# WORKPLACE BULLYING AMONG NURSES IN THE JORDANIAN PRIVATE HOSPITALS

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# WORKPLACE BULLYING AMONG NURSES IN THE JORDANIAN PRIVATE HOSPITALS

BY

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# ABSTRAK

Buli di tempat kerja merupakan satu fenomena meluas yang menimbulkan kesan negatif kepada individu dan organisasi.

Kajian lepas menunjukkan implikasi negatif buli tingkah laku di tempat kerja terhadap kesihatan mangsa dan prestasi organisasi. Kajian ini bertujuan mengkaji hubungan antara persepsi ketidakadilan, persepsi tidak selamat berkerja, sifat marah, dan afektiviti negatif dengan buli di tempat kerja dalam kalangan jururawat di hospital swasta di Jordan. Peranan kawalan diri sebagai faktor yang sederhana dalam hubungan ini juga telah diselidiki. Kajian ini menggunakan kaedah tinjauan dan soal selidik yang telah diedarkan kepada 500 orang jururawat di lima buah hospital swasta di Amman, Jordan. Data seterusnya dianalisis dengan menggunakan *Least Squares-Structural Equation Modeling* (PLS-SEM) separa yang mendapati hubungan yang positif dan signifikan antara persepsi ketidakadilan teragih, persepsi ketidakadilan interaksi, sifat marah, afektiviti negatif dan buli di tempat kerja. Sebaliknya, tidak terdapat hubungan yang positif dan signifikan antara persepsi ketidakadilan prosedur dan buli di tempat kerja dan persepsi keadaan pekerjaan yang tidak terjamin dan buli di tempat kerja. Walau bagaimanapun, kajian ini mendapati bahawa kawalan diri berfungsi sebagai moderator dalam hubungan antara persepsi ketidakadilan teragih dan buli di tempat kerja dan antara sifat marah dan buli di tempat kerja. Secara umum, dapatan kajian ini menyokong pandangan bahawa kawalan diri boleh mengatasi kecenderungan individu untuk terlibat dalam masalah buli di tempat kerja. Implikasi teori kajian dan pelaksanaan praktikal turut dibincangkan.

**Kata kunci**: Persepsi ketidakadilan, keadaan pekerjaan yang tidak terjamin, sifat marah, afektiviti negatif, buli di tempat kerja

# ABSTRACT

Workplace bullying is a wide spread phenomenon that constitutes negative impact to individuals and organizations. Prior studies have proven the negative implications of bullying behaviors in workplaces on the health of the victims and the performance of organizations. This study aims to examine the relationship between the perception of injustice, job insecurity, trait anger, and negative affectivity with workplace bullying among nurses in private hospitals in Jordan. The role of self-control as the moderating factor in this relationship is also examined. The study used a survey method and questionnaires were distributed to 500 nurses at five private hospitals in Amman, Jordan. The data then were analysed using Partial Least Squares-Structural Equation Modeling (PLS-SEM) and it is found that there is a positive and significant relationship between the perception of distributive injustice, perception of interactional injustice, trait anger, negative affectivity and workplace bullying. On the contrary, it is discovered that there is no positive and significant relationship between perception of procedural injustice and workplace bullying; and perception of job insecurity and workplace bullying. However, it is discovered that self-control serves as moderator in the relationship between the perception of distributive injustice and workplace bullying; and between trait anger and workplace bullying. In general, these findings support the view that self-control can override predispositions of individuals to engage in workplace bullying. Theoretical and practical implications of this study are also discussed.

**Keywords:** Perception of injustice, job insecurity, trait anger, negative affectivity, workplace bullying

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# LIST OF ABBREVIATIONS

AVE           Average Variance Extracted

CNT           Cognitive Neoassociation Theory

DoS           Department of Statistics

f2           Effect Size

SCT           Self-Control Theory

ICN           International Council of Nurses

ICU           Intensive Critical Unit

JNA           Jordanian Nursing Association

JUH           Jordan University Hospital

JUST           Jordan University of Science and Technology

KAH           King Abdullah Hospital

MENA           Middle East and North African

MoH           Ministry of Health

NAQ-R           Negative Act Questionnaire-Revised

NHS           National Health Service

PHA           Private Hospitals Association

PLS-SEM           Partial least squares-Structural Equation Modeling

PTSD           Post Traumatic Stress Disorder

Q2           Construct Cross validated Redundancy

R2           R-squared values Extracted

RMS           Royal Medical Services

SPSS           Statistical Package for the Social Sciences

SWMENA           Status of Women in the Middle East and North Africa

U.K           United Kingdom

U.S           United States

U.S$           United States Dollar

UNRWA           United Nation's Relief and Works Agency for Palestinian Refugees

VIF           Variance Inflation Factor

WHO           World Health Organization

# CHAPTER ONE
# INTRODUCTION

## 1.1 Background

Workplace violence has become an alarming phenomenon worldwide (Abbas & Selim, 2011). The real size of the workplace violence is largely unknown and recent surveys around the world showed that current numbers represent only the tip of iceberg (Chappell & Di Martino, 2006). Workplace violence influences many occupational groups, particularly those in the health care settings where violence becomes a daily clinical practice feature (Jones & Lyneham, 2001; Lyneham, 2001; Warshaw & Messite, 1996).

The frontline personnel in hospitals such as nurses are especially at higher risk; where patients, patients' relatives, employers, supervisors, or co-workers are usually the possible sources of violence (Abbas & Selim, 2011). Many researchers classified workplace bullying as a form of violence at workplace (e.g. Di Martino, 2003; Giorgi, Ando, Arenas, Shoss, & Leon-Perez, 2013).

Bullying commonly happens at workplaces and it is appeared as being from the worst behaviors impacting both of individuals and organizations (Liefooghe & Mac Davey, 2001). The bullying behaviors impact employee or organizational performance as it impairs the victim's health and change his relationship with his family and the society.

The contents of the thesis is for internal user only

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