



Workplace Bullying Among Jordanian Nurses Working Emergency Departments and its Effect on Work Productivity

By

Haya Abd Al-Rahman Ahmad Qattom

Supervision

Dr.Suhair Al-Ghabeesh

Abstract

Background: Workplace bullying experienced by nurses has been shown to adversely affect nurses and their provided care and resulted in negative feelings, behaviors and actions that influence nurses desire to leave employment.

Aim: The aims of this study were: to describe the prevalence of bullying and to examine its impact on productivity among Jordanian emergency nurses and to identify their perception regarding the preventive measures of bullying. Finally to compare the bullying levels based on participants' categorical personal and organizational factors.

Method: Cross-sectional correlational design was used in this study; one questionnaire contains 4 instruments (demographic data, Negative act questionnaire, Health productivity survey, prevention of bullying) were administered to 120 Jordanian nurses working at emergency departments in two governmental and three private hospitals Nurses who included must have experience 6 months at least and had experienced bullying in this period. Descriptive and inferential statistics were used in data analysis.

Results: 90% of the participants considered themselves victims of bullying. 61.7 % reported decreased productivity in areas of cognitive demands, support and communication, and safety and competency. Nurses with longer experience in emergency department has more incidencies of bullying than the less experienced nurses. Only 11.6% of the participants reported that they had specific training regarding how to deal with workplace bullying.

Conclusion: the interventional studies were needed to prevent bullying. Nurses must be educated to accept only a zero tolerance to bullying and to report bullying when confronted.