

Mobbing Perception and the Related Factors in Nurses

Nurhayat Kiliç^{1*}, Yalçın Kanbay^{2*}, Elif Işık^{3*}, Mukaddes Dağ^{4**}, Özgür Aslan^{3*},
Fatma Tahtalı^{5***}

¹Research Assistant, ²Assistant Professor, ³Assistant Instructor, ⁴Health Department Director, ⁵Psychologist,
^{*}Artvin Çoruh University, Faculty of Health Sciences, Artvin //Turkey

^{**}Artvin Provincial Health Directorate

^{***}Artvin Union of Public Hospitals

Corresponding Author: Nurhayat Kiliç

ABSTRACT

Purpose: This study was carried out to examine the mobbing perception and the related factors in nurses.

Methods: This study was carried out with 292 nurses. Data of the study were collected by using Socio-demographic characteristics questionnaire form and Mobbing Perception Scale.

Findings: Mobbing perception point average of the group who were under the average age of 34.2 was significantly higher than the group who were above the average age of 34.2. It was observed that the nurses working in services and emergency services had significantly higher mobbing perception points than the nurses working in other services and PHCs. The mobbing perception point average of nurses who felt themselves partially competent or who felt incompetent was the average of those who felt themselves competent in the profession was and it was observed that this difference was statistically significant. It was observed that the nurses who did not think themselves fit for the profession or who partially thought themselves fit for the profession had significantly higher mobbing perception than the nurses who completely thought themselves fit for the profession. The mobbing perception of those who were not satisfied with the working environment was significantly higher than those who were partially satisfied and the mobbing perception of those who were partially satisfied was significantly higher than those who were satisfied.

Result: The mobbing perceptions of the nurses varied according to variables such as age, service where they worked, feeling competent in the profession, thinking herself fit for the profession, satisfied with the working environment and thinking of leaving the profession.

Key Words: Mobbing perception, Nurse.

INTRODUCTION

Mobbing is a fact which is experienced by many people but not recognized most of them in working life, and it can break the working environment and the labor peace among employees. [1,2] The concept of mobbing in the workplace was defined for the first time by German working psychologist Heinz Leymann at the end of the 1980s. [3] Leymann defined the concept of "mobbing" in the workplace as

"a psychological terror applied by one person or several people to another person in a systematic way by hostile and unethical methods". [4]

Mobbing is a process which reveals itself with disturbing behaviors and begins to give pain with the passing of time and in which events gather speed convolutely. [5] The aim in this process is to get rid of the person, to make person dismissed, to force him/her to resign, to punish or humiliate

him/her. [6,7] As a result of the mobbing process, various physical or mental illnesses occur in individuals who are victim of mobbing, their family relationships deteriorate, and professional accidents, resignations and suicides are seen. Except for the individuals, institutions where mobbing is applied are adversely affected by mobbing process in economic and social terms. [8,9]

Mobbing can be applied to employees by their superiors, subordinates or other employees of the same level. [10] Mobbing can be in every workplace and in every institution. In an institution, there are people who encourage mobbing and tolerate mobbing and who are victim of mobbing. [11] In the studies carried out, it was observed that people who were victim of mobbing were those who had outstanding professional characteristics and high level of competence, who were well-intentioned, who had confidence in others and who knew how to act politically. [12,13] It was reported that those who applied mobbing were individuals who lacked of emotional intelligence, who were away from human and ethical values, two-faced and aggressive, who had problems in human relations, uncertain relationships and unresolved disputes in their private lives and who generally wanted to seem to dominate everything. [14-16]

When analyzed the researches carried out on mobbing, it was seen that mobbing incidents were experienced in the health sector at a considerable extent. [17-22] There are many domestic and international studies indicating that the fact of mobbing is experienced excessively in the profession of nursing that constitutes the important and majority of the health group within the health sector. [23-26] Lin and Lui (2005) found that 62% of nurses were exposed to mobbing in a study conducted with 205 nurses in the south of Taiwan. [27] Kiliç (2013) explained that 53.4% of the nurses who participated in the study with health workers were exposed to mobbing behavior. [17] Öztürk, Yılmaz and Hindistan (2007)

observed that 40% of nurses were exposed to mobbing behavior in a university and a state hospital in Trabzon. [28] In the health sector, causes such as the intense number of patients and work tempo, discrimination among patients depending on the status and economic condition, inadequate medical facilities in hospitals and the discrimination against the manager due to personal approach lead the fact of mobbing seen excessively in the health sector. [11,17] Mobbing which is one of the biggest threats to health workers in this age, may cause deterioration in the quality of care offered, deterioration in the working environment, accidents that occur at high rates and the reduction in the use of health care services by the general population. [17] In light of all this information, this study was planned in order to increase data of mobbing applied for health care workers in our country and the world in recent years.

METHOD

Aim of the research: This study was carried out to evaluate the mobbing perception in nurses.

Research Type: Research was planned as a descriptive.

Time and Place of Research: This study was carried out in health institutions operating in the province of Artvin and its districts between the dates of January 2015 - September 2015.

Population and sample: 346 nurses who worked in hospitals and family medicine departments in the province of Artvin and districts were included in the population of the study. All nurses were included in the study, and 292 nurses formed the sample of the study as there were nurses who gave incomplete answers to the questionnaire forms or who could not be reached.

Data Collection: Data of the study were collected by the researcher via face to face interview method during March 2015.

Data Collection Tools: In the data collection stage, "Socio-demographic characteristics questionnaire form" and "Mobbing Perception Scale" were used.

Mobbing Perception Scale (MPS): Mobbing perception scale was composed of 45 items and 5 subgroups which were revealing himself/ herself and restricting communication facilities, attacks on social relations, attacks on social reputation, attacks on quality of life and professional status, and direct attacks on health. Answers given to these statements ranged between 1-5 points (points were considered as: never=1, rarely = 2, sometimes = 3, often=4, very often=5). Individual mobbing score would be calculated by dividing the total score, which was obtained by adding points of the answers given to the statements in the scale, into 45 which was the total number of items. [29] In the study carried out by Aydın

(2008), reliability analysis of the scale Cronbach's internal consistency coefficient was found as 0,9370. [30]

Evaluation of data: The evaluation of data was performed on SPSS 17.0 environment by using number, percentage, mean, variance analysis, t test and correlation analysis.

Ethical Aspect of the Research: Ethics committee approval (Artvin Çoruh University Ethics Committee session 2015/1, Decision No 2) was received from Artvin Çoruh University Ethics Committee before starting to study and then the written permission from the institutions in which the study was carried out and the informed consent form the participants were received.

FINDINGS

Table 1. Some demographic variables and the difference between mobbing perception scale point averages according to these variables

Variable	Sub-variable	n	%	Average	Standard Error	Significance
Age	Aged 34.2 and below	149	51	1.244	0.023	t:3.164
	Aged 34.2 and above	143	49	1.150	0.019	p:0.002
Gender	Male	14	4.8	1.156	0.045	MW U:2610 p:0.744
	Female	278	95.2	1.200	0.016	
Marital Status	Married	227	77.7	1.190	0.017	t:-.929 p:0.354
	Unmarried	65	22.3	1.224	0.034	
Educational Status	High school	79	27.1	1.224	0.032	F:1.468 p:0.232
	Associate degree	116	39.7	1.166	0.023	
	Undergraduate and Postgraduate	97	33.2	1.214	0.025	

Table 2. Professional variables and the difference between mobbing perception scale point averages according to these variables

Variable	Sub-variable	n	%	Average	Standard Error	Significance
Year of Working	13 years and below	174	59.6	1.220	0.020	t:1.836 p:0.06
	13 years and above	118	40.4	1.164	0.022	
Studied Department	Services	102	34.9	1.260	0.028	F:5.287 p:0.001
	Emergency service	61	20.9	1.232	0.041	
	*PHC	67	22.9	1.131	0.025	
	Other	62	21.2	1.134	0.020	
Feeling competent in the profession	Yes	213	72.9	1.172	0.015	t:-2.822 p:0.005
	Partially / No	79	27.1	1.267	0.037	
Professional Compliance	Yes	180	61.6	1.154	0.016	KW:16.772 p:0.000
	Partially	92	31.5	1.248	0.031	
	No	20	6.8	1.362	0.078	
Satisfaction from the environment	Yes	160	54.8	1.119	0.015	KW:45.078 p:0.000
	Partially	98	33.6	1.244	0.024	
	No	34	11.6	1.437	0.070	
Desire to leave the job	Yes	131	44.9	1.270	0.027	F:11.245 p:0.000
	Undecided	80	27.4	1.171	0.023	
	No	81	27.7	1.107	0.018	

* PHC: Public Health Center

51% of the sample with average age of 34.2 ± 0.4 were below this average and 49% of the samples were above this average. The mobbing perception point average of the group aged below the average was 1.244 ± 0.023, and the mobbing perception point average of the

group aged above the average was 1.150 ± 0.019, and the point average of the group with age average below 34.2 was significantly higher than the group with age average above 34.2 (p:0.002). The majority of the sample was composed of female (95.2%) and the rest of it was composed of

male (4.4%). Although the mobbing perception point average of females was 1.200 ± 0.016 and the point average of males was 1.156 ± 0.045 , there was no significant difference between these two groups in terms of mobbing perception ($p > 0.05$). The sample was composed of married (77.7%) and unmarried individuals (22.3%). The mobbing perception point average of married individuals was 1.190 ± 0.017 and the point average of unmarried individuals was 1.224 ± 0.034 , and there was no difference between married and unmarried individuals in terms of mobbing perception ($p > 0.05$). When analyzed the educational status of the sample, the mobbing perception point averages from high to low were ranked as high school graduates (1.224 ± 0.032), undergraduate and postgraduate graduates (1.214 ± 0.025) and associate degree graduates (1.166 ± 0.023), and the difference between groups was not significant ($p > 0.05$).

The professional experience of the nurses forming the sample was observed as average of 13 ± 0.4 years. Although the mobbing perception point average of the nurses with professional experience of 13 years and below (1.220 ± 0.020) was higher than the point averages of the nurses with professional experience of 13 years and above (1.164 ± 0.022), there was no significant difference. When analyzed the mobbing perception points of the nurses according to the department they worked were respectively as follows; 1.260 ± 0.028 for services, 1.232 ± 0.041 for emergency service, 1.134 ± 0.020 for other services and 1.131 ± 0.025 for PHC, from high to low,. It was observed that the nurses working in services and emergency services had significantly higher mobbing perception points than the nurses working in other services and PHCs ($P:0.001$). When analyzed the mobbing perceptions of the nurses according to status of feeling himself/herself competent in the profession, mobbing perception point average of nurses who gave the answer of partially/no to this question was 1.267 ± 0.037 , the average of

those who felt themselves competent in the profession was 1.172 ± 0.015 , and it was observed that this difference was statistically significant ($p:0.005$). It was observed that the mobbing perception point average of the nurses who thought themselves fit for this profession was 1.154 ± 0.016 , the average of those who partially thought themselves fit for the profession was 1.248 ± 0.031 , and the average of the nurses who did not think themselves fit for this profession was 1.362 ± 0.078 . When analyzed the difference between the groups, it was observed that the nurses who did not think themselves fit for the profession or who partially thought themselves fit for the profession had significantly higher mobbing perception than the nurses who completely thought themselves fit for the profession ($p:0.000$). When analyzed the satisfactions of the nurses about their working environment, the mobbing perception of nurses who were not satisfied with the working environment was 1.437 ± 0.070 , the average of nurses who were partially satisfied was 1.244 ± 0.024 , and the average of nurses who were satisfied was 1.119 ± 0.015 . It was observed that the mobbing perceptions of those who were not satisfied with the working environment had significantly higher mobbing perception points than those who were partially satisfied, and the average of those who were partially satisfied had significantly higher mobbing perception points than those who were satisfied ($p:0.000$). When analyzed the nurses' desires to leave the job, it was observed that those who thought of leaving the job (1.270 ± 0.027) or who were undecided (1.171 ± 0.023) had significantly higher mobbing perception point averages than the nurses who did not think of leaving the job (1.107 ± 0.018) ($p:0.000$).

DISCUSSION

Mobbing is an emotional attack which starts when a person becomes the target of a disrespectful and harmful behavior. [31] Mobbing behavior is observed in all sectors. In our country, one of the

areas in which mobbing is experienced very commonly is the health sector. [29]

Researches shows that the health workers' risk of being exposed to violence is 16 times more than the other service sector workers, and that nurses are under risk three times more than the other health workers. [29,32]

In our study, it was observed that the mobbing perception point average of the group who were under the average age of 34.2 was significantly higher than the group who were above the average age of 34.2 (Table 1). In their study carried out with midwives and nurses, Güven et al. (2012) stated that those who were exposed to mobbing were mostly the participants who were in the 35-39 age groups. [33] In their studies, Bahçeci Geçici and Sağkal (2011) stated that the nurses who were in the age group of 26-35 were exposed to mobbing, and also Öztürk et al. (2007) stated that the average age of the nurses who were victims of mobbing was 31.01. [28,34] Çobanoğlu (2005) stated that the ages of the victims of mobbing varied from country to country, and that there was an intense pressure of mobbing on employees between 25-30 years in our country. [11] However, in the literature, there are study results indicating that the age has no effect on mobbing. [26,35]

No significant difference was observed between the points of mobbing and gender in nurses who participated in our study (Table 1). In the literature, there are studies indicating that there is not a significant relationship between gender and mobbing in the studies carried out with nurses and the other health workers. [5,22,26,36] Unlike these studies, Bahçeci Geçici and Sağkal (2011) stated in their study that female nurses faced more with mobbing behaviors. [34]

In our study, no significant difference was observed between mobbing and marital status (Table 1). The results of the studies carried out in the literature show parallelism with our study result. [26,28,36,35] Unlike the results of this study, Çakıl (2011) stated in his study carried out with nurses that the unmarried or widowed nurses' status

of exposing to attacks aimed at their social relationships, quality of life and professional position was more than the married nurses' status. [37] In his study, Atasoy (2010) stated that the attacks aimed at revealing oneself and restricting communication facilities were more seen on married people. [38]

In the studies carried out by Demir et al (2014), Güven et al (2012), Bahçeci Geçici and Sağkal (2011), Yıldırım and Yıldırım (2007), no statistically significant difference was observed between the educational status of nurses and their status of being exposed to mobbing. [33,34,36,39] The results of the researches support our finding. Zonp (2012) observed that especially those employees who had postgraduate education were more exposed to behaviors that damage the social prestige. [26]

Atasoy (2010) observed that employees who had postgraduate education were more exposed to all behaviors in sub-dimensions of mobbing. [38] These results showed parallelism with the view that those who attracted attention with their education, success and intelligence in the workplace were more exposed to mobbing. [17]

In our study, the relationship between total working time and the status of being exposed to mobbing was observed to be statistically insignificant. In their studies, Dilman'ın (2007), Öztürk et al (2007) and Yıldırım and Yıldırım (2007) observed that there was no statistically significant difference between the nurses' average years of experience and their status of being exposed to mobbing. [28,39,40]

In our study it was observed that the nurses working in services and emergency services had significantly higher mobbing perception points than the nurses working in other services and PHCs (Table 2). Levin et al (1998) stated that the nurses who worked in emergency services were more exposed to attacks than the nurses working in other services. [41] In their study, Güven et al (2012) observed that the nurses working in community health centers were more exposed to mobbing. [33] Öztunç (2001) observed in his study that verbal abuse was

experienced in surgical sciences clinics at the most, and Demir et al (2014) observed in their study that the nurses working in hemodialyses units and polyclinics were more exposed to mobbing. [36,42] In the study of Dilman (2007), it was observed that the nurses working in specialized units were exposed to mobbing at the rate of 46.3%, and that there was a statistically significant difference between the department where they worked and the status of being exposed to mobbing. [40]

In our study, it was observed that the nurses who did not think themselves fit for the profession or who partially thought themselves fit for the profession had significantly higher mobbing perception than the nurses who completely thought themselves fit for the profession (Table 2). It is believed that this situation is caused by the problems which are derived from the fact that individuals who do not think themselves fit for the profession are reluctant while working, and therefore, they deliver low performance. No study was found in this regard.

The mobbing perception of those who were not satisfied with the working environment was significantly higher than those who were partially satisfied, and the mobbing perception of those who were partially satisfied was significantly higher than those who were satisfied (Table 2) Working environments where there is a peace and where there are no psychological and physical pressures are reflected positively on job stress and job efficiency. [17] Psychological pressures experienced in working life may cause employees to perceive negative about themselves, to act in negative business behaviors and to feel negative emotions. [17] In the studies carried out about the effect of mobbing on job satisfaction, it was observed that the experience of mobbing decreased the job satisfaction. [43,44]

When analyzed the nurses' desires to leave the job, it was observed that the those who thought of leaving the job or who were undecided had significantly higher mobbing

perception point averages than the nurses who did not think of leaving the job (Table 2). Mobbing is a form of harassment which makes the person get into psychological and physical exhaustion, which burns the person out and which make person feel fear. Mobbing behavior forces person or persons in the workplace to leave the job by creating a systematic pressure and destroying their performance and endurance with unethical approaches. [25]

RESULTS AND SUGGESTIONS

According to the findings of this study, the following results were reached

- The mobbing perception of the nurses did not vary according to variables such as gender, marital status, educational status and the working year
- It was observed that; those who were younger had a significantly higher mobbing perception average point than those who were older; those working in services and emergency services had a significantly higher mobbing perception average point than those working in other services and PHCs; those who partially felt themselves competent or who did not feel themselves competent in the profession had a significantly higher mobbing perception average point than those who felt themselves competent; those who did not think themselves fit for the profession or who partially thought themselves fit for the profession had a significantly higher mobbing perception average point than those who completely thought themselves fit for the profession; those who were satisfied with the working environment had a significantly higher mobbing perception average point than those who were partially satisfied; those who were partially satisfied had a significantly higher mobbing perception average point than those who were satisfied; those who partially thought of leaving the job or who completely thought of leaving the job had a significantly higher mobbing perception

average point than those who did not think of leaving the job.

In line with these results, the following suggestions were made

- To investigate the factors that increase the perception of mobbing in services and emergency services where mobbing perception is more experienced
- To carry out studies to identify the factors causing dissatisfaction in the working environment due to the fact that the satisfaction in the workplace affects the mobbing perception in nurses
- To investigate the relationship between the reasons of leaving the job of the nurses who think of leaving the job, and mobbing
- To ensure training and facilities which increase the professional qualifications of nurses and which facilitate access to evolving/changing medical information.

REFERENCES

1. Kocaoğlu M. mobbing (işyerinde psikolojik taciz, yıldırma) uygulamaları ve motivasyon arasındaki ilişkinin incelenmesine yönelik bir araştırma. [Yüksek Lisans Tezi] İstanbul: Yıldız Teknik Üniversitesi Sosyal Bilimler Enstitüsü; 2007.
2. Köse S, Uysal Ş. Kamu personelinin yıldırma (mobbing) ve boyutları hakkındaki düşünceleri üzerine bir çalışma: Manisa tarım il müdürlüğü örneği. Celal Bayar Üniversitesi Sosyal Bilimler Dergisi. 2010; 8: 261-276.
3. Tınaz P. Mobbing: İşyerinde Psikolojik Taciz. Çalışma ve Toplum. 2006; 11: 11-22.
4. Leymann H. Mobbing and psychological terror at workplaces. Violence and victims. 1990; 5.
5. Çarıkçı İ, Yavuz H. Çalışanlarda mobbing (psikolojik şiddet) algısı: Sağlık sektörü çalışanları üzerine bir araştırma. Süleyman Demirel Üniversitesi Sosyal Bilimler Enstitüsü Dergisi. 2009; 2:47-62.
6. Shallcross L. Workplace mobbing: Expulsion, exclusion and transformation, school of management. Griffith University. 2008; 1-22.
7. Sheehan M. Workplace mobbing: A proactive respons. In: Department of management Griffith University. Presented at the Workplace Mobbing Conference Brisbane; 14th – 15th October 2004; Australia.
8. Tınaz P. İşyerinde Psikolojik Taciz (Mobbing). 3. baskı. İstanbul: Beta Basım Yayın; 2011.
9. Tigrel Y E, Kokalan O. Academic mobbing in Turkey, World Academy of Science. Engineering and Technology. 2009; 55:963-971.
10. Koç M, Bulut Urasoğlu H. Ortaöğretim öğretmenlerinde mobbing: Cinsiyet yaş ve lise türü değişkenleri açısından incelenmesi. International Online Journal of Educational Sciences. 2009; 1: 64 – 80
11. Çobanoğlu S. Mobbing, İşyerinde Duygusal Saldırı ve Mücadele Yöntemleri. 1. baskı. İstanbul: Timaş Yayınları Psikoloji Dizisi; 2005.
12. Devanport N, Distler Schwartz R, Pursel Elliott G. Mobbing, Emosyonel Abuse İn The American Workplace. (Önertoy O C, Çeviri Editörü). İstanbul: Sistem Matbaacılık; 2003.
13. Fışkın G. Mobbing davranışı ve ana çocuk sağlığı merkezlerindeki sağlık çalışanlarına yönelik bir araştırma. [Yüksek Lisans Tezi] İstanbul: İstanbul Üniversitesi Sağlık Bilimler Enstitüsü; 2011.
14. Çalışkan O, Tepecik M. Otel işletmelerinde ortaya çıkan yıldırma davranışlarının iş tatmini ve işte kalma niyetlerine etkileri. Turizm Araştırmaları Dergisi. 2008; 19:135-148.
15. Jelic J Z, Stoini E, Bunikic C S. The effect of mobbing on medical staff performance. Acta Clin Croat. 2005; 44:347-352.
16. Tutar H. İşyerinde Psikolojik şiddet. Ankara: Barış Kitap Basım Yayın; 2004.
17. Kılıç N. Sağlık çalışanlarında mobbing algısı ve iş doyumunun belirlenmesi, [Yüksek Lisans Tezi] Sivas: Cumhuriyet Üniversitesi Sağlık Bilimleri Enstitüsü; 2013.
18. Martino V D. Workplace violence in the health sector, country case studies, Brazil, Bulgaria, Lebanon, Portugal,

- Thailand and a additional Australian study. South Africa: Synthesis report; 2002.
19. Steinman S. Workplace violence in the health sector. Country Case Study. 2003.
 20. Turan F. İş yerlerinde psikolojik yıldırma olgusu ve konuya ilişkin bir araştırma. [Yüksek Lisans Tezi] İstanbul: İstanbul Üniversitesi Sosyal Bilimler Enstitüsü; 2006.
 21. Fışkın G. Mobbing davranışı ve ana çocuk sağlığı merkezlerindeki sağlık çalışanlarına yönelik bir araştırma. [Yüksek Lisans Tezi] İstanbul: İstanbul Üniversitesi Sağlık Bilimler Enstitüsü; 2011.
 22. Aksoy F. Psikolojik şiddet'in (mobbing) sağlık çalışanlarına etkisi. [Doktora Tezi] İstanbul: Marmara Üniversitesi, Sağlık Bilimleri Enstitüsü; 2008.
 23. Abu AlRub R F, Khalifa M F, Habbib M B. Workplace violence among Iraqi hospital nurse. J Nurs Scholars. 2007;39: 281-8.
 24. Efe S Y, Ayaz S. Mobbing against nurses in the workplace in Turkey. International Nursing Review. 2010; 328-334.
 25. Yıldırım A. Sağlık kuruluşlarında psikolojik şiddetin (mobbing) tanımı, boyutları ve önemi. V. Ulusal Sağlık Kuruluşları Yönetimi kongresi Bilimsel Kitabı; 2007. 19- 23 Nisan; Antalya.
 26. Zonp Z. Psikiyatri kliniklerinde çalışan hemşirelerin mobbing algıları ve ilişkili faktörler. [Yüksek Lisans Tezi] İstanbul: İstanbul Üniversitesi Sağlık Bilimleri Enstitüsü; 2012.
 27. Lin Y H, Liu H E, The İmpact of workplace violence on nurses in South Taiwan. International Journal of Nursing Studies. 2005; 42:773–778.
 28. Öztürk H, Yılmaz F, Hindistan S. Hemşireler için mobbing ölçeği ve hemşirelerin yaşadığı mobbing. Hastane Yönetimi. 2007;11:1-2.
 29. Dikmetaş E, Top M, Ergin G. Asistan hekimlerin tükenmişlik ve mobbing düzeylerinin incelenmesi. Türk Psikiyatri Dergisi. 2011; 22:137-49.
 30. Aydın S İ. İşyerinde yıldırma (mobbing) algısına ilişkin bir alan çalışması. [Yüksek Lisans Tezi] Ankara: Hacettepe Üniversitesi Sosyal Bilimler Enstitüsü; 2008.
 31. Baş M. Bir eğitim araştırma hastanesinde çalışan hemşirelerde mobbing ve anksiyete. [Yüksek Lisans Tezi] Konya: Selçuk Üniversitesi Sağlık Bilimleri Enstitüsü; 2012.
 32. Kingma M. Workplace violence in the health sector: a problem of epidemic proportion. International Nursing Review. 2001; 48:129-130.
 33. Güven Ş D, Özcan A, Kartal B. Nevşehir 1. il merkezinde kamuya bağlı sağlık kuruluşlarında çalışan ebe ve hemşirelerin mobbing'e uğrama durumları. Balıkesir Sağlık Bilimleri Dergisi. 2012; 1:117-23.
 34. Bahçeçi Geçici N, Sağkal T. Ödemiş'te çalışan hemşirelerin mobbinge maruz kalma durumlarının incelenmesi. Maltepe Üniversitesi Hemşirelik Bilim ve Sanatı Dergisi. 2011; 4:53-62.
 35. Yıldız G, Akbolat M, Işık O. Psikolojik taciz ve örgütsel bağımlılık: Sağlık çalışanları üzerine bir araştırma. Sosyal Bilimler Dergisi. 2011; 25: 113-141.
 36. Demir G, Bulucu G D, Özcan A, et al. Hemşirelerin mobbinge uğrama durumlarının belirlenmesi. Düzce Üniversitesi Sağlık Bilimleri Enstitüsü Dergisi. 2014;4:1-5.
 37. Çakıl E. Üniversite hastanesinde çalışan hemşire ve asistanlarda mobbingin işe gönülden adanma üzerine etkisi. [Yüksek Lisans Tezi] Zonguldak: Zonguldak Karaelmas Üniversitesi Sosyal Bilimler Enstitüsü;2011.
 38. Atasoy I. Sağlık sektöründe mobbing: Sakarya ilinde kamu ve özel hastanelerde çalışan ebe ve hemşireler üzerine bir araştırma. [Yüksek Lisans Tezi] Sakarya: Sakarya Üniversitesi Sosyal Bilimler Enstitüsü; 2010.
 39. Yıldırım A, Yıldırım D. Mobbing in the workplace by peers and managers: mobbing experienced by nurses working in healthcare facilities in Turkey and its effect on nurses. Journal of Clinical Nursing. 2007; 16: 1444-1453.
 40. Dilman T. Özel hastanelerde çalışan hemşirelerin duygusal tacize maruz kalma durumlarının belirlenmesi. [Yüksek Lisans Tezi] İstanbul:

- Marmara Üniversitesi, Sağlık Bilimleri Enstitüsü; 2007.
41. Levin P F, Hewitt J B, Minser S T. Insight of nurses about assault in hospital-based emergency departments. *Image J Nurs Sch.* 1998; 30: 249-254.
 42. Öztunç G, Adana ilindeki çeşitli hastanelerde çalışan hemşirelerin çalışma saatlerinde karşılaştıkları sözel ve fiziksel taciz olaylarının incelenmesi. *Cumhuriyet Üniversitesi Hemşirelik Yüksek Okulu Dergisi.* 2001;5:1-9.
 43. Doğan M A. İlköğretim okullarında öğretmenlere uygulanan psikolojik şiddetin (mobbing) iş doyumuna etkisi: Ankara ili Sincan ilçesi örneği. [Yüksek Lisans Tezi] Ankara: Atılım Üniversitesi Sosyal Bilimleri Enstitüsü; 2009.
 44. Yapıcı N. İş yerlerinde sistematik yıldırma (mobbing), algılanan nedenleri ve iş tatmini ile işten ayrılma niyeti üzerine etkisi: Antalya ili tarım sektöründe bir araştırma. [Yüksek Lisans Tezi] Antalya: Akdeniz Üniversitesi Sosyal Bilimler Enstitüsü; 2008.

How to cite this article: Kiliç N, Kanbay Y, Işık E et al. Mobbing perception and the related factors in nurses. *Int J Health Sci Res.* 2017; 7(5):183-191.
