



ISSN: 0976-3031

Available Online at <http://www.recentscientific.com>

CODEN: IJRSFP (USA)

International Journal of Recent Scientific Research
Vol. 9, Issue, 9(D), pp. 28898-28901, September, 2018

**International Journal of
Recent Scientific
Research**

DOI: 10.24327/IJRSR

Research Article

A STUDY TO IDENTIFY THE EFFECTS OF WORKPLACE HARRASMENT FROM VICTIM'S PERSPECTIVE IN HEALTH CARE SETTINGS: A TALE OF WORKING WOMEN

ShaillaCannie and Supriya Sharma

Shri Mata Vaishno Devi College of Nursing

DOI: <http://dx.doi.org/10.24327/ijrsr.2018.0909.2756>

ARTICLE INFO

Article History:

Received 13th June, 2018

Received in revised form 11th July, 2018

Accepted 8th August, 2018

Published online 28th September, 2018

Key Words:

Workplace harassment, stress, consequences, behaviour

ABSTRACT

Women face discrimination from childhood, especially in communities where there is a preference for the male child. Harassment in the work place is becoming increasingly important in all sectors of the economy, largely due to growing numbers of negative consequences. Workplace harassment is the threatening behaviour directed at an individual worker or a group of workers. Recently, matters of workplace harassment have gained interest among practitioners and researchers as it is becoming one of the most sensitive areas of effective workplace management. Psychological harassment of women at the workplace is a very common issue in India. It means violation of her rights to equality, life and freedom.

Methodology: A Quantitative (Non- Experimental) approach was applied and convenient sampling technique was used to select the samples. The employees of the health care department were selected for the study. **Results:** The NAQ components have reported enormous health and psychological effects such as stress, anger, and unmanageable workload. These effects were associated with target of spontaneous anger, persistent criticism of their mistakes, excessive monitoring, and lack of time to fulfil their family responsibilities resulting to plan to look for new job. **Conclusion:** NAQ has an acceptable performance for detecting workplace harassment, proving itself capable of identifying negative acts.

Copyright © ShaillaCannie and Supriya Sharma, 2018, this is an open-access article distributed under the terms of the Creative Commons Attribution License, which permits unrestricted use, distribution and reproduction in any medium, provided the original work is properly cited.

INTRODUCTION

Harassment is any improper and unwelcome conduct that might reasonably be expected or be perceived to cause offence or humiliation to another person. Harassment may take the form of words, gestures or actions which tend to annoy, alarm, abuse, demean, intimidate, belittle, humiliate or embarrass another or which create an intimidating, hostile or offensive work environment.

Women face discrimination from childhood, especially in communities where there is a predilection for the male child. Harassment in the work place is becoming increasingly consequential in all sectors of the economy, largely due to growing numbers of negative consequences.

This has led to the formulation of anti-harassment policies by several non-regime organizations. Workplace harassment is the threatening comportment directed at an individual worker or a group of workers. Recently, matters of workplace harassment have gained interest among practitioners and researchers as it is becoming one of the most sensitive areas of efficacious workplace management. In Asian countries, it magnetized lots

of attention from researchers and regimes since the 1980s, because a paramount source of work stress is associated with truculent comportments at workplace. Certain issues to be discussed as an example of work harassment.

Psychological harassment of women at the workplace is a very mundane issue in India. It betokens infringement of her rights to parity, life and liberation. Dismay is an offensive comportment that shows disgrace to the woman, perturbs and upsets her. It engenders a bellicose working environment that deters her from getting involved in her work and affects her magnification in the society. Some mundane forms of harassment at workplace are discrimination at the workplace on the substructure of gender, religion, castes, including complexion and looks of a person, floating rumours and circulating vicious slanders about somebody, Isolating an individual in the office, Sending offensive mails or making offensive calls or exhibiting pornography and Transmuting the guidelines for the employee perpetually.

Sexual harassment is unwelcome sexual comportment, which could be expected to make a person feel offended and daunted. It can be physical, verbal or indicted. It transpires at work-

*Corresponding author: **ShaillaCannie**
Shri Mata Vaishno Devi College of Nursing

cognate events or where people are carrying out work-cognate functions. It interferes with the performance of an individual. Sexual harassment can range from sedulous offensive sexual jests to infelicitous physically contacting to posting offensive material on a bulletin board.

OBJECTIVE

To identify the effects and experiences of health care female employees aged 25-55 years regarding workplace harassment from victims' perspective.

RESEARCH METHODOLOGY

Research Design: The Quantitative (Non- Experimental) approach was applied. It was a descriptive study. The population covered under study was health care employees with a sample size of 55. Study tools: The tools were divided into two sections. Section I comprises of demographic variables and section II has Structured Negative Act Questionnaire having six components such as a) Interaction of employees with co workers b) Effect on family responsibilities due to job stress c) employees intention to stay with this organisation d) social support from co-workers in the workplace e) how workers think and normally feel about themselves

Sampling Technique Data Collection

A convenient sampling technique was adopted to select the sample. Assurance of confidentiality of their response was given and anonymity was maintained throughout the study. As first rapport was established with the subject, the purpose of the study explained to them. Adequate instructions and explanations regarding the procedure to collect the data were given to the participants and face to face interviews were focused on the respondents.

Data Analysis Technique

The data collected was analysed by using a descriptive statistical method to describe sample characteristics in terms of frequency and percentage.

Observation and Results

Description of the sample characteristics in terms of socio-demographic variables

Majority of 67.2% subjects were in age group < 25 years and only 4% of them were in the age group of 36 to 45 year. In terms of qualification, most of respondents 63% were diploma holder and only 13% had B.Sc Nursing. Majority of subjects 62% were junior staff Nurse whereas 2% were supervisors. Majority of employees (64%) were getting salary per month 5000 to 15000 and only 7% were getting more than 21000. The work experience of respondents varies with 1-5 and 6-10 years at 56 and 7 percent. Besides none of them has more than 10 years of work experience. Majority of subjects (82%) were unmarried and remaining was espoused. Majority of 84% respondents were staying in hospital hostel accommodation and 5% of workers stay at Hospital family accommodation.

Table.1 The table illustrates the perception of respondents regarding interaction with co-workers. A rise of 35% was seen in respondent who felt that someone holding information which affects their performance everyday whereas only 25% respondent never felt the same. A maximum of 42% of respondents experienced spreading of rumours about them. A nearly under a half 46% respondents were ignored by the co-workers at workplace. A significant increase of 49% was experienced for being target of spontaneous anger; on the other hand 36% of respondent accustomed persistent criticism of their mistakes. Around 44% of respondents were targeted by excessive monitoring at their working area

Table 1 Frequency and Percentage Distribution of Interactions of Employees with Co-Workers

S.No.	Item	Daily		Occasionally		Never	
		F	%	F	%	F	%
1.	Someone withholding information which affects your Performance	19	35	22	40	14	25
2.	Spreading of gossip and rumors about you	21	38	23	42	11	20
3.	Being ignored or excluded	19	34	25	46	11	20
4.	Being shouted at or being the target of spontaneous anger	15	27	27	49	13	24
5.	Persistent criticism of your errors or mistakes	20	36	20	36	15	27.2
6.	Excessive monitoring made against you	24	44	20	36	11	20
7.	Being exposed to an unmanageable workload	18	33	25	45	12	22
8.	Threats of violence or physical abuse or actual abuse	17	31	14	25	24	44

Table 2 Frequency and Percentage Distribution of how work and family interact in life of female workers

S.No.	Item	Strongly agree		Neutral		Strongly disagree	
		F	%	F	%	F	%
1.	The demands of my work interfere with my home and family life	13	24	5	9	37	67.5
2.	My job Produces strain that makes it difficult to fulfill my family duties	22	40	14	25	19	35
3.	My home life interferes with my responsibilities at work such as getting to work on times, accomplishing daily tasks, and working overtime	28	51	12	22	15	27

Table 3 Frequency and Percentage Distribution of Employee's Intention to stay with this Organisation

S.No.	Item	Strongly Agree		Neutral		Strongly Disagree	
		F	%	F	%	F	%
1.	I am planning to look for a new job	38	69	11	20	6	11
2.	I intend to ask people about new job opportunities	31	56.4	3	5.4	21	38
3.	I don't plan to be at this organization for much longer.	26	47	6	11	23	42

Table.2 and 3 enumerates the work and family interact in life of female employees and Intention to stay with this Organisation. It is worth noting that 69% of respondent were looking for new job and only 11% disagree with it. As can be seen, the 47 % of employees don't plan to be at this organization for much longer whereas 11 % of employees were still neutral about the statement. It is explicitly observed that 51% of respondents strongly agree that life interferes with my responsibilities at work such as getting to work on times, accomplishing daily tasks, and working overtime.

Table.4 The table data clearly outlines the statements describing social support from co-workers in the workplace. We can see that only 40 % of employees felt that co-workers go out of way to make their life easier but a substantial jump of 63% is found in respondents who strongly felt that their co-workers appreciate the work they do.

with co-workers, work and family Conflict, turnover intentions, co-workers social support, positive and negative affect schedule.

A glance at the tables reveals the discussion on major findings in accordance with the objectives of the study. Section I: It is clear that the most of the respondents have a diploma qualification with a progressive variation with graduate and post graduate employees. The gradual range of salary was as well as contributory tool of assessment. The section II components have reported enormous health and psychological effects such as stress, anger, and unmanageable workload. These effects were associated with target of spontaneous anger, persistent criticism of their mistakes, excessive monitoring, and lack of time to fulfil their family responsibilities resulting to plan to look for new job.

Table 4 Frequency and Percentage Distribution of the statements describe how much social support from co-workers in the workplace

S.No.	Item	All of the time		Some of the time		Never	
		F	%	F	%	F	%
1.	My co-workers go out of their way to make my life easier	22	40	16	29	17	31
2.	It is easy to talk with my co-workers.	26	47	24	44	5	9
3.	My co-workers can be relied upon when things get tough for me at work.	24	43	20	37	11	20
4.	My co-workers are willing to listen to my personal	23	41	19	35	13	24
5.	My co-workers respect me	34	62	12	22	9	16
6.	My co-workers appreciate the work I do	35	63	12	22	8	15

Table 5 Frequency and Percentage Distribution of the statements describe how workers think and normally feel about themselves

S.No.	Item	All of the time		Some of the time		Never	
		F	%	F	%	F	%
1.	Upset	21	38	21	38	13	24
2.	Alert	28	51	20	36	7	13
3.	Inspired	20	36	21	38	14	25
4.	Nervous	23	41	19	35	13	24
5.	Active	41	75	7	12.5	7	12.5

Table.5 It is apparently seen that nearly three quarter of employees find themselves active all the time while on the contrary a tiny fraction of 7% employees feel active some of the time. It is plainly viewed that just over a half employees alert all the time followed by 41% nervous in comparison with 19% employees who felt some of the time.

DISCUSSION

The main contribution of the study was to provide descriptive data on the mechanism used to get respond to workplace harassment. This study was conducted to identify the effects of workplace harassment from the victims' perspective among working women aged 25-55 years in selected working places. The data was collected from selected Private Hospital of Reasi Distt, Katra, and 55 Female Health employees as samples of the study were taken by purposive sampling.

The structured questionnaire was given to Female Health workers, consist of two sections such as: Section-I, including selected demographic variables (Age, Highest level of Education, Designation, Income, Working Experience, marital status, Number of Children and Place of residence) and Section-II, consisted of questions related to the interactions

Recommendations

1. Public awareness through social media, seminars, and conferences should be promoted to highlight the importance and availability of services for women in case of harassment.
2. Counselling of women needs to be done on regular basis; especially the victim should be taken care by the organisation.
3. These types of research themes should be undertaken and discussed on a larger scale.
4. The study recommends that it is quintessential that institutions highlight conduct rules in workplace settings which will avert traumatic experience for those experiencing harassment.

CONCLUSION

Based on the findings of the study, it is found that harassment is a prevalent quandary though it is not expressed liberating by the employees with the fear of facing consequences despite the subsisting quandaries. Findings conclude that employees to be sensitized about the salubrious workplace culture and cognizance to be engendered regarding the quantifications adopted by the institution to avert workplace harassment. Salubrious environment in the workplace will withal promote maximum work output. Additionally, NAQ has an acceptable performance for detecting workplace harassment, proving itself capable of identifying negative acts.

References

1. [http://www.un.org/womenwatch/osagi/pdf/IMF policy](http://www.un.org/womenwatch/osagi/pdf/IMF_policy), International Monetary Fund, Policy of Harassment, 2009

2. Ulasi I, Gender Bias in access to healthcare in Nigeria, A study of end-stage renal disease, Trop date, 2008
3. Gardner SV, James MF, Evans NR, Gender issues among South African Anaesthetists, South African medical Journal, 2009
4. Daggat T, Molla A, Belachew T, Job related stress among nurses working in Jimma Zone Public Hospital, South West Ethopia, BMC, Nursing Journal, A cross-sectional study, 2016
5. B.Unnikrishanan, T Rekha, ganesh Kumar and etal, Harassment among women at workplace, A cross-sectional study in Coastal South India, Indian Journal of Community Medicine, 2010
6. Joanna Wieclaw, Esben Agerbo, Preben Bo M and etal, Work related violence and threats and the risk of depression and stress disorders, Journal of Epidemiology and Community Health, 2006
7. Hogh A, Mikkelsen E G, Is sense of coherence a mediator or moderator of relationship between violence at workplace and stress reactions, Scand J Psychol, 200546429
8. Jannoff-Bulman R, Shattered assumptions- towards a new psychology of trauma, New York, The free Press, 1992

How to cite this article:

ShaillaCannie and Supriya Sharma.2018, A Study To Identify The Effects of Workplace Harrasment From Victim's Perspective In Health Care Settings: A Tale of Working Women. *Int J Recent Sci Res.* 9(9), pp. 28898-28901.

DOI: <http://dx.doi.org/10.24327/ijrsr.2018.0909.2756>
