

Mobbing and Psychological Violence, A Conceptual Framework

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ABSTRACT

It aims to address the phenomenon of mobbing (psychological violence), an increasingly common problem in the workplace, with its conceptual and empirical dimensions. Mobbing is a process that systematically exposes people to psychological harassment and maltreatment, resulting in severe consequences for individuals and places. The study briefly examines the definition of mobbing, its types, psychological and physical effects on individuals, visible results, and prevention strategies.

The research, literature organization, qualitative analysis methods, dynamics, and effects of mobbing rates were analyzed in detail. The study reveals that mobbing causes psychological effects such as stress, anxiety, resilience, and burnout syndrome in individuals, as well as social consequences such as social isolation and intact family structure. At the organizational level, mobbing leads to a lack of employee commitment, increased separation episodes, loss of productivity, and deterioration in workplace spending.

What are the various strategies at an individual and accessible level to prevent and reduce the existence of mobbing? While providing a psychological support system, protecting legal rights, and continuously enhancing programs are recommended at the individual level, it is considered important to present mobbing complaint reports, provide an inclusive workplace culture, and provide training on this issue at the regulated level. The study emphasizes that mobbing is a multidimensional problem and is treated not only as an individual crisis but also as a problem of children's performance. In this context, effective maintenance of mobbing in workplaces is critical for ensuring a healthy working environment and comprehensive and long-term employee well-being.

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Introduction

Mobbing is classified as a process in which people are systematically exposed to psychological violence and harassment in the workplace, disrupting their psychological, physical and social balance. This concept has become more and more detailed as a collection of details in the workplace, especially since the second half of the 20th century [1]. Increasing competition, high workload and complexity of distribution in the modern business process lead to the prevalence of conflicts and negative situation among people. Mobbing, in this context, does not exist as a multidimensional problem that should be addressed not only as an individual problem but also as an emerging crisis [2].

Mobbing, which was first defined by Heinz Leymann, can be applied and refers to systematic exposure to hostile behavior. According to Leymann, mobbing usually occurs with a combination of institutional and personal reasons and causes psychological, social and professional destruction in the targeted individual [3]. These behaviors often have a repetitive nature and manifest themselves in actions such as ostracizing individuals at work, humiliating them, criticizing them, or tearing up under constant pressure. According to the reports of the European Agency for Safety and Health at Work (EU-OSHA), the prevalence of mobbing cases causes serious damage to both your work and workplaces [4].

The effects of mobbing on individuals are generally not limited to psychological health problems. In addition to psychological consequences such as depression, anxiety disorders and burnout syndrome, physical disorders are also frequently observed in mobbing victims. Headaches, stomach upsets, and sleep problems are among the physical problems experienced by victims [5]. It is also stated that the prevention of mobbing has negative effects on social and family lives, and that isolation and lack of social and structural support are experienced [6].

Mobbing is not just an individual problem; It also has serious consequences at the level. Negative consequences such as decreasing employee commitment, increasing separation intervals, loss of productivity and disruption of social balance in the workplace, and the costs of mobbing are increasing [7]. The spread of mobbing in organizations leads to damage to workplace culture and people's moral values. It also creates negative effects on the employer brand and external reputation [8].

Mobbing may occur differently in different cultures and business lines. state that the personal characteristics that enable mobbing can be hidden in the workplace and provided by the powerful within the organization [9]. Especially in organizations with vertical management, mobbing cases from upper management to lower level employees seem to be more common. In addition, cases of extreme mobbing among people at the same level are also frequently reported. Studies specifically conducted in Turkey show that mobbing is common both in the public sector and

private production, and that most cases are not voiced by the victims [10]. Preventing mobbing and reducing its effects requires a combination of individual and cloning. It is important to provide psychological support against difficulties at the individual level, to protect legal rights and to provide continuous enhancing training [11]. At the organizational level, it is necessary to introduce an inclusive workplace culture, provide effective complaint software and train on mobbing prevention. In addition, nurturing open communication channels in organizations and protecting people's rights play a critical role in preventing mobbing [12].

The physical dimension of mobbing is also an important factor to be taken into consideration in this regard. In Turkey, Labor Law No. 4857 is included under the name of protecting the rights of mobbing victims. In addition, Article 17 of the Constitution stipulates that its moral integrity must be maintained. In addition, the decisions of the European Court of Human Rights (ECHR) reveal that mobbing can be evaluated in terms of human rights [13]. It is logical that preventing mobbing in the workplace is not only an ethical responsibility, but also a legal one.

Mobbing is a situation that refers to systematically applied psychological violence and harassment behaviors in workplaces and disrupts psychological, physical and social balance [3]. First appearing in academic literature in the second half of the 20th century, it has now become one of the most discussed units in the field of workplace health and separation [7]. Especially modern work changes, high competition, intense workload and complexity structures have caused negative problems and mobbing among employees to become widespread [12].

Mobbing involves continued exposure to mistreatment, humiliating behavior, isolation and oppression. stated that mobbing consists of intentional behaviors aimed at harming the individual's ways at work, isolating him from the social environment, and negatively affecting his work situation [1]. These behaviors are important not only for the individual to develop psychologically and physically, but also to maintain proper social balance and explosive performance.

Today, international organizations such as the European Agency for Occupational Health and Safety (EU-OSHA) draw attention to the effects of mobbing on occupational health. According to reports, approximately 10% of employees in Europe experience on-site mobbing [4]. Research conducted in Turkey shows that mobbing cases are common in both public and private sectors [10]. This situation reveals that mobbing has negative effects on individuals as well as damaging the reputation and transactions of the options.

This study aims to present the individual and formations of mobbing, its legal dimensions and solutions. This article, based on literature review and qualitative analysis methods, reveals the causes and processes of mobbing and their detailed definition, and that this phenomenon is a multidimensional problem.

This study offers to address mobbing individually and currently, with its global and empirical dimensions, and to offer suggestions for solving this problem. In the study, the definition, types and effects of mobbing were examined in detail; Strategies that can be applied at the individual and individual level are discussed. This study, based on literature review and qualitative analysis methods, shows that mobbing is not only possible, but also a multidimensional problem that needs to be addressed in a holistic manner regarding opportunities and social balance in the workplace. The prevention

of mobbing in the workplace and the existence of a healthy working environment not only continue to increase welfare, but also have positive effects on productivity and commitment.

Mobbing is a set of systematically repetitive hostile behaviors and usually occurs when an individual or group employees are targeted. It was first described by that limited mobbing can create a psychological devastation on the victim and can survive until the individual moves away from the workplace [1]. These behaviors; self-assertion in forms such as exclusion, belittlement, overcriticism, withholding information, and social isolation.

Types of Mobbing

Mobbing can occur in different forms and dynamics. Generally, three types of mobbing are mentioned:

- **Vertical Mobbing:** People in managerial positions may engage in oppressive and hostile behavior towards their subordinates. This type of mobbing appears to be more common in sustainable organizational structures [9].
- **Horizontal Mobbing:** It occurs between people at the same level. It occurs as a result of division, competition and disagreements within the team.
- **Reverse Mobbing:** Negativity towards lower-level employees towards their superiors. This type of mobbing was less common and could see serious co-opting.

Individual and Organizational Effects of Mobbing

Individual Effects

The effects of mobbing on individuals are generally multidimensional:

- **Psychological Effects:** Psychological disorders such as depression, anxiety disorders, and burnout syndrome are common [5].
- **Economic Effects:** Physical problems such as headaches, sleep problems, stomach upsets may occur.
- **Social Effects:** Social isolation may result in disruption of family and friends

Organizational Effects

Mobbing, general atmosphere at work and negative effects:

- **Employee Loyalty:** Mobbing increases employees' motivation and commitment.
- **Job Separation:** Causes an increase in separation episodes and leads to loss of organizational knowledge.
- **Performance Loss:** Productivity decreases, workplace unrest impacts overall performance.
- **Loss of Reputation:** A workplace where mobbing is common creates a negative image in the outside world [8].

Mobbing Process

Mobbing usually develops over a certain period of time. According to, this process is discussed in five stages [3]:

1. **Conflict Stage:** Minor divisions become evident in the workplace.
2. **Psychological Harassment Stage:** Initiation of systematic harassment.
3. **Isolation and Stigma:** Isolating the target individual from his/her colleagues.
4. **Management Intervention:** Trying to solve the problem.
5. **Result:** The individual leaves or suffers serious psychological wear.

Legal Dimension of Mobbing

In Turkey, mobbing is handled by legal regulations. Labor Law No. 4857 and the Law of Obligations aim to protect victims of mobbing. In addition, Article 17 of the Turkish Constitution has

protected its moral integrity. European Human Rights (ECHR) decisions also show that mobbing can be evaluated in terms of human rights [13].

Prevention of Mobbing Special Strategies

- Providing psychological support.
- Learning and protecting legal rights.
- Participation in awareness-raising training programs.

Organizational Strategies

- An effective feedback system should be established.
- A culture of mutual boundaries between friends should be created.
- Managers should be taught permanently about preventing mobbing.

Material and Method

This study adopted a qualitative research method to examine the phenomenon of workplace mobbing in its conceptual and empirical dimensions. International academic sources, reports and legal documents, which combine the literature review, have been analyzed in detail. The data, the definition of mobbing, its types, individual and distribution effects, and the thematic analysis method in prevention encryption were evaluated.

The data sources used in the research were determined to understand the individual and dimensions of mobbing. The causes and consequences of mobbing were examined through academic articles and official reports; The effects of the terms in practice were examined in more detail through case studies. The study emphasizes that mobbing is not only an individual problem, but also a multidimensional problem of event performance and work culture.

Great importance is given to research conducted in accordance with ethical principles, the validity of what is used and the transparency of the information obtained. In this context, solution suggestions to prevent mobbing have been developed and contributions have been made to the literature.

Results

He examined the individual and individual levels of mobbing in detail and offered solutions that reveal the dynamics of mobbing. The findings reveal the physical, psychological and social effects of mobbing on individuals; In the database, it shows that there is a loss of productivity, a decrease in employee loyalty and a deterioration in workplace changes. The research emphasizes that mobbing is not only an individual problem but also an emerging crisis. The findings can be collected under the following headings:

Individual Effects of Mobbing

Mobbing causes extensive physical, psychological and social damage to individuals:

The research reveals that mobbing victims experience intense stress, decreased expenses and burnout therapy. These effects necessarily lead to a decrease in self-esteem, loss of motivation and deterioration in social contributions. In particular, it causes systematic discomfort and makes one feel worthless and lonely. The risk of developing long-term psychological problems is quite high in individuals exposed to mobbing [5].

Psychological effects are also manifested in physical physicality. It is frequently observed in stress-related mobbing cases such as sleep problems, stomach upsets, headaches and muscle tension. These

effects are the negative aspects of maintaining the individual's general health and remaining in the workplace.

Victims of mobbing are often isolated from their local social environments. In this case, the individual becomes lonely and their support social networks weaken. Deterioration in family and separation relationships is one of the social effects of mobbing [6].

Organizational Effects of Mobbing

The negative effects of mobbing on individuals deeply shake the overall performance and social dynamics of the workplace. The effects revealed in the prominent results of the research:

It has been determined that employees are exposed to mobbing in their work and this is the cause of loss of productivity. Victims' loss of motivation affects not only their own performance, but also the disintegration and negative aspects of the team.

Mobbing maintains employees' trust and commitment to their organization. Victims feel worthless and unsafe in their workplaces, leading to fewer quit episodes. These effects mean both information loss and cost increase for organizations [8].

In workplaces where mobbing is common, trust and cooperation between people decrease, and this damages the workplace culture. Individuals who have to work in a mobbing environment are generally less creative and less productive.

In a workplace where mobbing is common, the external reputation of the organization is damaged and the employer brand is negatively affected. In this case, it reduces the interest of talented employees in the institution and increases the workforce, reducing competitiveness.

Mobbing Process and Dynamics

The research reveals that mobbing generally consists of certain stages and the systematic breadth of this process:

Conflict Stage: Minor differences and incompatibilities become evident.

Harassing Behaviors: Systematic criticism, minor disruption, withholding information etc. re-emerge.

Isolation and Stigma: Spreading out and discrediting the victim's social circle.

Management Intervention: Solution attempts that are often inadequate.

Result: Separation of the individual, serious psychological and physical problems.

This process provides an important framework for knowing the damages caused by mobbing at the individual and organizational levels [3].

Prevention and Management of Mobbing

Findings show that mobbing can co-exist both individually and on their devices for reporting and encoding:

Access to psychological support to avoid being exposed to mobbing. Additionally, long-term augmentative training can help them learn their rights and cope with mobbing.

Effective complaint amendments, open communication channels for users, and manager training on the effects of mobbing and its protection are necessary. Additionally, the emergence of an inclusive work culture is critical to preventing mobbing.

Labor Law No. 4857 and the Code of Obligations in Turkey protect mobbing victims. The study emphasizes that the structural file should be created originally so that it can be used more effectively.

Conclusions

Mobbing is a serious problem in modern workplaces that threatens the physical, psychological, and social integrity of individuals and also negatively affects the functionality and efficiency of organizations. This study aims to develop individual and organizational solution suggestions by comprehensively analyzing the definition, types, and effects of mobbing. The findings revealed that mobbing is more than just a problem that individuals are exposed to; it is a multidimensional crisis that deeply affects social balances and cultural dynamics in the workplace.

The effects of mobbing on individuals range from psychological problems to physical health problems and social isolation. Psychological effects include depression, anxiety disorders, loss of self-confidence, and burnout syndrome. Combined with sleep disorders, headaches, and stress-related physical ailments, it negatively affects both the individual's personal and professional life. In addition, it has been determined that victims face consequences such as detachment from their social environment, weakening of family relationships, and loneliness. These impacts affect not only individuals' quality of life but also their interactions and productivity at work.

At the organizational level, the effects of mobbing manifest themselves with results such as a decrease in employee commitment, loss of performance, increase in turnover rates, and deterioration in workplace culture. The loss of motivation of individuals working in a mobbing environment negatively affects not only their own productivity but also team dynamics and the process of achieving general organizational goals. While this situation causes material and moral losses for organizations, it also damages external reputation and reduces the interest of talented employees in the institution.

Preventing and managing mobbing is critical in creating a healthy workplace culture. It is necessary to provide awareness-raising training at the individual level, provide psychological support mechanisms to victims, and strengthen legal protection systems. At the organizational level, in order to prevent mobbing, open communication channels must be developed, an inclusive workplace culture must be encouraged, and managers must be made aware of mobbing. In addition, establishing effective complaint mechanisms and structuring organizational policies to prevent mobbing will increase both individual welfare and organizational sustainability in the long term.

The findings of this study emphasize that mobbing is not only an individual problem but also creates devastating effects on organizational productivity and workplace culture. Organizations taking a proactive approach to solving this problem will increase individual well-being, strengthen social balance in the workplace, and support a positive cultural transformation. In this context, strategies to be developed to prevent mobbing will support the long-term success of organizations and ensure that employees work safely and peacefully.

As a result, future research examining the effects of mobbing on cultural differences and sector-based dynamics in more detail can make important contributions to the literature. In particular, interdisciplinary studies aimed at understanding the causes of mobbing may enable the development of more effective methods to solve this problem. Steps towards creating a healthy workplace culture and preventing mobbing appear to be a fundamental necessity in building a sustainable future for both individuals

and organizations [13-19].

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