

Original Article

Effects of Bullying On Employees' Job Performance in Selected Offices in the Second District of Northern Samar

GINA DE ASIS-GALVEZ

Doctor of Philosophy

Faculty, University Laboratory Elementary School, University of Eastern Philippines, University Town, Northern Samar

Abstract - This study was conducted to find out the effects of workplace bullying on employee's job performance in selected offices in the province of Northern Samar. It employed the descriptive method of research. The questionnaire was the primary data gathering instrument. The data were statistically computed through frequencies and mean to quantify forms of workplace bullying and their effects on the employee's job performance. Respondents were selected employees in the Provincial Government of Northern Samar. Random sampling was used to get the reliability of the measure of the sample size. The occurrences nature of bullying were arranged chronologically from those with the highest frequencies to wit: name-calling, unjustified criticism, ignoring, undermine the works of others, and removal of areas of responsibility, unsafe assignment, and hostility. The following forms of bullying seldom occur in the workplace: threats and intimidation, removal of areas of responsibility, undermining personal integrity, pushing, hostility, offensive remarks, freezing out, stealing, tarnishing reputation, unsafe assignment, and least on sabotage. The effects of workplace bullying were categorized as either physical and or physiological. Three indicators were used in quantifying the extent of the effects of bullying on employees. As regards physical effects of bullying, inability to sleep and headache were interpreted as "serious." While other effects such as stomach pain, overeating, loss of appetite, and sleeping too much were interpreted as "not serious." The grand mean was generally interpreted as not serious. With regard to the physiological effects of bullying on employee's work performance, the data revealed, feeling of frustration, stress, lack, of confidence moral productivity, demoralization, and reduced concentration were interpreted as "serious." On the other hand, family tension, helplessness, unproductive, clinical depression, and suicidal thoughts were interpreted as "not serious." Taking into account the data under consideration, the grand mean was interpreted as "not serious," notwithstanding the rest of the mean score, which indicated serious physiological conditions. It is true that there were serious areas of concern in management that should be attended to to have peace

and tranquility in the workplace. The respondents recommended that to minimize the effects of workplace bullying; a person needs to trust and believe in him/herself; go to the proper authority for corrective action; put a chart inside the office which contains non-bullying acts; assume that they just lack of discipline, and to ignore them as you treat others. There are always problems in the workplace, and the best source of making solutions to such problems is to trust and love God. It can also be done by ignoring issues and problems in the workplace. This will reduce and eliminate other worries and problems. Knowing and keeping the assigned work will likewise minimize any problems.

Keywords - Workplace bullying, Job performance, Forms, Effects, Physical and psychological

1. INTRODUCTION

Workplace bullying is considered repeated mistreatment of one employee who is targeted by one or more employees with a malicious mix of humiliation, intimidation, and sabotage of performance. It includes being radiated in the presence of other employees, being lied about to others, always being guarded, lack or no focus on work tasks, and loss of self-confidence. Employees and heads of office aim to promote a working environment where all forms of harassment and bullying are regarded as unacceptable, and any incidents arising from such behavior are not tolerated. Bullying and harassment in the workplace can have long terms effects on the well-being and morale of employees.

Workplace bullying is a problem that can profoundly affect the mental, physical and financial wealth of the bully's target.

It is also repeated pattern behavior intended to intimidate, offend, degrade or humiliate a particular person or group. Although it can include physical abuse, bullying usually causes psychological rather than physical harm. Workplace bullying is repetitive,



abusive behavior that devalues and harms other people on the job.

The targeted individual is intimidated and tormented, putting his or her self-esteem and overall health at risk. When experienced over an extended period of time, bullying has a devastating effect. Bullying will cause targeted employees to break down psychologically, emotionally, and physically, preventing them from positively contributing to the organization.

Bullied employees are often publicly humiliated, teased, called derogatory names, become the subject of malicious rumors, have their responsibilities taken away, and are not acknowledged for their work. They may be ostracized and denied promotional opportunities or may experience undue pressure to perform, to discipline, denote, and terminate the targeted employees of poor job performance. Unfortunately, the human resource fails many bullied employees by not taking their concerns seriously, the bullied employees are seen as the problems, not the bullies often, and steps are taken to terminate the bullied employees rather than address what may be a systematic problem within the organization. Many bullied employees feel victimized by the bully and the human resource department. They feel helpless, frustrated, devalued, dejected, and worried about the security of their jobs. The researcher chose this study to have a deeper and clearer understanding of workplace bullying its effects on employee's job performance and to discover why employees bully their co-workers or even their manager. The researcher conducted this study to find a solution on how to avoid workplace bullying and its effects on the employee's job performance, as well as the reason why employees mistreat their co-workers and manager.

II. OBJECTIVES OF THE STUDY

Generally, this study sought to determine the effects of workplace bullying on employee's job performance in selected offices in the provincial government of Northern Samar.

Specifically, it aimed to:

1. document the forms of workplace bullying in selected offices in the Provincial Government of Northern Samar;
2. determine the frequency of some forms of workplace bullying in selected offices in the Provincial Government of Northern Samar;
3. measure the effects on employees job performance in selected offices in the Provincial Government of Northern Samar; and

4. draw recommendations from the respondents to eliminate workplace bullying in selected offices in the Provincial Government of Northern Samar.

III. METHODOLOGY

The province of Northern Samar is where the Sumuroy rebellion on 1649-1650 led by the waraynon hero Juan Ponce Sumuroy first began. One of the trusted conspirators of Sumuroy, David Dula y Gaiti, sustained the Filipino guest for the motherland in the greater vigor. He was, however, wounded in battle, was capture, and later was executed in Palapag, Northern Samar, by the Spaniards together with these seven key lieutenants. They were accused of masterminding several attacks on Spanish detachment. The place where David came from was named later in Isla De Batag, Laoang Northern Samar. Some of David's descendants change their surnames to Dulay to avoid Spanish prosecutions. Some maintained their surname Dula, which up to these days the source of minor internal functions among some descendants of David Dula y Guiti in Lao-and, Northern Samar, accusing each side as "Sigbinan", a native waray folklore which originated in Isla de Batag, which connotes a family secretly keeping bear-like creatures, which are being fed of dead Spanish Guardia Civil. Several famous Northern Samarenos are tracing their ancestry with David y Guiti in Palapag, Northern Samar. During the Philippines-American war, the siege of Catubug was taught in the town of Catubig.

This study employed the descriptive method of research. Basically, this study attempted to document the forms of workplace bullying. It also determined the frequencies of some forms of workplace bullying and also to determine its effect on employee's job performance.

The respondents of this study were the selected employees in the provincial government of Northern Samar, drawn by random sampling, to get the reliability of the measures of the respondents.

The main instrument of this study was the survey questionnaire. The researcher prepared and constructed the questionnaire after consulting her adviser on the topic given. The questionnaire has been divided into four parts, as follows:

- Part I – Forms of workplace bullying
- Part II – frequency of workplace bullying
- Part III – its effects on employee's job performance
- Part IV – recommendations

Before conducting the study, a letter request was prepared by the adviser. This was appended and enclosed with the survey questionnaire before it was

submitted to the head of the office in the Provincial Government of Northern Samar.

This study included at least a sample are the size for each office in the provincial Government off Northern Samar to form part as respondents in this study, drawn through random sampling, to assure higher reliability in appraising the result. They were grouped and categorized by the provincial Government and how they perform.

Different kinds of statistical methods were used in this study according to their appropriateness. The following formulas applied:

- A. Tally- responses for each question or item in the survey questionnaire.
- B. Frequency- the respective tallies for each question or item will be added to arrive at descriptive responses.
- C. Percent computation – the frequencies will be further analyzed using percentage computation to reveal the size of responses in relation to the total number of cases involved in the study.

IV. FINDINGS

Table 1 shows the frequency distribution of the nature of workplace bullying. There were twenty-five items enumerated regarding the varied acts committed for bullying. Leading the data for the most observed nature for bullying was name-calling. It was followed by are unjustified criticism, ignoring, undermining the works of others, and removal of areas of responsibility.

The following natures for bullying were ranked the last to wit: kicking, slapping, stabbing, and biting. The least so far was the unsafe assignment and hostility of the respondents.

This implies that with all the 25 items enumerated, five cases and forms of bullying have indicated a greater frequency of occurrence of bullying as experienced by the employees in the province of Northern Samar.

Table 1. Frequency Distribution of the Nature Workplace Bullying

Nature of Workplace Bullying	Frequency	Rank
Name Calling	52	1
Unjustified Criticism	46	2
Ignoring	42	3
Undermine the Work of others	39	4
Removal of areas and responsibility	32	5
Shouting	29	6
Undermining Personal integrity	28	7
Threats Intimidation	24	8.5
Humiliating	24	8.5
Persistent teasing	23	10
Offensive	17	11
Hostile	15	13.5
Unsafe Assignment	15	13.5
Stealing	14	15

Freezing out	13	16
Tarnishing reputation	12	17
Sabotage	10	18
Pushing	9	19
Pinching	3	20
Beating	1	23
Kicking	1	23
Slapping	1	23
Stabbing	1	23
Biting	1	23

Table 2 shows the mean distribution of the forms of violence observed by employees with regard to workplace bullying. Out of the twenty-five (25) forms of violence, ignoring and undermining the works of others, and persistent teasing. On the other hand, shouting to employees was interpreted as "sometimes happened."

Data likewise revealed that out of these 25 forms of violence, the five least scored forms interpreted as "never happened" were slapping, kicking, biting, stabbing, and beating. Other forms of workplace bullying seldom happened, such as threats and intimidation, removal of areas and responsibility, undermining personal integrity, hostile, offensive, freezing out, pushing, stealing, and tarnishing reputation, unsafe assignment, and sabotage.

This implies that although these natures of workplace bullying have been expected as they were experienced in their office. The highest mean was name-calling, unjustified criticism, ignoring, undermining the work of others, persistent teasing, shouting, and humiliating, which only happened for some time.

It can also be inferred that in any workplace and in any organization, things like this usually happen but not to a great extent in a similar situation to the data in this study. The general perceptions of the employees regarding the acts of workplace forms of violence on bullying indicate that these only seldom happen.

Table 3 shows the mean distribution of the effects of bullying on employees' work performance. In terms of effects, the effects of workplace bullying were categorized as either physical and/or psychological. Three indicators were used in quantifying the extent of the effects of bullying on employees.

As regards the physical effects, the mean of 2.64 was on the inability to sleep while 2.54 was on headache. These were interpreted as "serious". At the same time, others that were interpreted as not serious were: stomach pain, overeating, loss of appetite, and sleeping too much. With the grand mean of 2.45, the physical effects of workplace bullying were interpreted as "not serious".

With regard to the psychological effects of bullying on employees, data revealed through the five highest mean scores of 3.13 arranged in chronological order and interpreted as serious were feeling of frustration, stress, lack of confidence and morale, and productivity, demoralization, and reduced concentration in the workplace. It also highlighted that the five least scored effects and interpreted as not serious were family tension, helplessness, unproductive, clinical depression, and suicidal thoughts. Taking into account the data under consideration, it was interpreted on the basis of statistical analysis shown with the grand mean score of 2.45 that the psychological effects were generally not serious, notwithstanding the rest of the mean scores, which indicated the "serious" level.

It can also be inferred that there were serious areas of concern that the management should try to look into the issue to attend peace and tranquility in the workplace of the institution they serve as a matter of policy.

Data in Table 4 shows the respondent's recommendation. Five items were enumerated and indicated using multiple responses. Data revealed that leading the frequency of 41 or 31 percent indicated that trusting and believing in oneself is the best measure against workplace bullying. Moreover, 33 or 25 percent have indicated that respondents will have to go to proper authority for corrective actions, while 27 or 20 percent revealed that the employee should put a chart inside the office which contains non-bullying act. There was 18 or 14 percent who indicated to assume that they just lack discipline, and 13 or 10 percent indicated to ignore bullies and treat them as you treat others.

This implies problems and issues concerning one's job are always observable, and the best to overcome them is to trust and love God.

It can be inferred that ignoring issues and problems in the workplace will reduce and eliminate others' worries and problems. Moreover, knowing and keeping the assigned work will also minimize problems. Honesty and dedication to work will help everyone to get success in his own way.

REFERENCES

A. Books

- [1] S. Aryne, Z. Chen, as cited by Stephen Robbins & Timothy A. Judge. An introduction to Organizational Behavior, 12th Edition, Pearson Education Southeast Asia (2004)
- [2] Einarse&Hoel, American Psychology Association (2005)
- [3] Marwick, Gore, Palferman, Proactive Personality as cited by Stephen P. Robbins & Timothy A. Judge. An Introduction to Organizational Behavior, 12th edition, Pearson Education, Southeast Asia (2004)

- [4] Hersey P. Header, Management or Organizational Behavior: Leading Human Resources, 8th Ed. Upper Saddle River, New Jersey., Prentice-Hall (2000)

B. Unpublished Thesis

- [1] Gary Namie, Ruth Namie., Workplace Bullying Escalated Incivility., as cited by Judith Lyn Fisher Blando., Workplace Bullying: Aggressive behavior its effect on job satisfaction and productivity., Unpublished thesis (2008)
- [2] Bully Busters., A Psychoeducational Intervention for reducing bullying behavior in middle school students, 2006 as cited by Judith Lyn Fisher-Blando, Workplace Bullying., Aggressive behavior its effect on job satisfaction and productivity, unpublished thesis (2008)
- [3] www.netcracker.com Institute Management Excellence, 2005 as cited by Judith Lyn Fisher-Blando, Workplace Bullying., Aggressive behavior its effect on job satisfaction and productivity, unpublished thesis (2008)

C. On-line Source

- [1] <http://eprints.utm.my/25129/1/4.pdf> provided by Universiti Teknologi Malaysia Institution Retrieved, (2014)
- [2] <http://www.forbes.com/sites/jacquelynsmith/2013/09/20/how-to-deal-with-a-bullying-boss> Retrieved, (2014)
- [3] <http://www.eeotrust.org.nz/toolist/harassment.cfm> Retrieved (2014)
- [4] <http://www.hrvoice.org./workplace-bullying-and-the-role-of-human-resource-management> Retrieved, (2014)
- [5] <http://mgt.buffalo.edu/faculty/academic/resources/faculty/darrent/bullyingstudy> Retrieved, (2014)
- [6] <http://smallbusiness.chron.effects-workplace-bullying-15295.html> Retrieved, (2014)
- [7] <http://en.wikipedia.org/wiki/northernSamar>