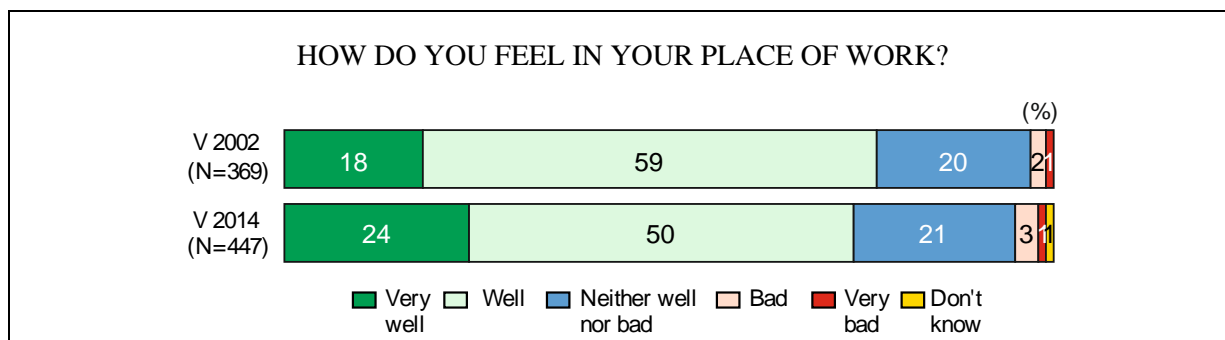


## **MOBBING IN THE WORKPLACE**

If court statistics and data from the National Labour Inspectorate are considered, mobbing appears to be a marginal phenomenon. However, researchers have come to a conclusion that recorded cases are only the tip of an iceberg. According to the definition in the Labour Code, mobbing is “persistent, long-term intimidation or persecution of an employee, which causes decreased self-esteem at work. Its goal or result is denigration, isolation or elimination from work team.”

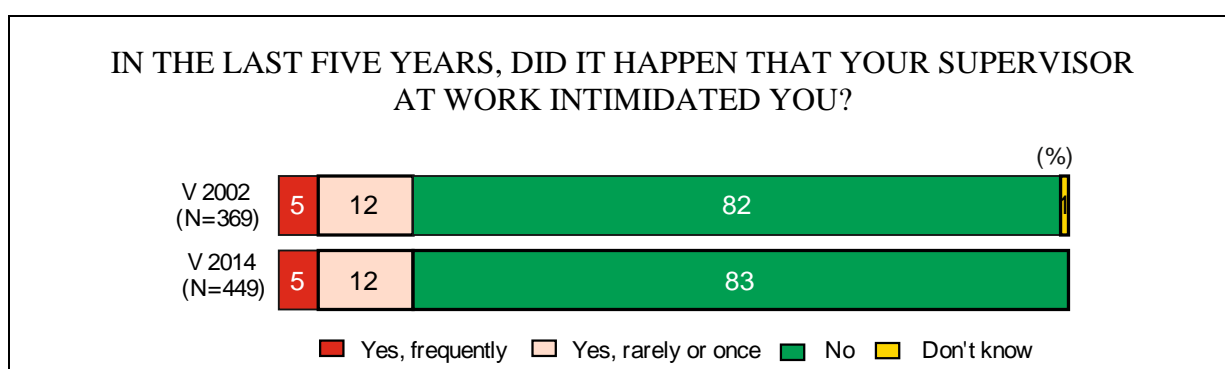
Mobbing is detrimental to both employees and companies. It destroys careers, interpersonal relations of mobbed employees, as well as their health and self-esteem. From the perception of the enterprise, an intimidated person is not effective at work and does not identify with the firm. He or she often treats the company as an opponent and devotes time and energy to job search.

Overall, three-quarters of employees feel well in their workplace, while one-fifth are ambivalent, and only very few declare feeling bad. Compared with 2002, the evaluations have improved, as the proportion of employees who feel very well has increased.



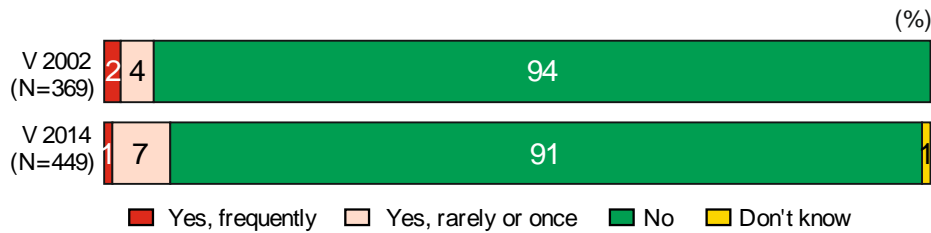
Satisfaction with the workplace depends on the level of education, material situation, place of residence, professional position and, surprisingly, gender. Women more often than men feel well in their place of work (80% v. 70%), while men more often than women describe their satisfaction as average (26% v. 15%). Moreover, exceptionally high levels of satisfaction were recorded among residents of big cities (half a million and more residents) and small towns (up to 20 thousand residents): 85% in both cases. The other groups with high level of satisfaction are respondents who describe their material living conditions as good (82%) and employees of the public sector (84%). It can also be noted that employees with secondary and tertiary education (78% feel well) are satisfied more often than workers with primary (62%) or basic vocational education (69%). If the size of the enterprise is considered, it appears that employees of medium-sized enterprises (50-249 employees) are the most satisfied, while the lowest level was recorded for people working in small companies (below 50 employees).

About one-sixth of employees (17%) experienced mobbing by their supervisor in the last 5 years, and one in twenty (5%) claims such events happened frequently. Since 2002, the proportion of employees who declare being mobbed has remained practically unchanged.



Intimidation by colleagues is less frequent. One in twelve employees (8%) experienced such behaviour in the last five years. In 2002 the proportion was slightly lower.

IN THE LAST FIVE YEARS, DID IT HAPPEN THAT YOUR COLLEAGUES AT WORK INTIMIDATED YOU?



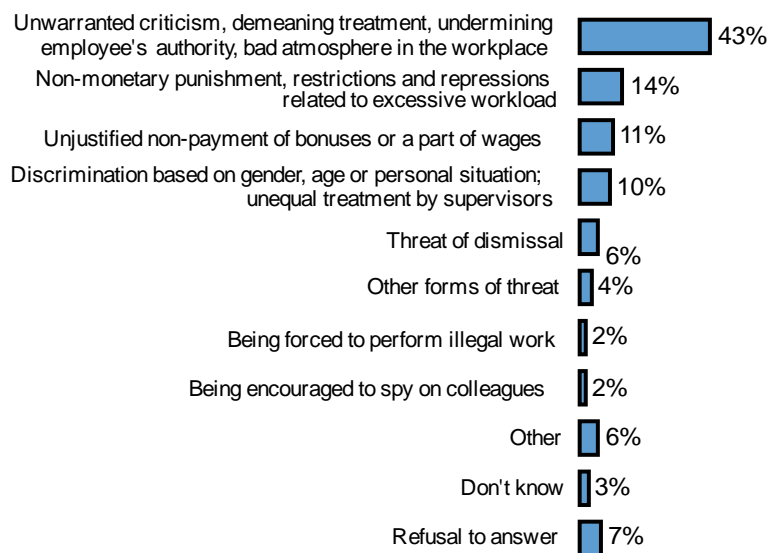
Employees who have experienced mobbing by supervisors or colleagues usually described it as unwarranted criticism, undermining their authority or competence and leading to generally bad atmosphere at work. Respondents described various inappropriate activities, such as demeaning treatment, picking on details, scorn or even psychological cruelty.

Less frequently, non-monetary punishment and repressions were mentioned: excessive number of duties, forced overstay after hours, lack of breaks during working time, or inability to take holiday leave in convenient time and of desired length.

Other, less frequent forms of intimidation are: revoked bonuses or partial non-payment of wages, unpaid overtime, or discrimination based on gender, age or personal situation.

A small group of victims mentioned threat of dismissal or other kinds of threats, being forced to perform illegal work or spy on colleagues.

FORMS OF INTIMIDATION



Answers of employees who have experienced mobbing

More information about this topic can be found in CBOS report in Polish: "Mobbing in the workplace", July 2014. Fieldwork for national sample: May 2014, N=1074. The random address sample is representative for adult population of Poland.