

Psychological Mobbing at Workplaces

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Abstract

In this study, the concept of mobbing is examined and by necessary literature reviews mobbing dimensions are discussed. The verb “Mob” means "to attack, to disturb". Leymann defines mobbing as one or more people's putting a victim in a helpless and defenceless situation as a result of ceaseless hostile and unethical behaviours which are systematically applied "(Oktay, 2006: 5). Psychological harassment (mobbing) is a workplace problem that is conducted systematically against work ethics in workplaces where employees are likely to encounter in all cultures and countries regardless of age, gender, seniority, or hierarchical position. Mobbing is emotional and is an attack. It is a psychological terror, which is systematically applied by one or more people to another person in a systematic way with hostile and immoral methods. Individual mobbing, which affects the individual spiritually and physically, reduces the efficiency of the work and affects negatively the people mainly the family in the individual's environment. Mobbing is a psychological attack. At the same time, it was indicated that it was a situation that could be prevented and it was emphasized that it was possible to cope with mobbing with positive thinking.

Keywords: Mobbing, Psychology, Attack, Violence, Business Ethics, Intimidation

Introduction

The verb Mob means "to attack, to disturb". Leymann defines mobbing as one or more people's putting a victim in a helpless and defenceless situation as a result of ceaseless hostile and unethical behaviours which are systematically applied "(Oktay, 2006: 5).

Mobbing is a situation in which an employee systematically and permanently victimizes and maltreats another colleague, subordinate, or superior."

It is a psychological attack. It is an intimidation policy that is systematically carried out against an individual. It includes psychological constant violence. It is a harassment. It is a psychological blockade. It is despise and destructive with psychological trauma.

The most common mobbing behaviours according to the results obtained from the literature scans are; to be blamed for wrongs, to be given unreasonable duties, criticism of ability, to be made to obey the contradictory rules, threatenings regarding losing his job, humiliation, underestimating of success, dishonouring.

The following sections of the study are organized as following. In the literature survey section field literature reviews are included. In the final section, the proposals on the subject are given.

1. Literature Survey

There are many factors that lead to the emergence of mobbing. Many studies reveal that the causes of mobbing can be individual or organizational (Tutar, 2004).

In particular, today's rising unemployment rates, the tendency of companies to shrink due to frequent economic crises and the internal competitive environment created by new career theories have significantly increased the mobbing behaviour. It has been found that vertical mobbing which heads from top to the bottom in the organizational hierarchy constitutes %8 of all mobbing cases in the US. Quine (1999) indicates the rate of mobbing which heads from top to the bottom as % 57, Kisher(1997) indicates as % 47.(Tutar, 2004).

Each mobbing case has its own unique property. There are characteristic differences between the cases, which have even similar properties.

The personality development of the individual victim, the social environment, the position in the workplace are among the factors determining the shape of the struggle against the mobbing.

"In order to be counted as mobbing continuity is required for the negative behaviours, which are applied to an individual."

If the abusive behaviour / behaviours last at least once a week for at least six months, this should be considered a MOBBING situation, not a conflict.

Heinz Leymann identified 45 separate psychological abusive behaviours in the workplace and grouped them into five sub-factors.

It can be seen as unacceptable even if these behaviours are made once or it can be tolerated for once.

However, if these behaviours are made constantly, then they turn into intentional harassment. These are:

1. Hindering the victim from effective communication.
2. Attacks against Social Relationships
3. Attacks made against the reputation of a person
4. Attacks against the life quality and professional status of the person
5. Attacks directly on the person's health
6. Treating him/her as if he/she was mentally ill.

It has been put forward by studies that individuals, who were exposed to mobbing, are affected in terms of mental and physical health. It is a fact that mobbing has a more intense and destructive effect than all stress sources. Permanent effects left in people may be enough to expose human health to serious disorders. Mobbing is an attitude that can seriously impair someone's health; leave him or her too weak to cope with the situations he/she encounters, and cause radical changes in his/her personal and business life. Not only the person exposed to mobbing have a decline in his/her job efficiency but also he/she has physical and mental problems in correlation with the amount of the pressure and torture he/she is exposed to.

The most critical effect for the person exposed to mobbing is the psychological fatigue.

According to the mobbing stage, the effects on the person also change:

Stage 1:

Distress, resentment and sadness are felt, business environment feels antipathetic. Crying, occasional sleeping disorders, touchiness, concentration disorders are seen.

Stage 2:

High blood pressure, permanent sleep disorders, concentration disorders, Alcohol or drug use, frequent escaping from the job, unusual fears are the disorders that can be seen at this stage.

Stage 3:

Having intense fear and feeling of horror while going to work, severe depression, Panic attack, heart attack were reported.

It was found in researches that mobbing victims showed psychological disturbances such as depression, post-traumatic stress disorder.

According to the findings of a statistical study in Sweden, the reason for the 10% -15% of the suicides in one year is mobbing.

In the depression, various problems which accompany the feelings of inadequacy and despair are seen.

Posttraumatic stress disorder is;

After severe traumatic events in general, people's living the incident again, nervousness, disturbance patterns, emotional numbness, nightmares, insomnia are disorders they experience.

Mobbing Prevention Ways

- Raising awareness at the workplace about mobbing, and knowing that both victim and the tyrant could always be distinguished.
- Elimination of ambiguities in job and duty descriptions,
- Paying attention to the personality traits and psychological structure of the candidates during the recruitment process,
- A proper running of the complaint and performance system,
- Establishment of an employee support program,
- Planning activities to ensure that employees get to know each other deeper,
- Establishment of shared corporate vision, mission and values,
- Moderation and humanization of the organisation climate,
- Establishment of brief management policies,
- Understanding and taking care of psychological contracts between employees and employers,
- Showing organizational sensitivities in the case of conflicts or disagreements between individuals or groups,
- Creating a fun and enjoyable environment at work,
- Increasing the social image of the organization,
- Regularly controlling the internal customer satisfaction

If the answers to the questions below are mostly answered "yes", it is necessary to take precautions for mobbing in the organizations.

- When there is a problem in the organization, is the same person always seen responsible for this?
- Are there any sudden leave of employment in the employees who have taken on important tasks?
- Do employees frequently use permission?
- Is general unhappiness seen in the organization?

- Was the employee who is thought to have a problem today had a high performance before?
- Are managers especially untalented and inexperienced for the position they are in?
- Is there a lack of communication and cooperation among employees?

Being Able to Cope With Mobbing

- A. Coping with Mobbing individually.
- B. Coping with Mobbing with the Social Struggle.
- C. Coping with Mobbing from the Legal Point of View.

A. Coping with Mobbing individually.

In order for employees to fight individually with mobbing, they need to know their rights very well and do not hesitate to take their rights.

The person needs to develop self-confidence by first developing his professional qualities. In this sense, it is necessary to take all the options in front of him by taking controlled steps to save himself from the "victim" mentality.

With proper psychological support, it will be positive for the individual to pass this stage as painless as possible.

B. Coping with Mobbing with the Social Struggle.

Means of Communication: Using social media tools, the society can be made aware of psychological harassment. Social sharing sites such as Facebook and twitter, which are popular in recent years, can be used as a tool in becoming conscious. As in many countries, the Call Center of Directorate of Labour and Social Security "Alo 170" was established in our country. Through psychologists, psychological abuse victims are supported.

Unions: Unions are institutional structures dealing with members' problems in their working life. With the support of trade union members, trade union representatives can investigate the psychological attacks in the workplace and add sanctions against psychological abuse to the employment contract.

C. Coping with Mobbing from the Legal Point of View

According to the Labour Law and the Turkish Civil Code, it is a crime to attack individual rights. The employer or the manager has responsibilities to the employee. In case of violation of the rights, the person whose personal rights are attacked can seek his right by applying to law to prevent the danger of attack, determination illegality of the attack.

Provisions meeting the mobbing offense in terms of material and spiritual elements in the Turkish Penal Code are as follows:

Legal Status of Mobbing in Turkey

According to the 96th article, it may be a crime of torture, if not characterised as torture:

According to the 123rd article, disrupting the peace and tranquillity of the people,

According to the 125th article, insulting according to article the 134th, violation of privacy,

According to the 106th article, a threatening and according to article the 117th, violation of the labour and working freedom.

The items mentioned in the Constitution;

1. Article the 125th of the Constitution; "Recourse to judicial review shall be available against all actions and acts of administration."
2. Article the 128th of the Constitution; "The qualifications of public servants and other public employees, procedures governing their appointments, duties and powers, their rights and responsibilities, salaries and allowances and other manners related to their status shall be regulated by law."
3. Article the 129th of the Constitution; "Public servants and other public employees are obliged to carry out their duties with loyalty to the Constitution and the laws. Public servants, other public employees and members of public professional organisations or their higher bodies shall not be subjected to disciplinary penalties without being granted the right of defence."

The Law of Civil Servants numbered 657

The 10th article of the Civil Servants Law; "... The chief treats officers in charge equitably and equally and uses his authority in the principles stated in laws, regulations and regulations ... "

The 11th article of the Civil Servants Law; "Civil servants are obliged to comply with the principles set out in the law, bylaws and regulations and to fulfil the duties assigned by their supervisors and to be responsible to their supervisors for the good and proper performance of their duties."

The 17th Article of the Civil Servants Law; "Civil servants have the right to have the same provisions as they are determined in accordance with this law and the statutes and regulations published thereon based on this law."

The 18th Article of the Civil Servants Law; "The civil servancy of the civil servant shall not be terminated except in written cases, and his monthly pay and other rights cannot be taken away."

The 21st Article of the Civil Servants Law; " Civil Servants have the right of application for their institutions in official and personal affairs; and have the right to sue or complaint against administrative actions and procedures imposed on them by their supervisors or their institutions. "

Overcoming Mobbing with Positive Thought

Brother, you consist of thought

The remaining meat and bone

You think of the rose, then you be the rose

You will think of thorns, then you be the thorns

MEVLANA

Attitude is a feeling that reflects to our behaviours and comes from our inside. These attitudes emerging as reaction to various events can be either positive or negative. Our attitudes change according to our imagination.

Positive thinking is a way of thinking which does not agree with negativities and affects human life positively, believing that there is always a good thing which can be done in every circumstance and it can affect human life positively. Today in business, sports and art world positive thinking and brain power are accepted as a factor of increasing efficiency.

The positive thought which is the main source of eastern philosophy is the magic word that western medicine is interested in nowadays. In nature and in the universe everything is in mutual interaction. There is also such an interaction between the mind and the body. Positive thoughts in mind create positive results in body.

Nowadays, the way to succeed passes through positive thinking. People who have these two words as a life philosophy make their surroundings feel that they are brave, initiative and self-confident individuals.

If we start to live a little more carefully, we can see lessons in life, just like Mevlana. He explained lessons in life as follows:

"I was born in an endless darkness. I saw light, I was afraid. I cried.

Over time, I learned to live in the light. I saw the darkness, I was afraid. One day came I said goodbye to my loved ones.. I cried.

I learned to live. I learned that the birth was when the life begin to end and the time between the two was the period stolen from the death.

I learned the time. I competed with it. And overtime I learned it cannot be competed, and reconciled,..

I learned the man. And there was good and evil in the people ... Then I learned there was good and bad in everyone.

I learned to love. Then I learned to trust ... Then I learned that trusting is more permanent than love and love is established on the sound basis of trust.

I learned human flesh. Then a soul under you're the flesh. Then I learned that the soul is actually on the flesh.

I learned the universe. I learned the way to enlighten the universe. I learned that it is necessary to enlighten the environment before enlightening the universe.

I learned the bread. I learned that the bread must be produced in abundance for the peace ... Then I learned that it is as important to share the bread, as it is to produce it abundantly.

I learned to read. After I taught myself to write ... And after a while, writing taught me myself... I learned how to go. Later I learned to return back... and then learned to go despite myself.

I learned to challenge the world alone at a young age ... Then I got the idea that I should walk with the crowds and I believed that the actual walk should be against the crowds.

I learned to think. Later I learned to think in molds. Later I learned that thinking healthily is only possible with breaking the molds.

I learned that the importance of honour at home ... Then I learned that supposing honesty from the dishonest is unscrupulousness itself; and the real honesty is not to touch the sin when it is easy to reach.

I learned the truth one day ... And the truth is painful ... Then I learned that the pain in dose adds flavour to life as much as it adds to food.

I have learned that every living creature will taste the death one day, but only some of them will taste the life. My friends, I love my friends neither with my heart nor with my mind. I love them with my soul. It neither stops nor forgets.

"(TAR-HAN, 2005:

2. Conclusion

The Turkish Language Association has identified the phrase "Bezdiri" as the equal meaning of the concept of mobbing, and identified it as " Targeting a certain person within the workplaces, schools, communities etc., systematically blocking their work and making them uneasy and by doing this intimidating, excluding them " In our university, the concept of "psychological harassment in the workplace" has been expressed in the word "mobbing", which is widely used in international literature.

Mobbing; is an emotional attack manifested in forms of; Psychological violence, oppression, siege, harassment, humiliation, threat, etc. by abusing existing power or position. Begin with the fact that the person is the target of disrespectful and harmful behaviour; later goes on forcing the employer quit the job by creating an aggressive environment, including hinting and ridiculing and reducing the social reputation of the counterpart. It is intentionally made to exclude a person from work life without age, gender, race discrimination. The person who applies mobbing is called "harasser" and the person exposed to mobbing is called "victim".

People exposed to mobbing become unable to do their job due to the size and impact of the damage they are exposed to. Researches conducted on the subject showed that the shortest mobbing duration is 6 months, the average duration is 15 months, and the duration of the permanent severe effects is 29-46

months. When looking at which establishments and which people are mobbed, according to researches it is seen that it is prevalent in non-profit oriented organizations, health and education sectors in general and especially in universities.

Mobbing, is an emotional attack. It is a psychological terror that is applied to an individual systematically by hostile and immoral methods by one or more people in a different way. The "muddling" / mobbing affecting the individual spiritually and physically negatively not only reduces the efficiency of an individual it also affects the people in the periphery of the individual, especially the family, negatively.

One of the reasons for the unhappiness of the clients who apply for family counseling is the reflection of the workplace stress environment into the house. In order for employees to be able to fight individually with mobbing, they need to know their rights very well and should not hesitate about claiming their rights.

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