in the 23-26 age interval, %31,7 (63 person) is in the 27-30 age interval, %16,1 (32 person) is in the 31-35 age interval and %18,1 (36 person) is in the 36-40 age interval. It is observed that %63,9 of research group consist of 23-30 age interval.

%66,3 of research group (132 person) consist of female while %33,7 (67 person) male. Since 2/3 group consist of female, we can think research can provide valuable outputs to show relations between gender and bullying.

%11,6 (23 person) of research group consist of 0-1 year working, %28,1 (56 person) is 1-3 year working, %42,7 (85 person) is 3-5 year working and %17,6 (35 person) is 5 year or more working group. Results shown in Table 1.

¹² Pınar Tınaz... et al., "Türkiye'de İşyerinde Psikolojik Taciz Oranının ve Türlerinin Belirlenmesi: Bir Ölçek Geliştirme Çalışması", *Marmara Üniversitesi Sosyal Bilimler Enstitüsü Öneri Dergisi*, 9:34, 2010, pp. 1-11.

¹³ Nizamettin Dođar, "Workplace Bullying Scale: The Study of Validity and Reliability", *Academicus International Scientific Journal*, January 2015, Volume 11, pp. 97-105.

Tabel 1: Distrubition According to Demographic Factors

Age Group	Frequency	Ratio (%)
18-22	4	2,0
23-26	64	32,2
27-30	63	31,6
31-35	32	16,1
36-40	36	18,1

Gender	Frequency	Ratio (%)
Male	67	33,7
Gender Female	132	66,3

Period	Frequency	Ratio (%)
0-1 year	23	11,6
Working 1-3 years	56	28,1
Period 3-5 years	85	42,7
5 + years	35	17,6
Total	199	100

4.2. Results About Prevelance, Kinds and Behaviours of Bullying

In order to define victims and to find most common bullying behaviours frequency analyses used. Percentage of employees defined themself as victim identified according to the scale. While defining the victims of workplace bullying, following criterias considered:

- Exposed to bullying behaviour at least 6 months period,
- Exposed to at least two bullying behaviour,
- Exposed to bullying behaviours at least once in a week.

Employees having these criteria called as victim. After inspecting all questionnaires it is found that 21 employees (%10,5) (n=199) have these three criteria. And 21 employee called as victim for this research.

To understand the most common bullying behaviours, one of the decsriptive statistic methods -frequency analyses- used. According to analyses first ten common bullying behaviours as shown in Table 2:

Tabel 2: Ten Most Common Bullying Behaviours That Victims Confront

Negative Behaviours (n=21)	%				
	Never	Rarely	Once in a Month	Once in a Week	Nearly every day
Everything I do, observed more than enough.	4,8	33,3	-	14,3	47,6
My idea and proposals do not take care.	33,3	9,5	9,5	14,3	33,3
My mistakes are always remembered or criticised.	23,8	33,3	4,8	-	38,1
They are giving me less job than my capacity and talents.	38,1	23,8	4,8	9,5	23,8
My questions and requests related with job do not answered.	28,6	28,6	9,5	14,3	19,0
They want me to do humiliating jobs.	52,4	14,3	4,8	9,5	19,0
They are tasking me with the jobs that is impossible to do on time.	52,4	14,3	9,5	14,3	9,5
They are not giving opportunity to express myself about job related subjects.	38,1	23,8	9,5	14,3	14,3
My responsibilities restricted or taken from me.	61,9	9,5	4,8	4,8	19,0
They are talking with me by shouting or in a rude manner.	42,9	28,6	9,5	4,8	14,3

4.3. Relations of Workplace Bullying with Demographic Factors

4.3.1. Relations Between Workplace Bullying and Age

In the frequency analyses made to find relation between age and workplace bullying, it is found that %47,6 of victims are in the 23-26 age group. When we compare the percentage of this age group within the whole research group, it is obvious that bullying perception is reasonably high for this group. Research shows that approximately half of the victims are in 23-26 age group. Results shown in Table 3:

Tabel 3: Relation Between Age And Bullying (n=21)

Age group	Frequency	Ratio (%)
18-22	-	-
23-26	10	47,6
27-30	5	23,8
31-35	3	14,3
36-40	3	14,3
40+	-	-
Total	21	100

4.3.2. Relations Between Workplace Bullying and Gender

Exposed to bullying behaviour, %33,3 is male while %66,7 is female of 21 victim employee. As compared with the percentage of whole research group, result approximately the same for the victim group. For this research we can say there is no difference between male and female bullying perception. Results shown in Table 4.

Tabel 4: Relations Between Workplace Bullying and Gender (n=21)

Gender	Frequency	Ratio (%)
Male	7	33,3
Female	14	66,7
Total	21	100

4.3.3. Relations Between Workplace Bullying and Working Period

The group working in the hospital 1-3 years has %56 percentage in the whole group while the bullied percentage for the same group is %38,1. And the group working 3-5 years has %42,7 percentage while bullied is %38,1.

According to research it is observed that %76,2 of victims for this hospital are working between 1-5 years. Results shown in Tabel 5.

Tabel 5: Relations Between Workplace Bullying and Working Period (n=21)

Working Period	Frequency	Ratio (%)
0-1 year	2	9,5
1-3 years	8	38,1
3-5 years	8	38,1
5 + years	3	14,3
Total	21	100

Results and Discussion

This research indicates that workplace bullying is a workplace problem observed %10,5 of employees in this hospital. In other words bullying has seen every one of ten employees in this workplace. This ratio is reasonably low compared with %38 percentage in England that is found in a research made with the employees working in international organizations¹⁴. And low according to research made in Turkey with employees in Social Security Institute having %23,7 ratio.¹⁵ And higher compared with %5 average in Europe, found in a research made with 25 Europe countries¹⁶.

¹⁴ Helen Cowie... et.al, "Comparing the nature of workplace bullying in two European countries: Portugal and UK", *Transcending Boundaries: Integrating people, Processes and Systems, Proceedings of the 2000 Conference, Brisbane, Queensland, Australia*.

¹⁵ Pınar Tınaz... et al., "Sosyal Güvenlik Kurumu Çalışanlarının İşyerinde Psikolojik Taciz Algıları: Yaygınlık, Türler, Nedenler ve Bireysel Mücadele Yöntemleri", *Journal of Labour Relations*, January 2013, Volume 4, Number 1, p. 45.

¹⁶ "İşyerinde Psikolojik Taciz (Mobbing) ve Çözüm Önerileri Komisyon Raporu", Ankara: Türkiye Büyük Millet Meclisi Kadın Erkek Fırsat Eşitliği Komisyonu, 2010, s.16.

Results show that the most common ten bullying behaviours generally from “job oriented behaviours”. This is similar with the Turkey research¹⁷ and shows the cultural similarity from that perspective.

Another result is that there is no difference in bullying perception between male and female employees. Assumption at the beginning that female bullying perception would be higher is not valid for this research.

Bullying perception of employees working in the hospital between 1-5 years reasonably high compared with others. In 0-1 year period percentage is very low, between 1-5 years it increases and then decreases again. So this result has a relation between organizational commitment or not should be researched. Similar results valid for age as well. Percentage of bullying is zero in 18-22 age group while %47 in 23-26 age group. So the question if 23-26 age group has a different physiology in Albanian culture or results only reflect a situation for this hospital should be researched.

Finally, researches that will be execute in public hospitals and comparing perceptions between different employee groups will give additional outputs and clues about health sector in Albania.

¹⁷ Pınar Tınaz... et al., “Sosyal Güvenlik Kurumu Çalışanlarının İşyerinde Psikolojik Taciz Algıları: Yaygınlık, Türler, Nedenler ve Bireysel Mücadele Yöntemleri”, Journal Of Labour Relations, January 2013, Volume 4, Number 1, Page: 45.

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Özet

Bu araştırmanın amacı örnek olarak seçilen hastanede işyeri psikolojik taciz davranışının yaygınlığını tespit ederek sektördeki problemin boyutuna dikkat çekmek, ilave olarak, taciz algısının yaş, cinsiyet ve çalışma süresine göre değişiklik gösterip göstermediğinin araştırılması suretiyle çözüme yönelik öneriler sunmaktır. Araştırma bulgularına, söz konusu hastanede çalışan 199 kişinin cevaplandığı soru formu aracılığıyla ulaşılmıştır. Bulgular, belirlenen örneklem grubunda işyerinde psikolojik tacize maruz kalma oranının %10,5 ve en fazla karşılaşılan taciz davranışlarının, işin aşırı düzeyde izlenmesi gibi işe yönelik davranışlar olduğunu göstermiştir. Çalışmada, tacize maruz kalma oranının cinsiyete göre önemli bir fark göstermediği, 23-26 yaş grubunda ve işte 1-5 yıl çalışanlarda taciz algısının artış gösterdiği bulunmuştur. Araştırmada elde edilen %10,5 psikolojik tacize maruz kalma oranının, İngiltere ve Türkiye’de yapılan iki araştırmada elde edilen değerlere göre düşük, AB ortalamasının ise üzerinde olduğu bulunmuştur.

Araştırmanın literatüre yaptığı katkı, Türkçe geliştirilmiş Psikolojik Taciz Ölçeğinin Arnavutça uyarlaması yapıldıktan sonra yapılan ilk araştırma olmasıdır. Araştırmada, en çok maruz kalınan psikolojik taciz davranışının tespitine yönelik yapılan analizde en fazla karşılaşılan taciz davranışlarının, işin aşırı düzeyde izlenmesi gibi işe yönelik davranışlar olduğu bulunmuştur. Sonucun bu haliyle Türkiye’de yapılmış araştırma ile benzerlik göstermesi dikkat çekmektedir.