

Assess the Workplace Bullying among Nurses in Selected Hospital of Gurugram

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Abstract: A descriptive study to assess the Workplace bullying among staff Nurses at selected Hospital of Gurugram, Haryana was conducted. The objective of the study was; to assess the Workplace bullying among staff Nurses. The research approach adopted for the study was quantitative research approach with descriptive survey design. The data was collected from Civil Hospital, Gurugram. Sample subjects were drawn by convenient sampling. The sample comprised of 50 staff Nurses of selected Hospital. The technique use for data collection was questionnaire method. Significant findings of the study were that 22 subjects had never experienced bullying in their workplace, 27 subjects had occasionally experienced bullying and only 1 subject had frequently experienced bullying in their workplace. 43 subjects had experienced mild level of bullying and 4 subjects had experienced moderate level of bullying and only 3 subjects had experienced severe level of bullying in their Workplace.

Keywords: Assess, workplace bullying among staff nurses

1. Introduction

Bullying against nurse is a major challenge for health care administrators. It is gaining more attention because it has a negative impact on nurses, the quality of health care and health organization. Negative work environments influence the ability of nurses to provide optimal patient care in safe environment. Workplace bullying are serious issues affecting the work life of hospital nurse and increasing globally or occurs more frequently than among other profession.

2. Review of Literature

E, et al Transcult Nurses. (2016) conducted a study on influence of workplace bullying on Turkish Nurses psychological distress and Nurses reaction to bullying. This study was to determine the influence of bullying on Nurses' psychological distress. The study sample included 284 Nurses of a university Hospital in Izmir, turkey. The workplace bullying behavior scale and the general health questionnaire were used. After the study was completed, it was determine that nurse with a master's degree were exposed to bullying more and that nurses exposed to bullying suffered higher levels of psychological distress and preferred to keep silent about it. Perpetrators of bullying were mainly head nurses. Bullying is a common workplace phenomenon, and in most cases, nurse bully each other. Bullied nurses suffer more psychological distress. Manager of health care institution should always remember that nurses have a higher risk of exposure to bullying.

- **Problem definition:** A descriptive study to assess the workplace bullying among nurses in selected Hospital of Gurugram.
- **Research approach:** In this study, Quantitative (Non-experimental) research approach was used.
- **Research design:** The research design for the study was descriptive survey design.

- **Research setting:** The research study was conducted in the civil hospital of Gurugram, Haryana.
- **Population:** In the study the population consists of all staff nurses working in hospitals.
- **Sample:** The present study was conducted among 50 staff nurses working in civil hospital.
- **Sampling Technique:** In this study, convenient sampling technique was used for selection of samples.

Criteria for sample selection

Inclusion Criteria

- 1) Staff Nurses who were present at the time of data collection.
- 2) Staff Nurses who are willing to participate
- 3) Nurses who work in a civil Hospital.

Data collection instruments

Tool: It consists of structured questionnaire which has three sections:

Section-A: Demographic variables.

Section-B: Workplace bullying assessment questionnaire to assess the workplace bullying behavior of staff Nurses.

Section-C: Modified structured rating scale

Section A: This section dealt with frequency percentage of staff Nurses characteristics in the term of Age, Gender, Religion, Race, Educational status, Year of experience, working area, Designation.

Section B:

Table 1: Frequency percentage distribution through workplace bullying assessment questionnaire

S. No.	Questions	Frequency (f)	Percentage (%)
1	How frequently have you been bullied?		
1.1	Never	22	44
1.2	Occasionally	27	54
1.3	Frequently	1	2
1.4	All the time	0	0
2	How frequently have you witnessed a colleague being bullied?		
2.1	Never	27	54
2.2	Occasionally	18	36
2.3	Frequently	5	10
2.4	All the time	0	0
3	Threats of physical violence made against me?		
3.1	Never	45	90
3.2	Occasionally	4	8
3.3	Frequently	1	2
3.4	All the time	0	0
4	I was intimidated with disciplinary measures?		
4.1	Never	41	82
4.2	Occasionally	6	12
4.3	Frequently	3	6
4.4	All the time	0	0
5	Threatened to give poor evaluation?		
5.1	Never	38	76
5.2	Occasionally	10	20
5.3	Frequently	2	4
5.4	All the time	0	0
6	Inappropriate jokes were made about me?		
6.1	Never	48	96
6.2	Occasionally	2	4
6.3	Frequently	0	0
6.4	All the time	0	0
7	Rumors/allegations were spread about or against me?		
7.1	Never	42	84
7.2	Occasionally	7	14
7.3	Frequently	1	2
7.4	All the time	0	0
8	I was unjustly criticized?		
8.1	Never	40	80
8.2	Occasionally	8	16
8.3	Frequently	2	4
8.4	All the time	0	0
9	Necessary information was withheld from me purposefully?		
9.1	Never	47	94
9.2	Occasionally	3	6
9.3	Frequently	0	0
9.4	All the time	0	0
10	Attempts were made to belittle from me purposefully?		
10.1	Never	50	100
10.2	Occasionally	0	0
10.3	Frequently	0	0
10.4	All the time	0	0
11	I was treated poorly on grounds of race?		
11.1	Never	50	100
11.2	Occasionally	0	0
11.3	Frequently	0	0
11.4	All the time	0	0
12	Expectation of my work were changed without me being formed?		
12.1	Never	36	72
12.2	Occasionally	12	24
12.3	Frequently	2	4
12.4	All the time	0	0
13	I was placed under undue pressure to work?		

13.1	Never	28	56
13.2	Occasionally	12	24
13.3	Frequently	10	20
13.4	All the time	0	0
14	I was physically abused?		
14.1	Never	29	58
14.2	Occasionally	14	28
14.3	Frequently	7	14
14.4	All the time	0	0
15	I was verbally abused?		
15.1	Never	47	94
15.2	Occasionally	3	6
15.3	Frequently	0	0
15.4	All the time	0	0
16	I was treated with hostility?		
16.1	Never	49	98
16.2	Occasionally	1	2
16.3	Frequently	0	0
16.4	All the time	0	0
17	I was teased?		
17.1	Never	32	64
17.2	Occasionally	16	32
17.3	Frequently	2	4
17.4	All the time	0	0
18	I felt my efforts were undervalued?		
18.1	Never	28	56
18.2	Occasionally	15	30
18.3	Frequently	7	14
18.4	All the time	0	0
19	I was humiliated in front of others?		
19.1	Never	46	92
19.2	Occasionally	3	6
19.3	Frequently	1	2
19.4	All the time	0	0
20	I experienced destructive criticism?		
20.1	Never	44	88
20.2	Occasionally	6	12
20.3	Frequently	0	0
20.4	All the time	0	0
21	I was ignored/excluded?		
21.1	Never	43	86
21.2	Occasionally	6	12
21.3	Frequently	1	2
21.4	All the time	0	0
22	I felt impossible expectation were set for me?		
22.1	Never	37	74
22.2	Occasionally	10	20
22.3	Frequently	3	6
22.4	All the time	0	0
23	I was treated poorly on grounds of gender?		
23.1	Never	50	100
23.2	Occasionally	0	0
23.3	Frequently	0	0
23.4	All the time	0	0
24	Attempts were made demoralize me?		
24.1	Never	47	94
24.2	Occasionally	3	6
24.3	Frequently	0	0
24.4	All the time	0	0

The table 1 shows that majority (44%) of Nurses are never bullied in their workplace, 54% nurses are occasionally bullied and 2% Nurses are frequently bullied in their workplace .Majority (54%) of Nurses are witnessed a colleague being bullied. Majority (90%) of Nurses had never threats of physical violence in their workplace, 8% Nurses

had occasionally and 2% Nurses had frequently threats of physical violence against her in their workplace setting. Majority (82%) of Nurses was never intimidated with disciplinary measures. Majority (54%) of Nurses are never felt that impossible expectation were set for her, 20% Nurses are occasionally and 6% Nurses are frequently felt that impossible expectation were set for her. Majority (94%) of Nurses were never and 6% Nurses were occasionally believed that necessary information was withheld from her purposefully. Majority (72%) of Nurses were never believed that expectations of her work were changed without being informed, 24% were occasionally and 4% were frequently believed that expectation of her work were changed without being informed. The data shows that majority (84%) of Nurses believed that rumors/allegation were never spread about or against her, 14% Nurses were occasionally and 2% Nurses believed that rumors/allegation were frequently spread about or against her.

Section C: Modified structured rating scale regarding level of workplace bullying

Table 2: Frequency percentage distribution of staff Nurses based on Modified structured rating scale regarding level of workplace bullying, N=50

Range of Score	Level of Bullying	Frequency (f)	Percentage (%)
25-40	Mild	43	86
41-55	Moderate	4	8
56-70	Severe	3	6

Minimum score=25

Maximum score=70

Table 2 shows that majority (86%) of staff Nurses had experienced mild level and 8% had moderate and 6% had experienced severe level of bullying in workplace.

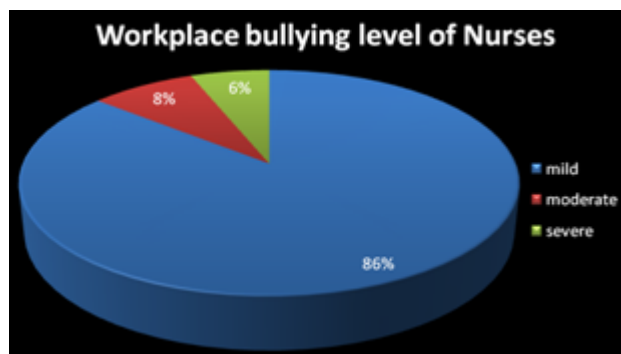


Figure 1: Percentage Distribution of Nurses According to their level of Workplace Bullying

Fig.1 shows that majority (86%) of staff Nurses had experienced mild level of bullying and 8% had experienced moderate level of bullying and 6% had experienced severe level of bullying in their Workplace.

3. Discussion

Findings of the study revealed that 58% Nurses were occasionally experience of bullying in Workplace, 28% of Nurses had occasionally and 14% Nurses had frequently experience of physically abused in their workplace setting, 30% Nurses are occasionally and 14% Nurses are frequently felt that her effort were undervalued.

The findings of this study are consistent with a descriptive study conducted by Johnson, et al (2009) on staff nurses and the aim of the study was to describe nurses experiences with and characteristics related to workplace bullying. This was a descriptive study using a convenience sample of 249 members of the Washington state Emergency Nurses Association. The negative acts questionnaire- revised was used to measure workplace bullying. Result revealed that 27.3% had experienced workplace bullying in the last 6 months. Most respondents who had been bullied stated that they were bullied by their manager/directors or in charge Nurses.

4. Conclusion

The study illuminates that most of Nurses were staff Nurse and most of the subjects had done GNM from which majority of thirty eight percent of Nurses had above five years experience in clinical area therefore findings of the study depicts that most of the staff Nurses had occasionally experience bullying in workplace, few had frequently experience of being bullied, most of Nurses had occasionally and few are frequently experience of being physically abuse in Workplace setting. The study indicates that "Bullying in Workplace" is a critical issue that grown gradually and most of Nurses are occasionally or frequently experience of bullying in different style. Hence the Nurses leaders need to focus on why this bullying occurs and occasionally conduct awareness program on workplace bullying and follow the ways to reduce its occurrence.

5. Future Scope

- 1) Similar study can be undertaken for a large sample to generalize the findings.
- 2) A comparative study can be done between government and private Hospitals regarding "Workplace Bullying".
- 3) A similar study can be undertaken for a different people and population as industrial workers and student Nurses.

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