

INVESTIGATION OF THE RELATIONSHIP BETWEEN MOBBING APPLICATION AND WORK MOTIVATION IN NURSES

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ABSTRACT

This study aims to examine the effects of mobbing practices on work motivation of nurses working in public hospitals in TRNC. The study is based on a population of 861 nurses determined according to the TRNC Ministry of Health data. With the quota sampling method used, 266 nurses were interviewed and the data were collected using a questionnaire form including a form containing the personal information of the participants, the Mobbing Perception Scale and the Work Motivation Scale. As a result of the analyses, it was determined that mobbing practices that nurses were exposed to had a negative effect on their work motivation, especially in the subscales of relationship with coworkers, threats-harassment, job and career-related obstacles, and interventions in private life. The positive correlation between work engagement and work motivation was a remarkable finding. The results of this study suggest that the negative situations that nurses are exposed to in the workplace may affect their work motivation and that work engagement may alleviate these effects.

Keywords: Mobbing, Psychological violence, Workplace violence, Work motivation.

Introduction

Problem Status

Mobbing refers to attacks made by a person or a group of people, usually in a continuous and systematic way, with the aim of causing emotional, psychological, physical or social harm. Mobbing can occur in the workplace, school, society or other social environments (Tahtalıoğlu, 2023). In the workplace context, mobbing refers to the situation where an employee is systematically targeted and mistreated by other employees, managers or the employer. Mobbing can take many different forms and includes emotional harassment, humiliation, verbal or physical attack, gossip spreading, exclusion and other negative behaviors (Bayer, 2023).

of mobbing can be serious and can have a negative impact on the targeted person's health, work performance, general quality of life and emotional state. Mobbing can poison the working environment within the organization and reduce overall employee satisfaction. Mobbing has been addressed by legal regulations in many countries and policies are being created to prevent or combat such behavior in workplaces. Creating a healthy communication environment and a fair working environment in the workplace helps prevent mobbing (Yeşildal, 2005).

Mobbing stands out as a problem that causes significant effects, especially on healthcare workers. Research on this topic has shown that workplace violence has a significant impact on healthcare professionals, hospitals, and society (Nowrouzi, 2017). Incidents of mobbing have a negative impact on employee morale and can lead to a range of negative consequences. These consequences include factors such as workforce loss, dissatisfaction and burnout. These consequences, which negatively affect employees' job satisfaction, can negatively affect organizational performance by reducing work efficiency (Sun et al., 2019). As frequently emphasized in various studies, negative working conditions negatively affect the job satisfaction of healthcare professionals, especially those providing treatment and care services. Mobbing both reduces the quality of life of nurses by negatively affecting their physical and mental health, and can negatively affect the quality of health services by decreasing the performance of employees (Orhaner and Mutlu, 2018).

Mobbing in nurses is a term that refers to the negative behaviors they are exposed to in their work environments. Mobbing can include negative behavior such as constantly targeting, humiliating, harassing or ostracizing a person. Nurses are an important professional group working in the healthcare sector and may be exposed to mobbing due to factors such as intense work tempo, stress, and communication problems (Demir, 2021). Symptoms of mobbing in nurses may include emotional distress, low job satisfaction, loss of motivation, increased stress, poor performance and even professional burnout (Gül, 2022). Mobbing can negatively affect an individual's physical and psychological health and negatively affect job performance. Mobbing can significantly affect working relationships and professional quality of life among nurses. In the healthcare industry, team collaboration and harmony are critical to improving quality in patient care. Therefore, preventing and effectively managing mobbing is a critical issue in terms of health service delivery and nurses' quality of work life (Erdem, 2021).

The relationship between mobbing practice and work motivation in nurses examines the potential effects of negative interactions in the work environment on nurses' work motivation. Mobbing involves negative behaviors such as being constantly targeted, humiliated, attacked or excluded. Work motivation refers to the level of energy, passion and commitment of employees regarding their work (Özkara and Köse , 2023).

Research shows that nurses' exposure to mobbing can have a negative impact on work motivation. Mobbing can negatively affect nurses' emotional and psychological health, increase stress levels and reduce job satisfaction (Tonkuş and Coşkun, 2021). These effects can negatively affect nurses' commitment and motivation to their jobs. High work motivation in nurses can contribute positively to quality patient care and health service delivery (Utangaç, 2020). Therefore, it is important for healthcare institutions to develop policies and practices that increase motivation for nurses. These efforts can increase the quality of general health services by increasing nurses' commitment to their profession (Metin and Kulakaç , 2022). Within the scope of this information, the problem statement that emerged in line with the main purpose of the research is: " What is the relationship between mobbing and work motivation of nurses working in the public hospital in TRNC?" It is defined as .

Purpose and Importance of the Research

mobbing practices that nurses are exposed to on their work motivation within the scope of demographic variables. The research aims to understand the effects of these variables on work motivation by examining the relationships that may exist between nurses' demographic characteristics such as age, gender, education level, professional experience and the types of mobbing they are exposed to . In the context of demographic variables, the research includes analysis of demographic factors to understand whether mobbing occurs at different levels between young or inexperienced nurses and their more experienced colleagues . In addition, it aims to reveal the relationship between these variables and mobbing perception by evaluating the effects of factors such as gender and education level on the types of mobbing that nurses are exposed to.

The evaluation made in the context of the effect of mobbing on work motivation includes analyzing the possible negative effects of various dimensions of mobbing (for example, relations with colleagues, threats-harassment, work and career-related obstacles, interventions in private life) on work motivation. The findings aim to contribute to an in-depth understanding of the relationship between nurses' mobbing perceptions and work motivation.

Hypotheses

The hypotheses of the research are as follows.

H1 : There is a relationship between nurses' mobbing perceptions and work motivation .

H0 : There is no relationship between nurses' mobbing perceptions and work motivation .

H2 : Nurses' mobbing perceptions have an effect on work motivation .

H0 : Nurses' mobbing perceptions have no effect on work motivation.

Assumptions

It is assumed that research participants give their answers to the survey questions sincerely.

Limitations

Research;

- With research participants,
- With the scale questions used in the research,
- It is limited to nurses working at TRNC Nicosia Burhan Nalbantoğlu State Hospital.

Definitions

Mobbing : The concept of psychological harassment includes all kinds of behaviors such as maltreatment, threats, violence and humiliation systematically applied to individuals in the workplace by their superiors, equal employees or subordinates (Rüzgar , 2023) .

Work motivation: It is the process of motivating employees to work and convincing them that they will best satisfy their personal needs if they work efficiently in the organization (Özel and Yılmaz, 2023) .

Theoretical Framework

Mobbing Concept and Definition

mob comes from the Latin mobile vulgus , meaning fickle crowds, and is used in English literature to mean bullying, harassment or harassment. In the United Kingdom , the act of intimidating or mistreating others is known as bullying. In Canada and the USA the same thing is often called harassment. Additionally, terms such

as workplace trauma, employee abuse, bullies and petty bullying refer to mistreatment and inappropriate behavior in the workplace (Einarsen et al., 2020). Since mobbing is not fully defined in Turkish, it refers to intimidation, emotional or psychological harassment and workplace trauma. It refers to many different terms such as (Çobanoğlu, 2005).

Although there is no clear term for mobbing in Turkish, there is a terminology problem. Those who work on emotional violence usually explain the Turkish equivalent with expressions such as "psychological harassment at work" or "psychological terror at work" instead of using a single word. Tınaz (2008) stated that it is more appropriate to express this phenomenon in a few words rather than one. Aygün (2012), although he did not express this phenomenon exactly, said that the concepts of "Psychological Intimidation or Harassment" might be more appropriate. For this reason, uncertainty continues about the Turkish meaning of mobbing.

Mobbing can be understood as a type of bullying or harassment that occurs when a group of individuals consistently and systematically targets a specific individual with negative and harmful behavior. These behaviors can manifest as verbal abuse, social isolation, and even physical violence. Many recent studies have focused on mobbing, also called workplace bullying, shed light and revealed that mobbing is an aggressive, repetitive and group-oriented behavior pattern that results in the targeted individual being humiliated, excluded and attacked in the work environment (Tengilimoğlu et al., 2019).

The definitions in the literature clearly reveal that mobbing is not an isolated incident, but rather a continuous form of mistreatment. Therefore, the consequences experienced by the victim can be severe, including emotional distress, physical health problems, and work-related problems (Smith, 2023). It is the duty of companies to take proactive measures to combat mobbing and provide support to victims. By creating a safer and more respectful work environment, organizations can effectively reduce the harmful impact of mobbing on individuals and the overall functioning of the company. A comprehensive understanding of the concept of mobbing is crucial to identifying and addressing this problem in the workplace, thus playing a crucial role in its prevention (Jones, 2022).

Mobbing in the Health Sector

Mobbing constitutes an important risk factor in various professional fields, its prevalence is especially evident in the health sector (Kılıç et al., 2016). The unique characteristics of the healthcare sector, characterized by long working hours, harsh working conditions and lack of recreational opportunities, increase occupational hazards more than other professions. Healthcare institutions often witness numerous cases of verbal or physical aggression directed at healthcare professionals by patients, relatives or other individuals. Increasing mobbing cases in healthcare institutions can be attributed to multifaceted factors such as difficult working conditions, discriminatory practices among patients, high patient load, pricing problems, difficult shift schedules, and restrictions on devoting time to family and social pursuits in line with the busy working environment (Yiğitbaş and Deveci, 2011).

Consistently highlight the susceptibility of personnel in the healthcare sector to be exposed to mobbing, and nurses emerge as the most vulnerable group in this professional field. Nurses, who are the first and most frequently encountered healthcare professionals by patients, face a high risk of mobbing. Various factors that contribute to nurses' exposure to mobbing include factors that increase their vulnerability, such as not being compensated for their services, violation of their rights by other healthcare professionals, especially head nurses, being assigned to departments different from their designated roles, and constant interaction with patients (Karahan and Yılmaz, 2014).

There is a significant correlation between the prevalence of mobbing and the density of women in health institutions (Eroğlu and Solmaz, 2015). The consequences of working in environments characterized by high rates of mobbing are manifested in increased stress levels among nurses, resulting in a decrease in both their physical and psychological well-being. As a result, the capacity of nurses to fulfill their professional obligations decreases, which leads to a decrease in productivity and deterioration of institutional functioning (Arıcan, 2022).

Mobbing, a common problem in the healthcare sector, represents a challenging occupational, health and safety issue. The repercussions go beyond the victim and affect the broader social fabric. Proactive measures need to be taken to reduce the prevalence of mobbing; The most important of these is organizing comprehensive training and seminars for healthcare professionals. These initiatives should focus on equipping staff with skills such as problem and conflict resolution, stress management, anger management, and workplace violence prevention strategies (Karsavuran, 2014).

Business Motivation

The concept of motivation is not a new development, but rather came to the fore in organizational contexts during the Industrial Revolution. In the early days of the Industrial Revolution, the important physiological needs of workers and their families attracted the attention of bosses and managers who were directed to meet these needs (Şimşek et al., 2011). Workforce motivation studies have long been a prominent focus at both practical and theoretical levels. While managers accept motivation as a very important factor in the performance equation, academics who study organizational performance also see it as a fundamental element for effective management practices. It has consistently served as a primary tool for addressing turnover intentions and enhancing organizational performance, commitment, and creativity (Zhu et al., 2018).

Motivation is a concept that has been approached and defined in various ways, but the commonality between these definitions is its impact on people's behavior and the way it energizes individuals. Motivation can be viewed through the lenses of needs or expectations, actions, goals, and feedback. It plays a crucial role in shaping human behavior and directing individuals to achieve goals (Darrington and Howell, 2011). The issue of motivation is of great importance in organizational contexts. Managers, in particular, have the responsibility to encourage high levels of motivation among their employees to create an effective and efficient work environment. If employees are not motivated to accomplish their assigned tasks, the effectiveness of management efforts may be compromised. Therefore, understanding and using motivation is becoming a central aspect of organizational leadership and performance optimization (Froese et al., 2019).

Method

Research Method

This study was prepared as a quantitative research. Quantitative research is a type of research that objectifies the facts and expresses them observably, measurably and numerically. Research that is repeatable and objectively revealed through observation and measurement is known as quantitative, that is, "numerical" research (Büyükoztürk et al., 2013). Relational screening model was used in the research. The use of the relational screening model in the research provides a special analytical framework for understanding the relationship between the mobbing events that nurses are exposed to and their motivations. The relational screening model is a statistical model used to determine the relationships between variables (Karasar, 2015).

Population and Sample

The population of this study consists of nurses working in public hospitals in TRNC. According to TRNC Ministry of Health data, the total number of nurses is determined as 861. Quota sampling method was used in sample selection. Quota sampling method is a sampling technique used to ensure that subgroups with certain characteristics are represented in a research. This method creates a sample by selecting individuals belonging to certain categories (quota) in the population. These categories can often be based on demographic, socioeconomic or other specific characteristics (Büyükoztürk et al., 2013). In this context, 266 nurses were interviewed for the study.

Data Collection Tools

Research data was collected using a form containing personal information of the participants, a survey form containing the Mobbing Perception Scale and the Work Motivation Scale. This method aims to ask participants to provide both general information and specific information about mobbing perception and work motivation, which is the focus of the research.

Mobbing Scale

The Mobbing Scale is designed to evaluate individuals' relationships with their colleagues, exposure to physiological and psychological violence, work-related feedback efficiency, whether opinions are taken according to the individual's interests, and whether they are informed of changes at work. Evaluation is made on a 7 point scale from "Strongly agree 7" to "Strongly disagree 1". Higher scores, more mobbing while low scores indicate less exposure to mobbing behavior (Lalelioğlu et al., 2013). mobbing "Rotated Principal Component Analysis" technique was used to check the construct validity of the Scale. As a result of the analysis, 10 items were removed and the total number of items in the scale was reduced to 38. The Cronbach Alpha coefficient used to evaluate the reliability of the scale was calculated as 0.948.

Work Motivation Scale

Likert- type Work Motivation Scale developed by Engin and Çam (2016) aims to evaluate the work motivation level of nurses. Nurses receive a maximum of 75 points and a minimum of 25 points from the scale by giving "1" point for "strongly disagree", "2" points for "partially agree", and "3" points for "agree". High scores indicate high work motivation (Engin and Çam, 2016). Factor analysis was applied to evaluate the construct

validity of the scale. Although nine factor groups stand out, a single-factor structure was accepted as the most appropriate solution by considering the slope graph analysis and factor loadings. The Cronbach alpha reliability coefficient of the scale was found to be 0.855, which showed high internal consistency (Engin and Çam, 2016). The internal consistency of nurses' responses to the Mobbing and Work Motivation scales was examined with the Cronbach Alpha test and was calculated as 0.949 for the Mobbing Scale and 0.761 for the Work Motivation Scale. This reliability analysis indicates that both scales have strong internal consistency. The use of these scales is suitable for reliably approximating the results obtained.

Analysis of Data

In the study, (SPSS) 28.0 software was used for statistical analysis of the nurses' responses to the survey forms. Frequency analyzes were performed for the distribution of the socio -demographic characteristics of the participants , and descriptive statistics were shown for the Mobbing Scale and Mobbing Scale scores. Within the scope of normality tests of nurses' Mobbing and Work Motivation Scale scores, the Kolmogorov-Smirnov test was performed and it was determined that the nurses' Mobbing Scale and Mobbing Scale scores did not show a normal distribution.

the Mobbing and Work Motivation Scale scores of the nurses included in the research did not comply with the normal distribution, non-parametric tests were used in the research. Mann Whitney (MWU) is used to compare Mobbing and Work Motivation Scale scores according to nurses' gender and education level, and to compare Mobbing Scale and Mobbing Scale scores according to age group, income, unit they work in and professional seniority. Kruskal Wallis (KWH) test was applied.

the Mobbing and Work Motivation Scale scores of the nurses in the study were examined with the Spearman test, and the predictive power of the Mobbing Scale scores on the Work Motivation Scale scores was examined with multivariate regression analysis.

Findings

Demographic features

Table 1. Distribution of Socio -Demographic Characteristics of Nurses

	Dear)	Percentage (%)
Age		
18-26	48	18.05
27-35	50	18.80
36-44	99	37.22
45 years and above	69	25.94
Gender		
Male	68	25.56
Woman	198	74.44
Education status		
SML/ Associate Degree	28	10.53
Undergraduate/Graduate	238	89.47
Income		
Revenues are less than expenses	38	14.29
Revenues equal expenses	184	69.17
Income exceeds expenses	44	16.54
Unit		
Urgent	27	10,15
Surgical	57	21.43
Internal medicine	42	15.79
Pediatrics and children	37	13.91
Intensive care	61	22.93
Other	42	15.79
Year in Business		
5 years and below	70	26.32
6-11	46	17.29
12-17	65	24.44

18-23	44	16.54
24 years and above	41	15.41
Total	266	100.00

Table 3. shows the distribution of socio -demographic characteristics of the nurses participating in the study. According to Table 2, 18.05% of the nurses are 18-26 years old, 18.80% are 27-35 years old, 37.22% are 36-44 years old and 25.94% are 45 years old and over. In the age group, it was determined that 25.56% were male, 74.44% were female, 10.53% were SML/ associate degree graduates, and 89.47% were undergraduate/graduate graduates. 14.29% of the nurses have an income less than their expenses, 69.17% have an income equal to their expenses, 16.54% have an income more than their expenses, 10.15% have an emergency, 21.43% have a surgery, 15% have a surgery. 79% of them were working in internal medicine, 13.91% were working in pediatrics, 22.93% were working in intensive care and 15.79% were working in other units, 26.32% were working for 5 years or less, 17.29% were working in other units. It was determined that 6-11 years of professional seniority existed, 24.44% had 12-17 years of professional seniority, 16.54% had 18-23 years of professional seniority and 15.41% had 24 years or more of professional seniority.

Findings Regarding Scale Scores

Table 2. Average Scores for Scales

	n	Cover.	s	min	Max .
Work Motivation Scale	266	49	4.97	40	65
Relationship with coworkers	266	2.68	1.02	one	4.88
Threat-harassment title	266	2.12	1.17	one	4.71
Work and career-related obstacles	266	3	0.99	1.25	4.88
Interventions in private life	266	2.63	1.21	one	7
work commitment	266	3.92	1.33	one	7

As a result of the analysis, the general average of the work motivation scale was determined as 4.97. The standard deviation was found to be 0.49, the minimum value was 4, and the maximum value was 5.65. Additionally, when focusing on the subscales of the scale, it is seen that the "Work Engagement" subscale has the highest mean (average: 3.92). Other sub-dimensions, " Relationships with Colleagues," "Threats-Harassment," "Interferences with Work and Career," and "Interferences with Private Life" also have averages of 2.68, 2.12, 3, and 2.63, respectively. These statistics provide an overview of employees' work motivation and the various factors that influence this motivation. In particular, high averages for job engagement indicate that employees feel a strong commitment to their jobs.

The Relationship Between Mobbing and Work Motivation

H1 : There is a relationship between nurses' mobbing perceptions and work motivation .

H0 : There is no relationship between nurses' mobbing perceptions and work motivation.

Table 8. Correlations between Nurses' Mobbing and Work Motivation Scale Scores

Mobbing Scale	Work Motivation Scale
	r -0.445
Relationship with coworkers	p 0.000*
	N 266
	r -0.411
Threat-harassment title	p 0.000*
	N 266
	r -0.510
Work and career-related obstacles	p 0.000*
	N 266
	r -0.294
Interventions in private life	p 0.000*
	N 266

	r	0.330
work commitment	p	0.000*
	N	266

the Mobbing Scale of the nurses included in the study , Relationship with Colleagues, Threat-harassment title, Work and career-related inhibitions, and Interventions in private life subscale scores, and the Work Motivation Scale scores ($p \leq 0, 05$). If the scores of nurses on the Mobbing Scale's Relationship with Colleagues, Threat-harassment title, Work and career-related interferences, and Interventions in private life subscales increase, their Work Motivation Scale scores decrease.

A statistically significant and positive correlation was determined between the nurses' Mobbing Scale and Work Engagement subscale scores and their Work Motivation Scale scores ($p \leq 0.05$). As nurses' Mobbing Scale and Work Engagement subscale scores increase, their Work Motivation Scale scores also increase.

The Effect of Mobbing on Work Motivation

H2 : Nurses' mobbing perceptions have an effect on work motivation .

H0 : Nurses' mobbing perceptions have no effect on work motivation.

Table 9. Examining the Prediction of Nurses' Mobbing Scale Scores on their Work Motivation Scale Scores (Regression Analysis)

	std . Be . B.	std . S.H.	std . Beta	t	p	F p	R2 - FlatR ²
(Still)	56.94	1.63		34,936	0.000*		
Relationship with coworkers	-1.62	0.45	-0.33	-3.625	0.000*		
Threat-harassment title	0.17	0.41	0.04	0.415	0.679	26,827	0.340
Work and career-related obstacles	-1.86	0.31	-0.37	-6.008	0.000*	0.000*	0.328
Interventions in private life	0.12	0.29	0.03	0.435	0.664		
work commitment	0.33	0.22	0.09	1,542	0.124		

* $p \leq 0.05$

Mobbing of Nurses The scores they received from the subscales Relationship with colleagues ($\beta = -0.33; p \leq 0.05$) and Work and career-related inhibitions ($\beta = -0.37; p \leq 0.05$) subscales were found to be related to their Work Motivation Scale scores. statistically significant and negatively predicted has been observed.

The Threat-harassment heading in the Mobbing Scale of the nurses participating in the study ($\beta = 0.04; p > 0.05$), Interventions in private life ($\beta = 0.03; p > 0.05$) and Work commitment ($\beta = 0.09$; It was determined that the scores they received from the subscales ($p > 0.05$) did not predict the Work Motivation Scale scores at a statistically significant level.

Conclusion and Recommendations

the Mobbing Scale of the nurses included in the study and their Work Motivation Scale scores. The increase in the scores that nurses receive from these subscales under the Mobbing Scale shows that their Work Motivation Scale scores decrease. Additionally, a positive and statistically significant correlation was determined between nurses' Work Engagement subscale scores under the Mobbing Scale and their Work Motivation Scale scores. As nurses' Work Engagement subscale scores under the Mobbing Scale increase, their Work Motivation Scale scores also increase. It was observed that the scores of the nurses participating in the study from the Relationship with Colleagues and Work and Career-related Inhibitions subscales under the Mobbing Scale negatively and significantly predicted the Work Motivation Scale scores . However, no significant effect of the scores obtained from the Threat-harassment, Interventions in Private Life and Work Engagement subscales was detected in predicting the Work Motivation Scale scores.

that the mobbing that nurses are exposed to may negatively affect their work motivation, and especially obstacles related to relationships with colleagues and work career may be determining factors in this relationship. At the end of the research, the following recommendations were developed:

- It has been observed that obstacles related to relationships with colleagues and business career negatively affect work motivation. In this context, it is important to encourage healthy communication among employees and minimize career obstacles by organizing training and awareness programs to prevent mobbing within the company.
- Considering the positive relationship between job engagement and work motivation, programs can be developed within the company to increase employees' commitment to their jobs. These programs may

focus on encouraging teamwork, strengthening employees' commitment to their jobs, and increasing their motivation.

- An effective mechanism should be established to monitor and resolve mobbing situations within the company . By establishing a system where employees can anonymously report mobbing situations, problems can be responded to quickly and effectively.
- In order to reduce work and career-related obstacles, programs that reward performance and support career development can be organized for employees within the company. These programs can strengthen employees' motivation and commitment to work.

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