



ISSN: 0976-3031

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

CODEN: IJRSFP (USA)

International Journal of Recent Scientific Research
Vol. 8, Issue, 11, pp. 21815-21819, November, 2017

**International Journal of
Recent Scientific
Research**

DOI: 10.24327/IJRSR

Research Article

PSYCHOSOCIAL FACTORS: STRATEGIES OF WORKPLACE HARASSMENT AND ITS RELATIONSHIP WITH STRESS

**Víctor Hugo Ibarra-González., Nora Isela Macías-Núñez., Ma. Concepcion Rodríguez-
Nieto., Jose Armando Peña-Moreno and Alvaro Antonio Ascary Aguilon-Ramirez**

Adscription Universidad Autónoma de Nuevo León, México

DOI: <http://dx.doi.org/10.24327/ijrsr.2017.0811.1147>

ARTICLE INFO

Article History:

Received 20th August, 2017
Received in revised form 29th
September, 2017
Accepted 30th October, 2017
Published online 28th November, 2017

Key Words:

Mobbing, work stress, violence, victim,
symptoms.

ABSTRACT

The purpose of this research was to identify stress levels, as well as Workplace Harassment in a manufacturing company located north of the state of Nuevo León. The design was, the sample was a non-experimental methodology, with a cross-sectional correlational design in which 191 employees participated individually answering the questionnaires of Leymann Inventory of Psychological Terrorization (LIPT-60), Modified by Gonzalez de Rivera Revuelta (2005) and the Seppo Aro Symptomatic Stress Scale (1980). The results show that Stress levels are above the average which is 6.89, with regard to the results of Workplace Harassment, the sample refers that of the most used dimensions to receive such harassment was the Job Discredit with an average of 6.34, it is important to mention that within this sample that carried out the research it was found that a group of 48 workers refer to a pathological level of stress since it is found in an average of 15.25, as well as an average of 16.38 in which it refers to the index of strategies of Workplace Harassment, of which the one of Job Discredit and Blocking of the Communication are the most used for said harassment.

Copyright © Víctor Hugo Ibarra-González et al, 2017, 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

At present, organizations strive to meet the needs demanded by society, as well as its positioning in the labor markets in which it is located, this encourages different dynamics of interaction between workers and therefore this leads to the occurrence of different psychosocial phenomena which, if they are very developed, will affect the workers in first instance and consequently the organization in the fulfillment of its objectives. Within these psychosocial phenomena are stress, fatigue, burnout, Mobbing, to name a few, this research work will address the relationship between Mobbing and Work Stress.

Workplace Harassment also known as Mobbing, based in the works carried out by the researcher Heinz Leymann, he carried out these works with your co-workers, for this author the harassment does not necessarily have to be linked to the physical aggression, this should be more sophisticated and the act of the harasser should be subtle (Arciniega, 2012), in this sense, it is recommendable to return to Leymann's definition of Workplace Harassment, it mentions that it is a "Situation in which a person exerts an extreme psychological violence, in a systematic and recurrent way and for a prolonged time on a person or persons in the workplace with the purpose of

destroying the communication networks of the victim or victims, destroy their reputation, disturb the exercise of their work and finally achieve that person or people end up leaving the workplace " (Rojo & Cervera, 2005, cited by Arciniega 2012, p. 81).

This psychosocial phenomenon can occur in any hierarchical position in which the victim is, González (2006) mentions the existence of three types of harassment: Firstly, there is the Ascendant type, which consists of being exercised by one or several subordinates over a person who holds a higher hierarchical rank in the organization, usually it occurs when someone outside the company joins the company with a higher labor rank, their methods are not accepted by the workers under their direction and it usually happens because a worker wanted to obtain that position and did not get it. (Pinzón de Bojana, 2010).

The other type of harassment is horizontal, in which within the group of workers is formed and acts in order to achieve a single objective, at this point a worker is harassed by a partner with the same hierarchical level. And the third type of harassment is the Descendant, this author mentions that it is usually the most common, the person who exercises power does so through contempt, false accusations, insults with the intention of undermining the psychological scope of the harassed worker to

*Corresponding author: **Víctor Hugo Ibarra-González**
Adscription Universidad Autónoma de Nuevo León, México

excel in front of his subordinates, maintain his position in the labor hierarchy or seek to get rid of a person by leaving him to "voluntary" abandonment. (Gonzalez 2006, cited by Pinzón de Bojana 2010, p. 142).

Regarding the factors that cause this phenomenon we will first mention the statements made by Einarsen (2000) in which he has identified three models that explain the appearance of Mobbing, where the first model focuses on the personality of the victim and the harasser, on the characteristics of human relationships that arise in organizations and in the climate, culture and organizational environment, the second model is focused on what is called the scapegoat, which is that a person is harassed in order to avoid conflict and tensions that arise in organizations and the third model is that which refers to deficiencies in the design of work, negative leadership styles, a social position that supposes to be constantly exposed and a low moral level within the organization make the appearance of this phenomenon more probable. (Rodríguez Muñoz *et al.*, 2009).

Regarding the causes that cause Workplace Harassment in organizations, it can be mentioned that it is multi-causal since there are different factors, both personal, organizations or the same dynamics of the group that influence the occurrence of this phenomenon within the organizations.

Some approaches of Piñuel and Zabala (Trujillo 2007), mention that the main and frequent cause of mobbing is the jealousy and envy that the bullies feel, motivated by certain affective lacks or repressed desires that propitiate envy of something that the victim possesses propitiating that initiate psychological harassment.

Another factor that can trigger harassment in organizations is micro-political behavior, which refers to the individual's desire to improve their position within the company, initiating internal competition, latently, among peers with an equal level.

In this behavior, the individual interests of the individuals who work within the organizations comes out afloat, the desires to overcome are triggered by needs that the subject wants to cover, therefore, alliances are established between the same co-workers to disqualify the others that may be competition, or the weakest, they are eliminating companions and those who remain standing in all that process of disqualification and rivalry, the continuous competition between them. (Einarsen, 2006).

Synthetic Scale of Stress

Another phenomenon that occurs in organizations as a result of the interaction of workers, as well as the demands of the labor market in which these organizations participate, one of these phenomena is Stress, which affects workers in an outstanding way and has a significant impact on productivity, work performance, absenteeism, accidents at work, etc.

The presence of this phenomenon within organizations goes hand in hand with the changes that occur either in the labor market, the economy through which the country is going through, as well as the use of technology since these are demands demanded by the market and this generates a tension both psychological and physiological in the subject and the

levels of coping are overcome by these same demands. (Macías 2016, p. 15).

In this sense we will return to definitions that different authors mention about this psychosocial phenomenon Lazarus y Folkman (1986), they define stress as "a set of particular relationships between the person and the situation, being valued as something that exceeds one's own resources and capabilities, which endangers their personal well-being" (Cited by Mercado 2008, p. 17).

The causes that provoke stress in a person can be multiple, that is, that any situation, even a small one, will cause stress, everything will depend on the person's ability to feel tension about that situation. For example, the bad mood of the boss, the absence of the teacher in a classroom, being lined up in the supermarket to pay for the products we want, the car broken down, wait for a person on an appointment either personal or work, the inclement weather (rain, winter, summer), undergo an evaluation, all this can be causes of stress, therefore, for Gutiérrez & Ángeles (2012) "The fact that a stressor is perceived and felt as positive and constructive or negative and disabling, will depend on the way we evaluate it" (Cited by Macías 2016, page 16).

For these reasons is likely to present some of the consequences that are mentioned here, show apathy in situations of life, that the person feels overwhelmed, demotivated to achieve their ideals, have the perception that things do not go as I would like, showing frequent exhaustion, losing the meaning of life, misplacement in time, anger and irritability, muscle aches, presenting symptoms of stomach problems, accelerated heart rate, dizziness, migraine. Regarding the types of stress that may occur is the Stress, considered positive, since it is a stimulus for the worker to achieve their goals, the other type of stress is the Distress, this is dysfunctional, and considerably affects the worker since "it is a negative and destructive response with adverse consequences for both the person and the family and, finally, for the organization" (Gutiérrez & Ángeles, 2012).

Due to the above, it is important that leaders develop diagnostic and intervention models to build healthy organizations in which they are free of stressful situations and this affects productivity and relationships between colleagues.

METHOD

For this research work a non-experimental research methodology was carried out, with a cross-correlational design, due to the fact that the data collection was carried out in a single moment and there was no manipulation of the independent variable and two variables are being analyzed, which are the study phenomena which are Stress and Mobbing.

Participants

The sample was 191 employees of which 187 answered completely the instruments applied, 47 (24.6%) are female and 144 (75.4%) male, schooling 47.9% has secondary education, 21.6% have studies of technical career, while 13.2% studied high school and 11.1% have a bachelor's degree.

Instruments

The instruments used for this study were the Questionnaire on Workplace Harassment Strategies. LIPT-60 (Leymann

Inventory of Psychological Terrorization) Modified by José Luis González de Rivera Revuelta and Manuel J. Rodríguez Abuín, which consists of 60 items divided into six dimensions which are the following: 1st Job Discredit. This results in a discrediting or discrediting of work, through the distortion of information in communication, such as rumors or slander, the 2nd. Dimension is the Disruption of Progress, which consists in systematically blocking work activity and degrading the worker with inappropriate tasks in the form and content, according to their competencies. 3rd dimension, is Blocking Communication, this dimension refers to blocking intraorganizational and extra organizational communication. 4th dimension, that of Covert Intimidation, is related to threats and covert damages of which they leave no trace, therefore they are not defined as responsible for these damages. The 5th dimension is that of Manifest Intimidation, in which the items refer to threats, restrictions that are imposed directly, not hidden in public, you come to verbal threats, screams or ridicule, the last dimension is the Personal Discrediting and it refers to discrediting the victim both in his personal and private life, through criticism, mockery and his way of being, thinking and living. In this instrument there are ten items that were not grouped in these six dimensions, but are taken into account for obtaining the global indicators NPHS, IMAP and IGAP, as well as for the qualitative analysis.

The second instrument that was used was the SSS Symptomatic Stress Scale of Seppo Aro, a Finnish author who created it in 1980, is made up of 18 symptoms associated with stress states of a psychosomatic, emotional or conative nature, the responses are expressed on a scale ordinal of four frequencies, which are evaluated from 0 to 3, for which the possible annotations fluctuate between 0 and 54, a value greater than 10 points is considered as the presence of stress.

Process

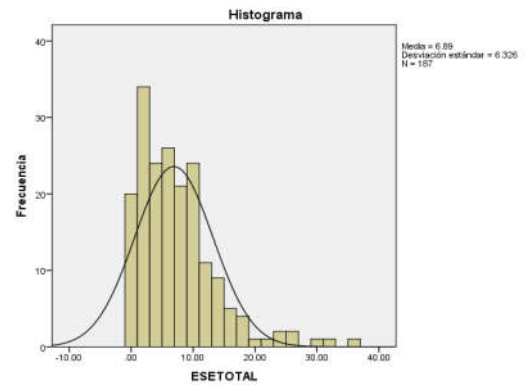
We contacted trusted personnel of the organization to be authorized to carry out this investigation, and having the authorization a meeting was held to agree on how the instruments would be applied, which was carried out within 6 working days, each day having 3 hours for the employees to answer said instruments, the heads of areas sent their staff in pairs to answer since they mentioned that they could not leave the production lines empty. As a last phase, the design of the data matrix for the analysis of results was carried out.

Analysis of Data

Within the results obtained, we worked on the construction of a database to have a more complete statistical analysis, which aims to identify the correlation between these two variables, Mobbing and Stress in the population of 191 employees of an organization, in which a sample of 48 employees that refer the highest levels of the phenomena of study are derived: Mobbing and Stress, for this work statistically the frequency analysis and the Pearson correlation were used.

RESULTS

In relation to the general population on stress levels are presented in the following table.



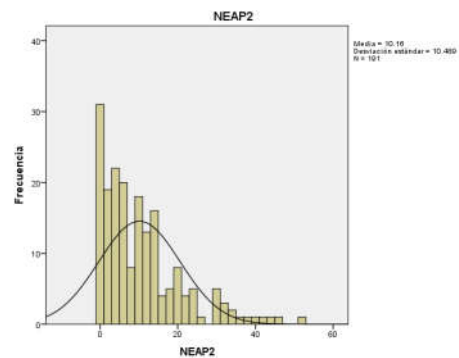
SSS TOTAL.		
N	Valid	187
	Lost	4
	Average	6.8930
	Medium	5.0000
	Standard	
	Deviation	6.32620

SSS = Symptomatic Stress Scale

Graphic 1

In relation to the stress variable, it was found that $x = 6.89$, which indicates non-pathological levels (+10) according to the criteria indicated by Seppo (1980).

Also with regard to Psychological Harassment (Mobbing). The following was found in relation to the number of psychological harassment strategies.



NPHS		
N	Valid	191
	Lost	0
	Average	10.16
	Medium	8.00
	Standard Deviation	10.489

NPHS= Number of Psychological Harassment Strategies

Graphic 2

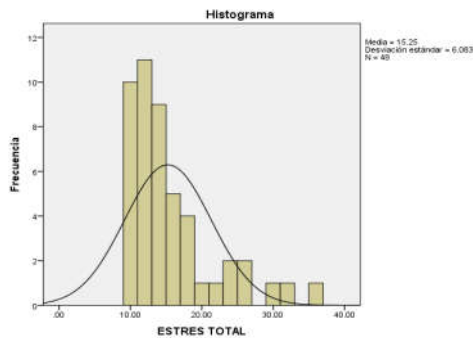
In relation to the strategies of Workplace Harassment, the presence of $x = 10.6$ of a total of 60 evaluated strategies is evidenced.

Next, is describe, what employees refer in relation to the most used dimensions in Workplace Harassment.

		Statistics					
		JD	DP	BC	MI	CI	PD
N	Valid	191	190	190	190	191	191
	Lost	0	1	1	1	0	0
Average		6.3455	1.9000	4.4211	3.0053	1.0995	1.0995
Medium		3.0000	.0000	3.0000	2.0000	.0000	.0000
Mode		.00	.00	3.00	.00	.00	.00
Standard Deviation		8.71997	3.32149	2.72391	3.52541	2.75022	2.75022

Graphic 3

Among the dimensions of Workplace Harassment we find a higher incidence of Job Discredit ($x = 6.34$) and Blocking Communication ($X = 4.42$), while the other dimensions are presented to a lesser extent. Next, the highest levels of stress are presented in relation to the sample in which the Stress instrument was applied.

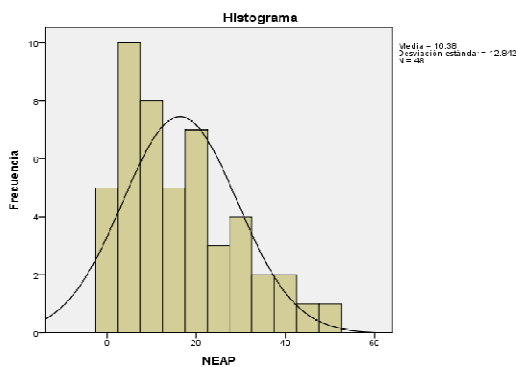


		Statistics
		SSSTOTAL
N	Valid	48
	Lost	0
Average		15.2500
Medium		13.0000
Standard Deviation		6.08276

SSS = Symptomatic Stress Scale

Graphic 4

A total of 48 employees have pathological levels of stress, among which is $X = 15.25$. The following table will present the highest levels reported by the population regarding Workplace Harassment.



		Statistics
		NPHS
N	Valid	48
	Lost	0
Average		16.38
Medium		13.00
Standard Deviation		12.842

NPHS=Number of Psychological Harassment Strategies.

Graphic 5

In the population with pathological stress, a higher rate of work-related bullying strategies is reported ($x = 16.38$), compared to the general population ($x = 10.16$). The following table shows the dimensions of Workplace Harassment of the sample with pathological stress.

		Statistics					
		JD	DP	BC	ME	CI	PD
N	Valid	48	48	48	48	48	48
	Lost	0	0	0	0	0	0
Average		10.5625	2.6250	5.6042	4.4792	2.4792	2.4792
Medium		8.5000	1.0000	4.5000	3.0000	1.0000	1.0000
Standard Deviation		10.77409	4.14434	3.76851	3.97861	4.56625	4.56625

Graphic 6

In relation to the dimensions of Workplace Harassment, there is a higher incidence of Job Discredit ($x = 10.56$) and Blocking Communication ($X = 5.6$).

DISCUSSION

The levels of stress that the employees of this organization refer to are above average, this can be caused by the fact that they have not realized that different activities can cause stress and this causes them to present symptoms that affect the organism, these situations of tension can be an example of the changing dynamics of labor markets, the same demands of organizations to meet the objectives set, the new procedures and methods of work, the same day-to-day interaction of the working groups. This tension generated in the workers is due to the fact that the multiple demands that are generated in their environment surpasses their response capacity, or in their case the workers feel that they are overcome and therefore psychological and physical tension arises, on the other hand, as Gutiérrez mentions, "the fact that a stressor is perceived and felt as positive and constructive or negative and disabling, depends on the way we evaluate it" (Gutiérrez & Ángeles 2012, p.35). In that same sense, the prevalence of Workplace Harassment presented by the sample in relation to the dimensions of the instrument used, show that the Job Discredit dimension was the most recurrent since it presents an average of 6.3, which means that harassment practices have been carried out by discrediting the victim in the work environment, as mentioned by Einarsen (2006 p.263), where personal interests come to light, such as the desire to excel since alliances can be made between co-workers to harass a co-worker to disqualify him or her in the workplace and ascend hierarchically.

Within this same analysis it has been found that a group of workers of the total sample have a high level of stress since they have an average of 15.25, which indicates that a primary intervention should be carried out to reduce this level, as regards the dimensions of workplace harassment, this same sample refers that the dimensions that have most been used towards them is the Job Discredit with an average of 10.56 and Blocking Communication with an average of 5.6.

In this sense it is considered important to determine the level of affection that the victim suffers since it can present symptoms as indicated by Hirigoyen (2001), as specific consequences of moral harassment, stress and anxiety, depression and psychosomatic disorders.

"The psychic integrity of the worker is affected, because the main pernicious effect of the moral harassment is the destruction of the personality of the worker, which causes diseases such as post-traumatic stress, among others, to the point that originally the expression psychological harassment was used to refer to this phenomenon "(Cited by Arciniega 2009, p.20).

CONCLUSION

Based on the results of this research, it is essential to develop primary intervention work, which would work in the first instance with the sample that reports the highest levels of stress, as well as encourage a change in work culture so that work harassment won't develop within this organization, on the other hand it is important that more research work is carried out in which the presence of these psychosocial phenomena Stress and Mobbing is detected.

Bibliographic references

- Arciniega, R., (2009). Moral harassment (Mobbing) in labor organizations. *Ibero-American Psychology*, 17 (2), 13-23. Retrieved from <http://www.redalyc.org/articulo.oa?id=133912609003>
- Arciniega, R., (2012). Organizational factors in the compression of Mobbing. *Ibero-American Psychology*, 20 (1), 80-90. Retrieved from <http://www.redalyc.org/articulo.oa?id=133924623009>

- Einarsen, S. (2006). Antecedents and consequences of psychological harassment at work: a review of the literature. *Journal of Psychology of Work and Organizations*, 22 (3), 251-273.
- Gonzalez de Rivera, J.L., & Rodríguez-Abuin, M.J., (2005). Questionnaire of strategies of harassment at work. The LIPT-60. Madrid: Editorial EOS.
- Macías, N.I., (2016). Labor stress and labor fatigue, present in a sample of a manufacturing organization located in the metropolitan area of the state of Nuevo León, Mexico: a study to identify its correlation. (Unpublished doctoral dissertation). The Yorker International University, Buenos Aires, Argentina.
- Pinzón de Bojana, B., & Atencio, E., (2010). Mobbing in the work performance. Implications in health. *Multiciencias*, 10, 140-145. Retrieved from <http://www.redalyc.org/articulo.oa?id=90430360026>
- Rodríguez, M.F., Osona, J.A., Domínguez, A.L., & Comeche, M.I., (2009). Mobbing: an exploratory proposal for intervention. *International Journal of Psychology and Psychological Therapy*, 9 (2), 177-188. Retrieved from <http://www.redalyc.org/articulo.oa?id=56012878003>
- Trujillo, M. M. (2007). Mobbing: history, causes, effects and proposal of a model for Mexican organizations. *INNOVAR: Journal of Administrative and Social Sciences*, 17 (29), 71-91.

How to cite this article:

Víctor Hugo Ibarra-González *et al.* 2017, Psychosocial Factors: Strategies of Workplace Harassment And Its Relationship with Stress. *Int J Recent Sci Res.* 8(11), pp. 21815-21819.
DOI: <http://dx.doi.org/10.24327/ijrsr.2017.0811.1147>
