

# Risikofaktorer for mobning på arbejdspladsen

---

Annie Høgh

Arbejds miljøinstituttet

Helge Hoel

University of Manchester

18. september 2006



# Indhold

---

- ❖ Om mobning – hvad viser forskningen
- ❖ Lovgivning – erfaringer fra Sverige
- ❖ Udvikling af NAQ & BRAT
  - ❖ Udvikling i Norge & England
  - ❖ Udvikling i Danmark
- ❖ Afprøvning af spørgeskemaer
- ❖ Diskussion

# Definition af mobning

---

En person bliver mobbet, når han/hun gentagne gange over længere tid bliver udsat for negative eller krænkende handlinger, som han/hun ikke kan forsvare sig imod

# Kendetegn ved mobning

---

- ❖ Gentagelse
- ❖ Varighed
- ❖ Magtforhold
- ❖ Intention

# Individ vs. konfliktmobning

## ❖ Individmobning

- ❖ Ofret er i en situation, hvor en anden person har behov for at demonstrere magt

## ❖ Konfliktmobning

- ❖ Uløst faglig konflikt udvikler sig til en personkonflikt

# Hyppighed

	'Tredækker' 2004	Ældreplejen 2005
Daglig-månedlig	2.1%	2.5%
Nu & da	6.2%	9.4%
Leder	2.7% (34%)	3.3% (27%)
Kolleger	5,9% (71%)	8.5% (72%)
Underordnede	0.5% (6%)	0.6% (5%)
Klienter osv./pårørende	0.9% (10%)	1.7% (14%)

Note: Mobning indenfor 12 måneder, + definition før spørgsmål

(%) = andel af de mobbede respondenter



# Mobning / offentlig & privat

---

## 'Tredækker 2004'

	Dagligt – månedligt	Af & til	Total
Stat	1,7%	8,4%	10,1%
Amt	1,7%	6,5%	8,2%
Kommune	3,1%	5,5%	8,6%
Privat	1,9%	6,1%	8%

---

N = 3429



# Konsekvenser for ofret

---

- ❖ Tab af selvtillid og selvværd
- ❖ Stressreaktioner:
  - ❖ Uro, ængstelse, forvirring
  - ❖ Søvnløshed, anspændthed, depressioner
  - ❖ Hovedpine, smerter, maveproblemer, kvalme, allergiske reaktioner
- ❖ PTSD symptomer

# Konsekvenser for organisation & samfund

---

❖ ↓ job tilfredshed

❖ ↓ engagement

❖ ↓ produktivitet

❖ ↑ omkostninger:

❖ tab af arbejdsdage pga. sygefravær

❖ gennemtræk: træning af nyt personale, personale konsulenter, sundhedsvæsenet, compensation, retssager etc.

❖ førtidspension: dobbelt så hyppig (Dellve et al, 2003)

# Forebyggelse

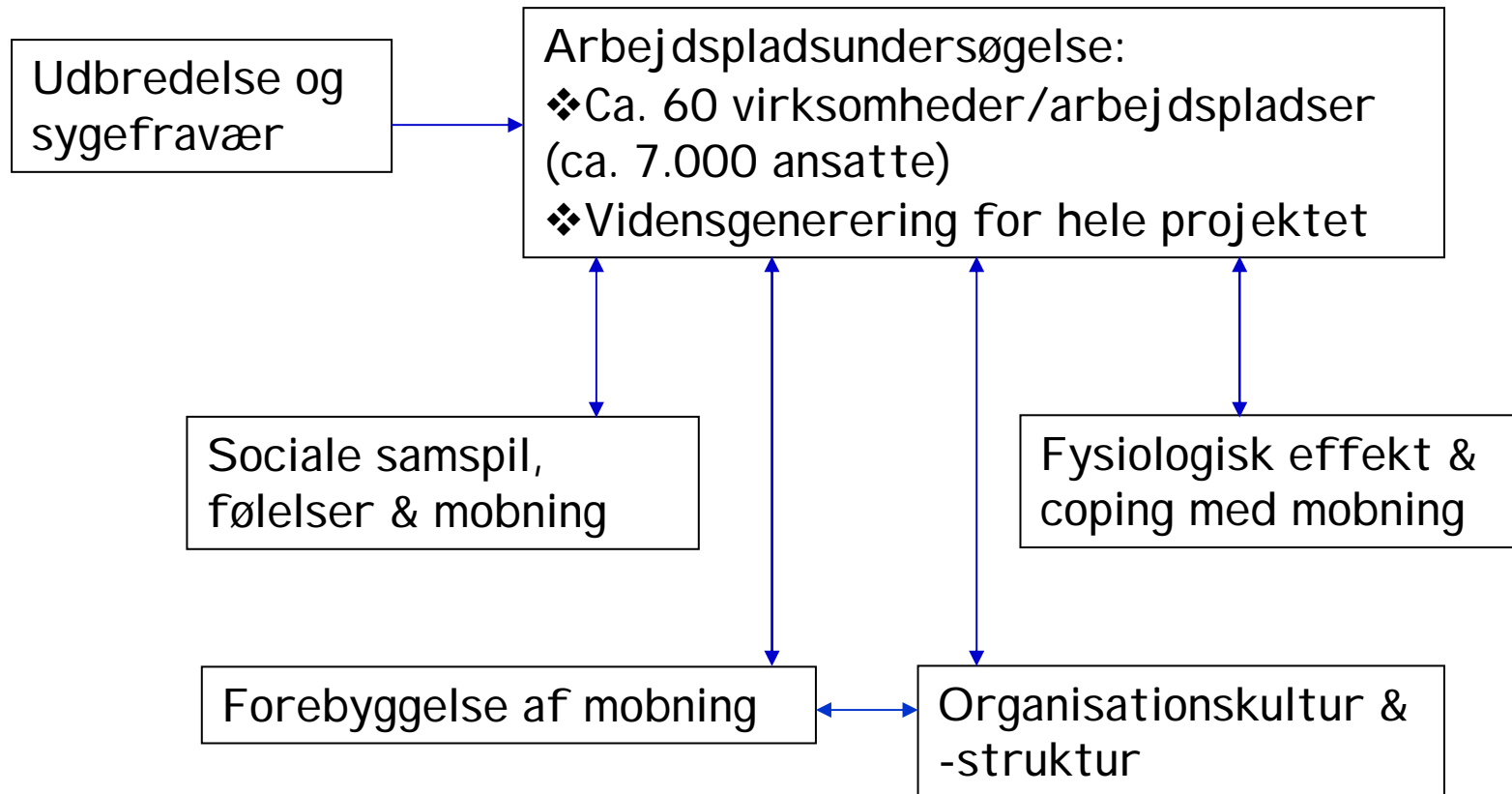
---

Bekendtgørelse om arbejdets udførelse  
20. juni 2002

**§ 9a** Ved arbejdets udførelse skal det sikres, at arbejdet ikke medfører risiko for fysisk eller psykisk helbredsforringelse som følge af mobning, herunder seksuel chikane

# Nyt 3-årigt projekt 2006 - 09

---



Projekt Samarbejde og arbejdsklima - forebyggelse af mobning på arbejdspladsen

# Formål

---

- ❖ Kortlægge det psykiske arbejdsmiljø
- ❖ Undersøge hvor udbredt negativ adfærd og mobning er
- ❖ Undersøge organisatoriske og individuelle risikofaktorer for negativ adfærd og mobning
- ❖ Belyse helbred og velbefindende
- ❖ Undersøge fysiologisk stress respons

# Undersøgelsen

---

- ❖ 60 virksomheder: store & små, offentlige & private (fx industri, service, social- og sundhed, undervisning)
- ❖ Arbejdsmiljøundersøgelse:
  - ❖ 1. undersøgelse i 2006
    - ❖ Ca. 7.000 personer (<http://ami.dk/samarbejde>)
    - ❖ Spørgeskema & spytpøver
  - ❖ Opfølgning i 2008

# Validering af risikoværktøjer

---

- ❖ Oversættelse af NAQ & BRAT m.m.
- ❖ Interview med ofre for mobning
- ❖ Afprøvning i arbejdspladsundersøgelsen

# Measuring bullying at work: Introducing the Negative Acts Questionnaire:

---

Professor Ståle Einarsen,  
University of Bergen, Norway

Dr. Helge Hoel  
Manchester School of Management, UK



# Strategies for measuring bullying

---

- ❖ Self-report by diary-keeping
- ❖ Interviews
- ❖ Case studies
- ❖ Focus groups
- ❖ Observations
  - ❖ third parties
  - ❖ Co-workers (peer-nominations)
- ❖ Questionnaires and surveys
  - ❖ NAQ/NAQ-R
  - ❖ LIPT
  - ❖ WAS

# The development of NAO

- ❖ Developed by Einarsen et al., 1994 and Einarsen & Raknes, 1997
- ❖ Designed to assess perceived exposure to bullying and victimisation at work
- ❖ Measures both exposure to specific bullying behaviour as well as feelings of victimisation
- ❖ An inventory to be used in industrial settings hence with a limited length
- ❖ Based on interviews with victims and literature reviews

# Negative Acts Questionnaire

- ❖ 22 items describing behaviour which may be perceived as bullying
- ❖ All 22 items in behavioural terms with no reference to the term bullying.
- ❖ + one global item measuring the overall feeling of victimisation according to a definition
- ❖ Built on the theoretical notion that we must differentiate between
  - ❖ Behaviour as exhibited by the offender
  - ❖ Behaviour as perceived by a potential victim
  - ❖ Feelings of victimisation
- ❖ Response alternatives:
  - ❖ Never, now and then weekly and daily

# The NAQ-Revised

---

- ❖ Focus group study /group interviews
  - ❖ to refine and develop items in the UK
  - ❖ 11 groups with 61 participants
- ❖ A representative survey of 4996 UK employees in 70 organisation representing 1 million employee
- ❖ Response rate 43%
- ❖ 29 items describing bullying behaviour
- ❖ A definition with an overall item on victimisation
- ❖ 7 items on duration of perceived victimisation number, gender and status of offenders, earlier exposure to bullying
- ❖ 5 responses from never to daily



# Factor structure of NAQ-R

## ❖ Personal bullying

- ❖ insulting remarks
- ❖ excessive teasing
- ❖ gossip and rumours
- ❖ being humiliated
- ❖ subjected to allegations
- ❖ intimidating behaviours
- ❖ persistent criticism
- ❖ reminders of errors
- ❖ being ignored
- ❖ being shouted at
- ❖ practical jokes

## ❖ facing hostility

## ❖ Work-related bullying

- ❖ unreasonable dead-line
- ❖ unmanageable workload
- ❖ opinions ignored
- ❖ excessive monitoring
- ❖ responsibility removed
- ❖ pressure not to claim rights
- ❖ someone withholding information
- ❖ ordered to do work below competence



---

# Development and Assessment of the Bullying Risk Assessment Tool (BRAT)

Helge Hoel, Sabir Giga & Brian Faragher  
Manchester Business School  
The University of Manchester

# Bullying and assessment of risk

- ❖ Risk-assessment as part of a risk-management approach
- ❖ A focus on hazard identification, risk reduction and control of risk
- ❖ Risk-assessment of psychosocial hazards
- ❖ Identification of risk-factors of negative behaviours and bullying

# Development of a risk assessment tool: pilot study

- ❖ 53 focus groups: 259 participants from 5 organisations
- ❖ Identification of risk factors of neg. behaviours & bullying
- ❖ Negative behaviour measured by the Negative Acts Questionnaire (R) (Einarsen & Hoel, 2001)
- ❖ Mental health measured by General Health Questionnaire (Goldberg, 1979)
- ❖ Bullying measured by means of a global definition emphasising persistency, duration and imbalance
- ❖ Risk assessment instrument: a 26 items self-adm. questionnaire assessed on a six-point Likert scale
- ❖ Factor analysis (N=1033; response-rate 41.2% in 5 org.)
- ❖ Further refinement of pilot instrument: **Bullying risk Assessment Tool (BRAT)** – a 20 item revised version

# Factor analysis of the BRAT

- ❖ Factor analysis (varimax rotation) based on 571 questionnaires (response-rate=38.1%)

## Five factors identified

factor reliability (Chronbach alpha): 0.61-0.82)  
inter-correlations slightly high (0.222-0.500)

- ❖ Organisational fairness
  - ❖ Vacant position are filled without any delay in my unit
- ❖ Team conflict
  - ❖ I don't get on with some of my colleagues
- ❖ Role Clarity
  - ❖ I am clear about what is expected from me
- ❖ Workload
  - ❖ Existing work pressure make it difficult to take time off work
- ❖ Leadership
  - ❖ My line manager is sensitive to how I feel

# Application of the BRAT

- ❖ The BRAT to be used in connection with a questionnaire of more objective data (should not be completed by line-managers)
- ❖ Establishment of degree of unit/organisational consensus of risk
- ❖ Organisational priorities informed by overall results as well as scores on individual items
- ❖ Individual high scores on the BRAT where overall scores are low and thus risks of bullying are considered low may indicate bullying of 'another nature', e.g. one-to-one conflict