

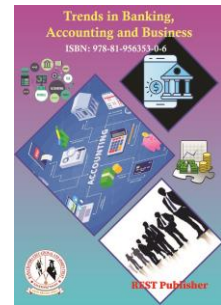


Trends in Banking, Accounting and Business

Vol: 3(1), 2024

REST Publisher; ISBN: 978-81-956353-0-6

Website: <https://restpublisher.com/book-series/tbab/>



A Study on Individual and Group Effects of Workplace Bullying in Deno India

*** Suresh Kumar M A, Madheswari R**

Adhiyamaan College of Engineering (Autonomous), Hosur, Tamil Nadu, India.

*Corresponding author Email: sureshkumar4481@gmail.com

Abstract: *This study explores the individual and group effects of workplace bullying within Deno India, a major industrial firm. By employing a mixed-methods approach, we aim to understand the multifaceted impacts of bullying on employees' mental health, job satisfaction, and overall productivity. Quantitative data were gathered through standardized surveys administered to a representative sample of employees, while qualitative insights were obtained from in-depth interviews and focus groups.*

The findings reveal significant adverse effects of bullying on individual well-being, including increased levels of stress, anxiety, and depression, alongside diminished job satisfaction and performance. At the group level, bullying disrupts team cohesion and collaboration, leading to a toxic work environment that undermines organizational efficiency and morale.

Keywords: *Work Bullying, HR Management, Employee Performance, Job Satisfaction, Organizational Success, Workplace Dynamics, Talent Development, Organizational Culture.*

1. INTRODUCTION

The negative issue of workplace bullying has attracted attention in recent years due to its impact on individuals, businesses, and society as a whole. It includes any abusive behaviour or treatment that employees receive from employees, managers, or subordinates. These behaviours may include threatening behaviour, isolation from social situations, criticism, or behaviour that interferes with a person's ability to do their job well. Research shows that people who experience workplace bullying often have a negative impact on their physical health. This includes symptoms similar to post-traumatic stress disorder (PTSD), increased stress, anxiety and depression, and decreased job satisfaction. Additionally, the effects of workplace bullying can spill over into personal life, affecting relationships and overall health.

2. OBJECTIVES OF STUDY

To examine the prevalence and forms of workplace bullying experienced by individuals within the organization.

To assess the psychological and emotional impact of workplace bullying on individual employees, including stress levels, job satisfaction, and overall well-being.

To investigate the behavioural responses of individuals to workplace bullying, such as absenteeism, turnover intentions, and performance decrement.

To analyse the organizational climate and culture surrounding workplace bullying, including the perceived tolerance or discouragement of such behaviour.

3. SCOPE OF THE STUDY

The effects of workplace bullying on individuals and groups have been examined from various perspectives. It examines personal effects, such as how it affects a person's body and mind, how it affects a person's work, and how to solve problems. Learn about teamwork and how they impact overall team performance, leadership roles, team leadership, and team performance. This study also evaluated programs to improve leadership, human resources, and anti-bullying. Comparative studies compare products across industries and cultures. Legal and ethical issues examine policies and decisions regarding workplace bullying, while long-term impacts examine the impact of workplace practices and interventions in society. Scope may be modified according to research objectives and available resources.

4. REVIEW OF LITERATURE

Duru Pinar et al., 2018, The purpose of the study, "The Effect of Workplace Bullying Perception on Psychological Symptoms," was to determine how much faculty at a medical school perceived bullying at work, what factors were thought to be related to it, and how it affected the employees' psychological symptoms as determined by the Brief Symptom Inventory (BSI). 355 employees took part in this cross-sectional investigation. It was discovered that there was a substantial correlation between the BSI and BSI sub-dimensions of anger.

Chatziioannidis, Ioannides, et al., 2017, discussed the prevalence, causes, and effects of workplace bullying on mental health in the context of the Neonatal Intensive Care Unit. This study aims to investigate the frequency of bullying behaviour's, the difficulties associated with them, the effects they have on mental health, and whether or not victims of bullying in the healthcare industry can benefit from psychological support at work. The self-administered questionnaire survey design was employed by the authors in this investigation. There were 398 medical professionals (nurses, doctors) among the participants. The primary result of the study was a questionnaire that collected data on demographics, the 12-item General Health Questionnaire (GHQ-12) scores to look into psychological distress, the sources of bullying, the profile of the perpetrator, the causal factors, the actions taken and the reasons why the bullying was not reported, psychological support, and the Negative Act Questionnaire-Revised.

Drs. Tsung-Kai Yeh and Huang-Liang Liang, 2019, portrayed on the moderating function of leader-member exchange in the relationship between employee voice and workplace bullying and job satisfaction. This study considers people's assessments on several aspects of their work environments. Specifically, the influence of speech behaviors on workplace bullying and employee job satisfaction is mediated by leader-member exchange (LMX). The aim of this article is to investigate a model in which bullying at work and job satisfaction are positively impacted by employee voice using LMX. A total of 447 employer-employee pairs from Taiwanese public agencies and a sizable industrial company participated in the poll.

Salam, 2019, Described: The effects of workplace bullying on patient safety and healthcare quality the purpose of this study was to find out how much Saudi Arabian healthcare professionals worry about WPB and whether or not they believe it has an impact on patient safety and care quality. The study was carried out in 2018 using a cross-sectional methodology. Every practitioner at a multiregional healthcare facility received an online survey. An integrative literature study by Houck and Colbert provided the source for a previously verified technique.

Nielsen, Morten Birkeland, et al., 2019, The study aimed to investigate the protective effects of supervisor, colleague, and non-work-related social support on the associations between workplace bullying, mental distress, and medically certified sick leave. The findings were published in the article Workplace bullying, mental distress, and sickness absence: the protective role of social support. Our hypothesis was that the direct relationship between workplace bullying and mental distress as well as the indirect relationship between bullying and sick leave due to mental anguish would be reduced by social support. We also postulated that women were more vulnerable to the protective benefits of social assistance than males were.

5. RESEARCH METHODOLOGY

The research methodology for studying the individual and group effects of workplace bullying at Deno India in

Bangalore will adopt a mixed-methods approach, combining both qualitative and quantitative techniques to provide a comprehensive understanding of the issue. Initially, a survey will be distributed to all employees to quantify the prevalence and types of bullying, as well as its perceived impact on job satisfaction, mental health, and productivity. This will be complemented by in-depth interviews and focus group discussions with selected participants to explore personal experiences and group dynamics in more detail. Data will be analyzed using statistical methods for the survey responses of findings.

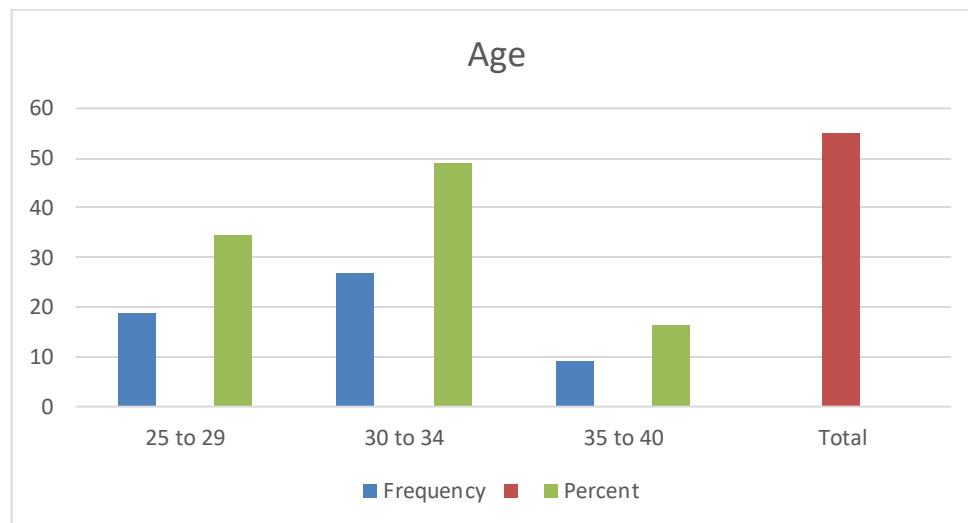
ANALYSIS AND INTERPRITATION

A significant demographic factor that has a big impact on behaviour, attitudes, and preferences is age. By examining the age distribution in my research, I may better understand demands connected to different life stages, recognize generational variations, and adjust methods or interventions accordingly. Age differences, for example, may be reflected in differences in communication styles, rates of technology adoption, and career goals. These differences may have an effect on employee behaviour.

TABLE 4.1

AGE OF THE RESPONDENTS

| S. No | Age | Frequency | Percent |
|--------------|----------|-----------|------------|
| 1 | 25 to 29 | 19 | 34.5 |
| 2 | 30 to 34 | 27 | 49.1 |
| 3 | 35 to 40 | 9 | 16.4 |
| Total | | 55 | 100 |



According to the table provided, it shows that more than one-third (34.5%) of the respondents fall within the age group of 25 to 29, while almost half of them belong to the age group of 30 to 34. Additionally, more than one-tenth (16.4%) of the respondents are in the age range of 35 to 40. Therefore, it can be inferred from the table that the majority of the respondents are aged between 30 and 40.

6. FINDINGS

1. Almost half (49.1%) of the respondents fall within the age range of 30 to 34. Thus, it can be deduced that a majority of the respondents belong to the age group of 30 to 40.
2. A significant majority (80%) of the respondents are male. Therefore, it can be inferred that most of the respondents are male.

3. More than one third (34.5%) of the respondents hold positions as process leads. Hence, it is evident that the majority of the respondents are in process lead roles.
4. Less than one third (30.9%) of the respondents are categorized as store & purchase. This suggests that most of the respondents are in Production & Operations roles.

7. SUGGESTIONS

Enhancing Awareness and Training Programs, Establishing Clear Policies and Procedures, Creating Support Systems, Promoting a Positive Organizational Culture, Regular Monitoring and Feedback Mechanisms, Management and Leadership Training, Inclusive Decision-Making Processes, Performance and Behavioural Evaluations.

8. CONCLUSION

The study on the individual and group effects of workplace bullying reveals a multifaceted impact that extends beyond the immediate targets to influence the broader organizational environment. On an individual level, victims of workplace bullying experience significant adverse outcomes, including psychological distress, reduced job satisfaction, and diminished work performance. These effects can lead to long-term mental health issues and career setbacks, emphasizing the need for early intervention and support mechanisms.

REFERENCES

- [1]. *Bullying in the Workplace: Causes, Symptoms, and Remedies* by John Lipinski and Laura M. Crothers.
- [2]. *Workplace Bullying: Development in Theory, Research, and Practice* edited by Ståle Einarsen, Helge Hoel, Dieter Zapf, and Cary Cooper.
- [3]. *The Bully-Free Workplace: Stop Jerks, Weasels, and Snakes from Killing Your Organization* by Gary Namie and Ruth Namie.
- [4]. *Bullying and Harassment in the Workplace: Developments in Theory, Research, and Practice* edited by Ståle Einarsen, Helge Hoel, Dieter Zapf, and Cary Cooper.
- [5]. *The Bully at Work: What You Can Do to Stop the Hurt and Reclaim Your Dignity on the Job* by Gary Namie and Ruth Namie.