



THE EFFECT OF WORKPLACE BULLYING ON TURNOVER INTENSION AMONG NURSES

Anum Shoukat^{1*}, Miss Humaira Saddique², Madam Syeda Sidra Tasneem³

Abstract

Background: Bullying at work is now widely acknowledged to be a pervasive and serious issue. It is a situation in which nurses faces, a disgrace in a workplace environment. Shortage of nurses is increases all over the world. Causes of workplace bullying against nurses include low professional status, frontline exposure with patients and family attendants, long hours spent in the hospital setting, and feminization of the nursing profession. Poor perception of health services by the patient altered or disturbed the mental state, and the exposure to prolonged physical or psychological discomfort also contributes to patient and family attendant precipitated violence. **Aim.** This study intends to investigate the occurrence of workplace bullying and its relationship to registered nurses' intentions to quit their jobs. **Methodology.** A descriptive cross-sectional research study design was used. Study used convenience sampling technique .The study population was staff nurses and sample size was 145. **Results.** The study was descriptive cross-sectional so descriptive statistics was applied, frequency distribution was calculated, data normality was checked. The prevalence of workplace bullying was 9.05% among nurses. The study found RN nurses with less age experienced more workplace bullying. **Conclusion.** It is suggested that workplace bullying is highly rampant in our health care system and is significantly associated with the nurse's turnover intention. There is an immense need to establish new policies that can control bullying and upsurge nurses' retention. Further education plays a role in workplace bullying.

Key words: Workplace bullying, Nurses, Turnover intention.

¹ BSN (Generic) student, The Superior University Department of Nursing.

² Course Coordinator of Superior University Department of Nursing.

³ Director Nursing of Superior University Department of Nursing.

***Corresponding Author:** Anum Shoukat

*BSN (Generic) student, Email: waqaranum07@gmail.com

DOI: 10.53555/ecb/2024.13.03.10

INTRODUCTION

Bullying at work is now widely acknowledged to be a pervasive and serious issue. It is a situation in which nurses faces, a disgrace in a workplace environment. The social separation can be occurring due to workplace bullying. Although, this concept is very old still the work place bullying is a burning issue (Li, Liu & Chen, 2020). Since, the workplace bullying is a major problem for many institutions. This negative behavior may affect the organization in form of loosing staff frequently (Nielsen & Knardahl, 2018). And also a threat for nurses, their job, organizational commitment and turn over intention. Targets of workplace bullying experience negative emotions, leading to emotional exhaustion. Employees with long and tired feelings are more likely to want to leave the company (Srivastava & Agarwal, et al., 2020). Retention of employees is challenge in the hospitality sector in Nepal (Rijal, et al., 2022). Despite of these issues, there are limited studies, particularly in developing nations like Nepal on workplace bullying, emotional exhaustion and employee turnover intention in hospitality sector. The majority of previous researches globally has focused to workplace bullying and turnover intentions directly. Socio-cultural dynamics, organizational practices and economic factors prevalent in developing countries are different. Studies has focused on the association between workplace bullying and both job performance and stress (Pandey, et al., 2020). Moreover, the mediating role of emotional exhaustion is explored lesser. Therefore, this study focuses to extent by assessing the impact of workplace bullying and turnover intention among hotel employees along with the examining the mediation of emotional exhaustion between workplace bullying and employees' turnover intention in the hospitality industry. Shortage of nurses is increases all over the world. Causes of WPV against nurses include low professional status, frontline exposure with patients and family attendants, long hours spent in the hospital setting, and feminization of the nursing profession (Teo, et al. 2019). Bullied workers are more likely to quit and are more fearful of their job and workplace. (Awan, et al. 2021) found that workplace bullying strongly influences quitting. (Chen, et al. 2020) found workplace bullying lowers self-esteem. High self-esteem leads to career choices, aspirations and leaving the firm. This means that bullying at work and the desire to leave are linked in a good way. On the basis of the literatures, the hypotheses are developed. WPV against women nurses is more common in male-dominated wards

and when men occupy the top administrative and supervisory jobs in the hospital organization. Organizational factors such as leadership, development opportunities, and pay level are among the most connected to the nurses' turnover intention. While WPB is a common phenomenon worldwide, its implications and tolerability vary according to the cultures, morals, and values of healthcare practitioners embedded in their community and reflected in the healthcare environment. On an individual level, WPB among healthcare workers has been associated with an increase in sickness and/or absenteeism (Rayan A, BAKER O, et al.2019). Bullying is a type of aggressive behavior that occurs repeatedly in interpersonal relationship where power imbalance exists increasing the risk of physical and psychosocial problems (Moslam, Ibrahim et al. 2021).

Turnover intention is a deliberate and planned desire to leave the organization .The worker's turnover intention is a primary mental predecessor of their final turnover actions before they leave the organization. Pakistan is one of those countries that are facing an acute shortage of nurses. It is reported that there are 1 million nurses needed in the country. While the government indicated that there are 60,000 more nurses needed in the country (Zhang Y, Wu J et al, 2017). Several factors influence on intention to turn over in which bullying is also a major factor. Previous studies find an association between workplace bullying and turnover intention (Islam T, et al. 2018). The impact of WPB on practitioners and continuity of patient care is dangerous, not only in terms of errors or substandard care, but also on the high turnover rate for both experienced and inexperienced personnel (Wolf LA, Perhats C.et al.2018). By studying the effect of bullying on turnover intention, we can gain insights into the culture of healthcare organizations and identify areas where improvements can be made to create a more positive and supportive work environment. High turnover rates can be costly for healthcare organizations, as it can be expensive to recruit, hire, and train new staff. Turnover intention as the immediate precursor for actual turnover reflects "an employee's reported willingness to leave his or her organization within a given period of time" (Lazzari et al., 2022).

Research Question

- What are the effects of workplace bullying on turnover intension among nurses?

METHODOLOGY

The cross sectional study design was used to conducted to assess the effect of workplace bullying on nurses turnover intension. The staff nurses of the medical, surgical and other departments were the targeted population of this study working in public sector at tertiary care hospital of Lahore were selected for conducting the study. The duration of the study was 6 months. A convenience sampling technique was used for this research. The staff nurses working in Surgical, Medical and other departments. Participants having more than one year of experience were included in the study. Students were excluded from the study. Head nurses who were not directly involved in patient care were excluded from this study. The sample size was calculated by using the solvin's formula $n=N / (1+Ne2)$. An adopted questionnaire was used to collect the data on measuring nurses' level of knowledge and practice towards the effect of workplace bullying on turnover intension among nurses. Permission was taken from organization.

After obtaining permission, a specific population was targeted. Consent was given in confidence after getting the required data was entered on SPSS for analysis, descriptive statistics was applied. Data normality was checked, frequency, validity, reliability and percentages were also checked. Ethical consideration was followed which was set by the committee of nursing department, Superior University. Participants were ensured for data privacy and they were not forced to participate in this study. There was no harm. Their confidentiality was maintained.

Analysis

Table 1: This demographic shows that most of the age group of nurses was 26-30 were 92(63.4%). Majority of the participants were female 105(72.4) and 93(64.1) were single. Most of the participants had a Post RN in nursing were 68(46.9), nurses who were working in the surgical department 84(57.9), while in other departments 44(30.3). More than half of the nurses had years of experience range 6-10 years 86(59.3).

Demographic variables	Frequency	Percent
Age (in years)		
21-25	24	16.6
26-30	92	63.4
31-35	23	15.9
36-40	6	4.1
Gender		
Male	40	27.6
Female	105	72.6
Marital status		
Single	93	64.1
Married	52	35.9
Qualification		
General Nursing Diploma	48	33.1
Post RN	68	46.9
BSN	29	20.0
Department		
Medical	17	11.7
Surgical	84	57.9
Others	44	30.3
Duration of working experience		
1-5 years	33	22.8
6-10 years	86	59.3
11-15 years	26	17.9

Table no 2: This table shows that the majority of the participants who respond to the question that "The law of victimization is satisfactory and familiar" with strongly agree option were 6(4.1%). The participants who respond to the question that "Hospital where you work their policies and

guidelines fulfill the concern of workplace bullying" those who tick the strongly agree option were 6(4.1 %). The participants who respond to the question that "You have experience vandalism towards your personal belongings at your workplace" majority of those who tick the

strongly agree option were 41(28.3 %.). Most of the participants tick the strongly agree option that “You have personally experience violence at your

workplace” those who tick the strongly agree option were 17(11.7%).

Table 2: Workplace Bullying

Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
“The law of victimization is satisfactory and familiar”	25(17.2%)	3(1.8%)	39(26.9)	28(19.3)	6(4.1%)
“Hospital where you work their policies and guidelines fulfill the concern of workplace bullying”	12(8.3%)	59(40.7%)	26(17.9%)	42(29.0%)	6(4.1%)
“You have experience vandalism towards your personal belongings at your workplace”	10(6.9%)	5(3.4%)	17(11.7%)	72(49.7%)	41(28.3%)
“You have personally experience violence at your workplace”	11(7.6%)	25(17.2%)	8(5.5%)	84(57.9%)	17(11.7%)

Table 3: This table shows that most of the participants respond to the question that “Since your commencements you have thought occasionally find another job that you should have to” those who tick the strongly agree option were 23(15.9%). The participants who respond to the question that “If it is up to you, will still work at hospital in two years” those who tick the strongly agree option were 13(9.0%). More than half of the

participants who respond to the question that “As soon as you avail a job another hospital, you must take the chance to” those who tick the strongly agree option were 7(4.8%). However the participants who respond to the question that “Within a short period of time a job should be finding at another hospital to” those who tick the strongly agree option were 26(17.9%).

Table 3: Turnover Intension

Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
“Since your commencements you have thought occasionally find another job that you should have to”	12(8.3%)	29(20.0%)	63(43.4%)	18(12.4)	23(15.9%).
“If it is up to you, will still work at hospital in two years”	14(9.7%)	15(10.3%)	31(21.4%)	72(49.7%)	13(9.0%)
“As soon as you avail a job another hospital, you must take the chance”	24(16.6%)	3(2.1%)	86(59.3%)	25(17.2)	7(4.8%)
“Within a short period of time a job should be finding at another hospital”	10(2.3%)	18(12.4%)	86(59.3%)	15(10.3%)	26(17.9%)

Discussion:

The socio-demographic findings show that out of 145 nurses, the more than half of the respondents 63.4% were from the age group of 26-30 years. Majority of the participants were female 105(72.4%). Similarly most of the participants who participated in the study were single 93(64.1%), those who had Post RN were 68(46.9%). Majority of the participants working in the surgical department were 84(57.9%). Most of the nurses had 6-10 years of working experience 86(59.3%). Regarding the workplace bullying on each component of questions, majority of the participants who respond to the question that “The law of victimization is satisfactory and familiar” with strongly agree option were 6(4.1%). The participants who respond to the question that “Hospital where you work their policies and guidelines fulfill the concern of workplace

bullying” those who tick the strongly agree option were 6(4.1 %.). The participants who respond to the question that “You have experience vandalism towards your personal belongings at your workplace” majority of those who tick the strongly agree option were 41(28.3 %.). Most of the participants tick the strongly agree option that “You have personally experience violence at your workplace” those who tick the strongly agree option were 17(11.7%). Despite on the turnover of nurses who respond to the question that “Since your commencements you have thought occasionally find another job that you should have to” those who tick the strongly agree option were 23(15.9%). The participants who respond to the question that “If it is up to you, will still work at hospital in two years” those who tick the strongly agree option were 13(9.0%). More than half of the participants who respond to the question that “As

soon as you avail a job another hospital, you must take the chance to" those who tick the strongly agree option were 7(4.8%). However the participants who respond to the question that "Within a short period of time a job should be finding at another hospital to" those who tick the strongly agree option were 26(17.9%).

CONCLUSION:

Workplace bullying is a serious issue affecting the nursing profession, because of the alarming prevalence of bullying. One-third of participants in this study reported incidents of bullying. It is evident that a clear relationship exists between frequent exposure to workplace bullying and nurses' tendency to leave their current setting. Consequently, leading to turnover intention and looking for a new job opportunity. Therefore, need adequate strategies to reduce workplace bullying and enhance nursing retention in the profession.

5.2 LIMITATION

1. The current study used cross-sectional study design to identify workplace bullying and turnover intention among nurses.
2. The survey was based on self-reporting of bullying, which varies according to the experience or perception of nurses.
3. The study sample was too small to generalize the study finding.
4. The study had several limitations as well, the design used in this study limits generalization.

RECOMENDATION

The report suggests updating current regulations and developing new ones in order to create a better workplace. First, introduce a reporting mechanism to document these kinds of events that result in a disruption in the body, mind, and emotions when working in an environment.

Reference

1. Al Muharrag, E. H., Baker, O. G., & Alallah, S. M. (2022). The prevalence and the relationship of workplace bullying and nurses turnover intentions: A cross sectional study. *SAGE open Nursing*, 8, 23779608221074655.
2. Hsiao, S.-T. S., et al. (2022). "The role of workplace bullying in the relationship between occupational burnout and turnover intentions of clinical nurses." *Applied nursing research* 68: 151483.
3. (Lazzari et al., 2022, multiple mediation of psychological empowerment and job burnout in the relationship between workplace bullying and turnover intention among Chinese novice nurses 2022; pp. 279).
4. Moslam, E. A., et al. (2021). "Bullying among nurses and its effect on their turnover intention at Menoufia University Hospitals." *Menoufia Nursing Journal* 6(2): 87-104.
5. Liaqat, M., et al. (2021). "Exploring workplace bullying and turnover intention among registered nurses in tertiary hospitals, Lahore, Pakistan." *International Journal of Nursing Education* 13(2): 70-77.
6. Chen, W., Li, X., & Liu, X. (2020). The impact of workplace bullying on employees' turnover intention: The role of self-esteem. *Open Journal of Social Sciences*, 08(10), 23-34.
7. Srivastava, S., & Agarwal, S. (2020). Workplace bullying and intention to leave: A moderated mediation model of emotional exhaustion and supervisory support. *Employee Relations*, 42(6), 1547-1563.
8. Kang, J., & Jeong, Y. J. (2019). Effects of a smartphone application for cognitive rehearsal intervention on workplace bullying and turnover intention among nurses. *International journal of nursing practice*, 25(6), e12786.
9. Teo, S. T., Nguyen, D. & Bentley, T. (2019). Psychosocial work environment, work engagement, and employee commitment: A moderated, mediation model. *International Journal of Hospitality Management*, 88, 102415.
10. Li, N., et al. (2019). "The relationship between workplace violence, job satisfaction and turnover intention in emergency nurses." *International emergency nursing* 45: 50-55.
11. Rayan A, BAKER O. (2019). Stress, workplace violence, and burnout in nurses working in King Abdullah Medical City during Al-Hajj season. *J Nurse Res.* 27(3):e26.
12. Mishra, P., Pandey, C., Singh, U., Gupta, A., Sahu, C., & Keshri, A. (2019). Descriptive statistics and normality tests for statistical data. *Annals of Cardiac Anaesthesia*, 22(1), 67-72.
13. Andrew, A., & Azharudeen, N. (2018). Emotional exhaustion and employee turnover intention. *International Journal of Research*, 5(1), 227-240.
14. Yun, S., & Kang, J. (2018). Influencing factors and consequences of workplace bullying among nurses: a structural equation modeling. *Asian nursing research*, 12(1), 26-33.
15. Zhao, S. H., et al. (2018). "Impact of workplace violence against nurses' thriving at work, job satisfaction and turnover intention: A

- cross-sectional study." *Journal of clinical nursing* 27(13-14): 2620-2632.
- 16.Liu, W., et al. (2018). "Workplace violence, job satisfaction, burnout, perceived organizational support and their effects on turnover intention among Chinese nurses in tertiary hospitals: a cross-sectional study." *BMJ open* 8(6): e019525.
- 17.Islam T, Ali G, Ahmed I. (2018). Protecting healthcare through organizational support to reduce turnover intention. *International Journal of Human Rights in Healthcare*. 11(1): 4-12.
- 18.Wolf LA, Perhats C, Clark PR, Moon MD, Zavotsky KE. (2018) Workplace bullying in emergency nursing: development of a grounded theory using situational analysis. *International emergency nursing* 1;39:33–9.
- 19.Kang, J., Kim, J. I., & Yun, S. (2017). Effects of a cognitive rehearsal program on interpersonal relationships, workplace bullying, symptom experience, and turnover intention among nurses: a randomized controlled trial. *Journal of Korean Academy of Nursing*, 47(5), 689-699.
- 20.Zhang Y, Wu J, Fang Z, Zhang Y, Wong FKY. (2017). Newly graduated nurses' intention to leave in their first year of practice in Shanghai: a longitudinal study. *Nursing outlook*. 65(2): 202-11.
- 21.Albdour, M., et al. (2017). "Arab American adolescents' perceived stress and bullying experiences: A qualitative study." *Western journal of nursing research* 39(12): 1567-1588.