CONCEPT OF MOBBING, CONSEQUENCES FOR THE VICTIM AND HER PROTECTION

Daniela Trajkovski¹, Ivan Pekic²

Abstract: Mobbing is defined as the occurrence of psychological harassment, which is repeated through activities in order to degrade the employee on various grounds. Mobbing causes violations of human rights and dignity, harms the physical, mental and social health and hinders the professional future of the victim. Mobbing is: Prolonged psychological harassment, torture, pressure at work, survival, unfair removal from work, faithful and honest worker, psychological torture, exposure of the worker to humiliation, gossip, intimidation, then ridicule, etc.

The victim goes through a very difficult period with many traumas and traumatic consequences. In this paper we will define the term mobbing, the consequences for the victim on whom the mobbing was performed and protection of the mobilized person. We will also explain the psycho-social factors that led a person to become a mobster.

In our paper on post-consulting literature, we will interview a lawyer and a psychologist to gain practical knowledge about the consequences of mobbing and the implementation of the Law on Prohibition of Harassment in the Workplace.

Key words: victim, mobber, consequences, protection, law, harassment, torture.

1. INTRODUCTION

In human life, labor works as the basis for securing his existence and because it has exceptional significance as a result. One third of day and night workers go to work and every day they face the majority of health risks from the work environment of various kinds: dust, noise, extreme temperatures, vibrations, psychological pressure, etc. Most workers, unfortunately, are not aware of this issue and suffer health consequences. If you do not allow employers to take care of any health problems, inadequate organization of work, non-compliance with the laws on inadequate protection of: women, young people, the disabled, transportation of persons without disturbing each other's habits. However, in a market economy, employers are developing the awareness that only a normal work environment can bring the desired business results. Unhealthy or unsafe working conditions have a population, regardless of where the job is located. Poor working conditions affect the health of employees, and as a consequence they will cause diseases of various kinds - cardiovascular, musculoskeletal disorders, diseases of the respiratory system, reproductive problems, stress, etc. Many employee health disorders, such as cardiovascular disease, or hypertension, have been linked to and are thought to affect workplace stress [2].

2. CONCEPT OF MOBBING

¹ Master of Security Sciences, Faculty of Security in Skopje, Northern Macedonia, email: trajkovski_daniela@hotmail.com

² Master of security Sciences, faculty of Humanity, International security in Podgorica, Crna Gora email: ivanpekic.bar@gmail.com
Mobbing causes violations of human rights and dignity, harms the physical, mental and social health and hinders the professional future of the victim [3]. Psychological terror or mobbing in the work environment involves hostile or unethical communication that is systematically directed by one or more persons, predominantly one person, who as a result is placed in a position of helplessness or inability to defend themselves and which in that position it is maintained and continued with continuous mobbing activities. These procedures are performed quite often (statistical definition - at least once a week) and over a long period of time (statistical definition - at least for six months).

"Because of the frequent repetition and longevity of hostile behavior, this harassment results in significant mental, psychosomatic and social consequences" [4]. Mobbing is an emotional insult. It begins when the individual becomes the target of rude and harmful behavior. "Through insinuations, gossip and public discrediting, a hostile environment is created in which the individual causes the voluntary or involuntary gathering of others who participate in continuous evil activities to force the individual to leave the workplace" [5]. According to psychologist Marija Sutulovic: Mobbing is most often defined as psychological terror, hostile or unethical form of communication, which originates from one or more persons, is systematically directed against an individual in a helpless or unprotected position and which cannot be freed because mobbing procedures are constantly repeated.

According to its structure, mobbing is an attack on honor and reputation, it contains a curse, an insult, a violation of basic human rights [6].

The term mobber refers to negativists who constantly seek out other people's shortcomings and disguise themselves as critics. They morally, mentally and in other ways harass and try to eliminate all those people who think they are hindering them in achieving their goals [7].

The term victim includes any employee, regardless of gender, age, race, social status, religion, appearance, level of education or professional position (moreover, if the job is better positioned, mobbing is more subtle) can be a victim of mobbing. Although research and experience show that men and women are equally at risk from mobbing, with men typically harassing men and women almost exclusively women, experts believe that women are still a slightly more risky group [7].

It is important to emphasize that when one member falls ill, the whole family suffers regularly. That is how the victims of mobbing multiply. In most cases, the victims are the most capable and competent, precisely those who provoke the envy of colleagues. Often, these are people of high moral standards who are not ready for ethical compromises [6].

The individual who is the victim of such behavior feels helpless when the organization in which he works does nothing to prevent such behavior and even shows signs that he is willing to forgive such treatment of the employee. As a result, the victim is under increased stress, often uses sick leave and is socially excluded. Employee productivity is most often at stake, which is constantly declining, leading to employees often using sick leave, which would recover from daily stress and torture [8].

Mobbing is: Prolonged psychological harassment, torture, isolation of pressure in the workplace; Fear, "slow poison", experience; Unfair way to remove from the job: hardworking, honest, professional, promoted worker; Psychological torture; exposing the employee to: humiliation, intimidation, gossip, harassment, ridicule, avoidance, violence in the workplace; A way to achieve personal goals and interests at the expense of another. Feelings of threat, jealousy, and envy can drive the desire to eliminate a colleague,
especially if there is a condition that his or her elimination will lead to career advancement. Often a victim of this type of mobbing can be a worker who stands out for the quality and dedication of the work and work tasks. Mobbing is hostile and unethical, a kind of pathological communication in the workplace that is systematically and constantly directed by one or more people, usually one person, who is exposed to psychological harassment and placed in a helpless and hopeless situation. In fact, mobbing [9] means constantly attacking, humiliating, harassing and isolating an employee or group of workers, until they simply can no longer function normally in the workplace, with the ultimate goal of being completely eliminated, or declared ineligible and sick. It is harassment that is basically not sexually and racially motivated [10].

Depending on the position of the victim and the mobster, there is a difference between horizontal mobbing and vertical mobbing, and abuse is usually committed by the superior over the subordinate [11].

**Horizontal mobbing** takes place among workers with equal position on the hierarchical ladder, ie when one or a whole group of workers due to internal problems, envy and jealousy, choose one worker - victim, on whom they want to prove that they are strong and capable [12].

**Vertical mobbing** is when it is done hierarchically: the supervisor bullies one worker or a whole group, or a group of workers bullies one boss [12].

According to the motive, mobbing is divided into emotional and strategic. The emotional one occurs as a consequence of anger, envy, antipathy, and other negative feelings towards the victim while the strategic one is the result of an agreement of the management team for conducting organized mobbing [12].

Harassment takes place, physically, mentally and sexually. These procedures are performed frequently (at least once a week) and over a long period of time (at least 6 months). Along with the frequent repetition and long duration of hostile behavior, there are consequences of mental, psychosomatic and social nature [13].

### 3. CONSEQUENCES AFTER THE VICTIM

Mobbing greatly affects the mental and physical health of the victim and the military and the economic situation of the victim and her immediate family. What will be the consequences of mobbing will largely depend on how the situation itself is experienced, how the individual behaves, whether he struggles with negative feelings or reconciles with his "fate" [14].

The employee - victim of mobbing has a psychological and physiological reaction that exceeds his real possibilities and reduces his ability for optimal professional and social functioning. The list of causes of mobbing, as well as its consequences can be neither final nor universal, given the fact that each person is an individual, with their own specific characteristics and needs [14].

Serious consequences of mobbing can be represented in three categories:

**Mental disorders:** depression, emotional emptiness, feeling of loss of meaning in life, anxiety, rudeness, loss of motivation and enthusiasm, apathy and hypomania, adjustment disorder, insomnia, increased need for alcohol, sedatives, cigarettes. Also, mental disorders often manifest as distrust and hostility towards the environment, a constant feeling of tension, exhaustion, demoralization due to constant humiliation, belittling, ridicule and
rejection. Initial reactions include self-blame, personal devaluation, and loneliness, all the way to adjustment disorders or post-traumatic stress disorder (PTSD) [15].

The most common physical disorders are: chronic fatigue, indigestion, increased or decreased body weight, various pain syndromes, decreased immunity [15].

Behavior change expressed through: loss of concentration, aggression towards loved ones, isolation, changes in diet, consumption of alcohol, drugs, increased amount of drugs, frequent quarrels with spouse and other family members, etc. [16] Behavioral disorders: loss of concentration, forgetfulness, divorce, family problems, increased consumption of alcohol, drugs, cigarettes, aggression towards oneself and others, suicidal behavior [15].

Symptoms of mobbing can be classified into three main groups:

Psychological symptoms mostly depend on the personality of the victim, whether she is more unstable, more emotional, etc. Psychological symptoms include:

- cognition (memory problems, distraction, decreased concentration, helpless and defensive thinking);
- emotions (tension, anxiety, fear, anger, discouragement, sadness, despair, reluctance, guilt, mood swings) [17].

Behavioral and social consequences are: behavioral disorders, aggression, passivity, use of drugs and alcohol or drugs, sexual dysfunction [18].

Organizational symptoms where the victim is absent from work, late for work, boycotts, has an increased propensity for injuries and accidents at work.

If the mobilized person asks to contact psychiatrists and psychologists, there is always a risk that these professionals will misinterpret the situation, because there is a lack of sufficient professional training within the research of social situations in the workplace [16].

One of the possible consequences for the mobster is also for this person to seek help from a psychiatrist and psychologist, and it is not excluded that the condition is misunderstood and the victim is marked with a misdiagnosis, such as: paranoia, depression, disorder in behavior, personality disorder and the like. This can destroy the victim's ability to pursue professional rehabilitation, or try to return to a previous job, ie the labor market.

4. VICTIM PROTECTION

Psychological protection of the victim:

According to psychologist Marija Shutulovich, psychological protection can be provided in the following ways:

- Counseling on mobbing - what it is and how it manifests, how to recognize it and what can be done concretely;
- Pharmacological therapy;
- Individual psychological therapy;
- Participation in self-help groups;

Legal protection:
Conversation with lawyer Natasha Sekulovska.3

In the previous interview, the person who is a victim of mobbing submits a written request to the person who is a mobster, stating that such behavior is inappropriate, unacceptable and undesirable. If it does not bear fruit then the person who is abused or victim submits a request for protection from harassment at work written request to the employer or an authorized person at the employer for the same problem where he states the unacceptable behavior by the person mobbing. The responsible person at the employer is obliged immediately, and no later than 8 days from the day of receiving the request for protection from mobbing, to propose mediation to the parties as a way of resolving the dispute and to choose a person from the list of mediators. If there is no agreement between the parties and the authorized person at the employer to appoint a mediator, the authorized person is obliged to submit a written notification to both parties within eight days that no mediator has been selected. From the day of submission or non-submission of the notification, the deadline of 15 days for filing a lawsuit to the competent court for protection against harassment at work begins to run.

If there is no outcome from the previous procedure, then a court procedure is held.

In the court procedure, the plaintiff, ie the victim, through a lawyer, files a lawsuit under the Civil Procedure under the Law on Protection from Harassment at Work.

In court proceedings he submits all lac reports, evidence of harassment, and witnesses.

If it is proven that the defendant is guilty of the victim and pays damages.

5. CONCLUSION

In this paper we have looked at how to do mobbing, what is mobbing and the consequences for the victim as well as protection of the victim. The consequences for the victim are fatal both mentally and physically. Mobber can be any person and also a victim. The victim needs protection and help both legally and psychologically and by society.

Our societies need to work more on this issue through various campaigns and encourage victims to report not to be silent because mobbing is proven.

6. REFERENCES


3 Lawyer Natasha Sekulovska MA

[6] Marija Šutulović ,Dipl. psychologist (clinical field)


[8] Biljana Nechovska, Master Thesis: Determining the key indicators of mobbing and analysis of the justification for its legal determination, Kliment Ohridski University in Bitola, Faculty of Information and Communication Technologies - Bitola, April, Bitola 2017 page 16


[13] Assistant Marjan Gaberov, MA, European University of RM - Faculty of Law, Mobong - Mental Harassment in the Workplace, October 2015, page 6


[15] interview with: Marija ŠutulovićClinical Psychologist, M.D.

[16] Biljana Nechovska, Master Thesis: Determining the key indicators of mobbing and analysis of the justification for its legal determination, Kliment Ohridski University in Bitola, Faculty of Information and Communication Technologies - Bitola, April, Bitola 2017 page 21


[18] https://mobing.rs/posledice-mobinga/