Original Article

The Effect of Mobbing in Workplace on Professional Self-Esteem of Nurses

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Abstract

This study has been conducted to investigate the effect of mobbing (psychological violence) on professional self-esteem in nurses. This study has been carried out with 188 nurses participating voluntarily in the study at Erzurum Ataturk University Yakutiye Research Hospital between 19 March and 27 July 2016. For the collection of data, an introductory information form, Negative Acts Questionnaire-Revised (NAQ-R) and Professional Self-Esteem Scale (PSES) have been used. The data were analyzed by the SPSS program with mean, standard deviation, T-test, Mann Whitney U-test. In the results of the study, it has been determined that 55.9% of nurses were under 30 years old, 74.5% were female, 51.1% were married, 40.4% had undergraduate degrees, 70.2% were service nurses, 31.4% did nursing at the institution where they had been for 3-6 years, 79.8% were working 40 hours a week. It has been seen that 40.4% of the nurses are exposed to psychological violence, exposure to negative behavior is moderate ($\bar{x}$ = 34.61±12.99) and professional self-esteem is high ($\bar{x}$ = 104.92±17.27). It has been detected that there is a significant relationship between the professional self-esteem of the nurses and the working hours in the institution [F = .129; p <0.05] and there is an inverse relationship between professional self-esteem and NAQ-R (r = -. 191 p <0.05). Psychological violence affects nurses' self-esteem in a negative way.

Keywords: Nurse, workplace, professional self-esteem, psychological violence

Introductıon

With the influence of globalization in the world, organizations in which we exist are changing and social relations are intensifying. This process of change causes negativities such as the rapid progress of science and technology, change of environmental conditions, formation of a competitive environment. The most important element of increasingly competitive situations in institutions is the human factor. Taking on the responsibility of serving in institutions, individuals are exposed to mobbing (psychological violence) by reason of inequalities experienced in today's conditions (Bas and Oral, 2012; Demirci et al., 2007).

Field describes the concept of psychological violence as a constant and brutal assault to the confidence and self-esteem of victims of psychological violence. In this sense, psychological violence experienced at work can be seen as "an attempt to kill the victim's self" (Alcan, 2013; Field, 1996).

Professional self-esteem is defined as the judgment of worthiness regarding the profession preferred by the individual. Professional self-esteem refers to how important and valuable an individual sees the profession that he or she has chosen. Professional self-esteem is a pre-condition of professional harmony and satisfaction (Aricak and Dilmac, 2003). If an individual is not satisfied with the profession he

or she does, then the success of that person decreases in the field that he or she serves (Irmak, 2015).

The excessive workload in the workplace (uncertain working style indefinite working hours, and irregular working environment) and improper working conditions increase the likelihood of employees being exposed to psychological violence (Di Martino, 2003; Karakas Asi and Okanli, 2013).

In the literature, it seems that studies on the effect of psychological violence experienced at the workplace on the professional self-esteem of nurses are unsatisfying.

This study was planned to evaluate the effect of psychological violence in the workplace on professional self-esteem in nurses.

Method

Objective and type of the study: It is a descriptive study aiming to evaluate the effect of mobbing (psychological violence) experienced in the workplace on professional self-esteem in nurses.

The place and sample of the study: 500 nurses registered at Erzurum Ataturk University Yakutiye Research Hospital formed the general population of the study. 80 of these nurses did not work for a variety of reasons during the research period and 100 of them did not agree to participate in the study. Participation was based on voluntariness. The study was completed with 188 nurses in total.

Data Collection: Data collection in this study was carried out between 08 June and 27 July 2016 by getting permission from the Yakutiye Research Hospital of Ataturk University after obtaining the ethics committee approval from Atatürk University Health Sciences Faculty Ethics Committee. After the informed consent form has been ready by the nurses and the purpose of the study has been explained, questionnaires and scales have been put in the envelope and collected by the researcher the next day.

Data Evaluation: Statistical analyses have been evaluated using the SPSS Statistics 21 package program at 95% confidence interval and p <0.05 significance level. Analysis has been made through percent, mean, standard deviation, T-test, Mann Whitney U-test.

Data Collection Tools: In collecting the data, the Personal Information Form, Negative Acts Questionnaire-Revised (NAQ-R) and Professional Self-Esteem Scale have been used.

Personal Information Form: The personal information form created by the researcher consists of 11 questions including the socio-demographic and occupational information about the nurse participating in the research.

Negative Acts Questionnaire-Revised (NAQ-R): It is a five-point Likert type consisting of 22 items measuring the exposure of individuals to psychological violence in the workplace. In the NAQ-R questionnaire, in all of the questions, it is asked how often they have been exposed to it in the last 6 months. The scale has been adapted to Turkish by Cemaloglu in 2007. In this study, Croncbac's alpha coefficient has been found to be 0.93.

Professional Self-Esteem Scale (PSES): The scale is a five-point Likert-type attitude scale consisting of 30 items. 14 items on the scale contain positive, 16 of it contain negative statements. Positive items are 2, 5, 7, 9, 11, 13, 14, 16, 18, 20, 24, 26, 28 and 30 and negative items are 1, 3, 4, 6, 8, 10, 12, 15, 17, 19, 21, 22, 23, 25, 27 and 29. The scale gives scores between 30 and 150 points. Increasing scores indicate that professional self-esteem also increases (Aricak, 2001). Croncbach α reliability coefficient in this study has been found to be 0.89.

Results

When the socio-demographic characteristics of nurses are examined, we see that 55.9% are aged 30 years or younger, 74.5% are women, 51.1% are married, 40.4% have an undergraduate degree. 70.2% of the nurses are service nurses and 30.3% of the nurses are working in the institutions where they have been for 2 years. According to the weekly working hours of the nurses, it has been determined that 79.8% of them are working for 40 hours and 43.1% are working daytime and 52.1% have not previously worked in other institutions. It has been found that 40.4% of the nurses were exposed to psychological violence in the institution (Table 1).

Table 1. Demographic and employment information

	(N)	(%)
Age (%)		
30 age and under	105	55.9
31-34 age	22	11.7
35-39 age	34	18.1
40 age and over	27	14.3
Gender		
Female	140	74.5
Male	48	25.5
Marital Status		
Married	96	51.1
Single	92	48.9
Education Level		
High School	56	29.8
Pre-license	49	26.1
License	76	40.4
Master	7	3.7
Position as an employee		
Nurse	132	70.2
Responsible nurse	29	15.4
Policlinic nurse	27	14.4
Vocational Experience		
2 years and under	57	30.3
3-6 years	59	31.4
7-10 years	28	14.9
11 years and over	44	23.4
Working Hours at the Institution		
40 hour	150	79.8
45 hour	6	3.2
48 hour	32	17
Working style		
Shift	77	41.0
Day	81	43.1
Shift, daytime mixed	30	16.0
Working conditions in another institution		
Yes	90	47.9
No	98	52.1
Exposure to Mobbing at the Institute that You Work At		
Available	76	40.4
Unavailable	112	59.6

Table 2. NAQ-R and PSES scale means (N:188)

Scale	Minimum	Maximum	$\bar{x} \pm SD$
NAQ-R	22	105	34.61±12.99
PSES	42	146	104.92±17.27

It has been seen that the total mean value of the Negative Acts Questionnaire-Revised (NAQ-R) ($\overline{x}$ ±SD = 34.61±12.99) is at "medium level" and Professional Self-Esteem Scale (PSES) total mean value ($\overline{x}$ ±SD = is 104.92±17.27) (Table 2).

It has been determined that the mean of the least exposure of the nurses participating in the study to the incidents in NAQ-R with an mean value of 1.15 ± 0.723 are "being threatened, physical aggression or sexual harassment", the incident they are mostly exposed to with an mean value of 2.12±0.723 is "humiliation or mocking related with your work". When PSES was examined; it has been found that "I despise my profession" has the highest value with the mean of 4.15 whereas "I find myself better qualified than my profession" has the lowest with an mean of 2.77.

There is an inverse relationship between professional self-esteem and Negative Acts Questionnaire-Revised when compared according to the Professional Self-Esteem and Negative Acts Questionnaire regression analysis (r = -. 191 p <0.05) (Table 3). Statistical significance was found when NAQ-R mean score was compared to "exposure to mobbing at the institution you are currently working on". A difference was found at the border according to the variable "Exposure to mobbing at the institution where you work at" with NAQ-R scale [t(186)= 4.221; p=0.05] (Table 4).

The statistical significance was found when the PSES mean score was compared with "duration of working at the institution". The mean score of PSES has been found to be an important difference compared to the variable "length of working at the institution" [F = .129; p<0.05] (Table 5).

Table 3. The Relative Comparison of the Negative Behavior Scale and Professional Self-Esteem (N:188)

Scales		PSES
NAQ-R	r	-.191**
	p	0.009

p<0.05

Table 4. The relation between NAQ-R and Exposure to Mobbing at the Institute that You Work At (N:188)

	Exposure to Mobbing at the Institute that You Work At	N	$\overline{x}$	SD	t	p
NAQ-R	Available	76	1.95	.951	4.221	.050
	Unavailable	112	1.40	.811		

p<0.05

Table 5. The Relationship Between the PSES and the variable "Vocational Experience" (N:188)

	Vocational Experience	N	$\overline{x}$	SD	F	p
PSES	2 years and under	57	2.77	1.439	.129	.022
	3-6 years	59	2.76	1.369		
	7-10 years	28	2.89	1.133		
	11 years and over	44	2.68	1.567		

Discussion

The incidence of psychological violence has been determined as 40.4% in the institution where the study was conducted. This ratio obtained in our study is seen as a high result when compared to the data from developed or developing countries. In our country, it has been found that psychological violence which has been detected as 30-35% is higher compared to 16% in America and Europe (Demirci et al., 2007). In the study conducted by Okanli et al. in 2011 that examines the relationship between assertiveness education and mobbing in nurses, it was found that 17.4% of the nurses were exposed to psychological violence. Again in 2011 in their study, which examined the relationship between mobbing behaviors and personality traits, Bas and Oral determined the rate of mobbing as 44% and this value was considered high.

The mean score of the Professional Self-Esteem Scale was found to be high as (104.92±17.27) in the study conducted. In the study of Cetinkaya Uslusoy et al. carried out in 2016 about professional self-esteem and colleague solidarity in nurses, it is pleasing that the mean score of 103.7±17.1 from PSES is high and the nurses have respect for their profession (Cetinkaya Uslusoy et al., 2016).

In the study, the behavior ranking first among the negative behaviors that nurses are most exposed to is "humiliation or mocking about your work". In Tekin's study in 2013, where the relationship between humiliation or mocking related to the work of nurses and the decrease of work quality in nurses due to work stress was examined, it was found that there was a statistically significant relationship.

This study shows that negative behaviors towards nurses lead to a decrease in professional self-esteem. One of these negative behaviors is psychological violence and decreased self-esteem in the individual as a result of psychological violence at work causes a person's not being sure about his or her work performance and not being aware of what he or she is doing (Tekin, 2013). The experiences of psychological violence create permanent psychological and physical effects on an individual (yasamailedanismanligi, 2014).

A significant relationship was found between the length of working of the nurses participating in the study and their professional self-esteem scores. In the study that Yilmaz Tekirgol carried out, it was determined significant in terms of white collars' professional self-esteem and length of working (occupational seniority) variable. The findings of these studies are consistent with the results of it. A nurse's having worked longer or shorter in an institution does not affect his / her professional self-esteem. When we look at the age groups in the study, the fact that the number of young ones is more in the sample group may reveal the relationship between more willingness to work in business life and professional self-esteem. At the same time, in the sample group, the length of working for 11 years and over in the institution influences professional self-esteem in terms having a grasp of the profession, adoption of their profession and in the sense of productivity.

Conclusıon And Recommendatıons

-It has been determined that 40.4% of the nurses have been exposed to psychological violence and that this value is high.

- While the behavior ranking first among the negative behaviors that nurses are most exposed to is "humiliation or mocking about your work" with an mean of 2.12±0.723, the mean of the option that is being exposed to threatening behaviors such as "threatened with a finger, invading of personal space, being shoved" has been found as 2.11±0.848.

- It has been determined that the level of professional self-esteem is statistically significant depending on whether the nurses have been victims of psychological violence (r=-.191 p<0.05).

-It has been determined that there is an inverse direction at the level of professional self-esteem of the nurses who have been the victim of psychological violence.

-It was concluded that there is a significant difference between nurses' professional self-esteem and their length of working in the institution.

The following suggestions have been made in line with the results of the study:

1. Establishment of in-service training programs for nurses about their being exposed to negative behaviors.

2. To carry out effective in-service works to create awareness in people and executives working at the workplace in terms of negative behavior.

3. Taking legal measures to prevent negative behaviors at work and the legal protection of victims of psychological violence at this stage.

4. Due to the fact that the psychological violence experienced at the workplace will affect the productivity of the employees and the willingness to work, the definition of professional consciousness, competence, duty, authority and responsibility in the individual should be determined clearly and in detail in the institutional sense in this direction.

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