




The topic today

1. Current social situation of workplace bullying in Japan
2. Prevalence and risk groups of workplace bullying
3. Consequences of workplace bullying

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What do you imagine when you hear of Japan?








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Workplace bullying

- It is called..
 - **Mobbing** (Leymann, 1990), **Bullying** (Einarsen & Skogstad, 1996; Rayner, 1997; Vartia, 1996), **Emotional abuse** (Keashly, 1998), **Victimisation** (Einarsen & Raknes, 1997), **Moral Harassment** (Hirigoyen, 1998), **Spitting** (Crawford, 1998) etc.
- We call it.
 - **Ijime**
 - **Power Harassment at work** (Okada, 2002): "the abuse of authority"
 - Typical examples of power harassment include:
 1. being scolded in front of other colleagues, rebuked in a loud voice
 2. neglect
 3. false evaluation and demotion.

Leymann. Eur J Work Organ Psychol. 1996.
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What is typical bullying (power harassment at work) behavior in Japan?

1. Physical aggression
2. Psychological aggression
3. Delinking from human relationship
4. Too much demands
5. Too small demands
6. Trespass on private

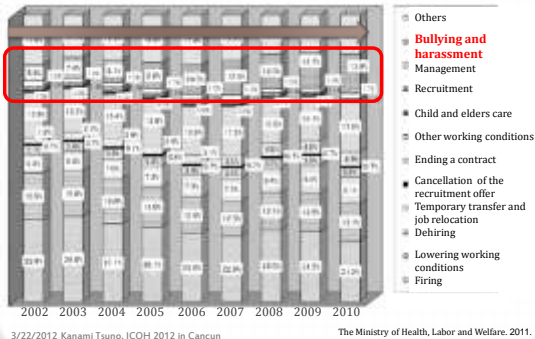
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Worker compensation due to bullying at work

- Tokyo District Court judged that the man's depression and suicide were caused by his superior's bullying, and accepted it as a **worker compensation** for the first time in October 2007
- In 2009, The guideline about worker compensation relating mental diseases was updated.
 - "having experienced awful bullying, verbal abuse, or violence" was added to the stressor lists of this guideline.

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ICOH 2012 in Cancun The Ministry of Health, Labor and Welfare. 2009.4.6.
<http://www.mhlw.go.jp/houdou/2009/04/h0406-2.html>

The number of work-related complaints



2. Prevalence of workplace bullying in Japan



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Definition of Workplace Bullying

- "Harassing, offending, socially excluding someone or negatively affecting someone's work task. In order for the label bullying (or mobbing) to be applied to a particular activity, interaction or process it has to occur repeatedly and regularly (e.g. weekly) and over a period of time (e.g. about six months). . . . Bullying is an escalating process in the course of which the person confronted ends up in an inferior position and becomes the target of systematic negative social acts."
- "A conflict cannot be called bullying if the incident is an isolated event or if two parties of approximately equal "strength" are in conflict." (Einarsen et al., 2003)

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How to measure it

1. One question with definition
2. One question without definition
3. Using questionnaire such as NAQ-R, IVAPT-PANDO etc



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One question with definition

- A single item from the NAQ-R were used.
 - The definition of bullying: "We define bullying as a situation where one or several individuals persistently over a period of time perceive themselves to be on the receiving end of negative acts from one or several persons, in a situation where the target of bullying has difficulty in defending him or herself against these acts. We will not refer to a one-off incident as bullying."
- Response categories are: "No," "Yes, but only rarely," "Yes, now and then," "Yes, several times a week," and "Yes, almost daily."
- Those who answered "yes" to this question were categorized as victims of bullying at work as well as previous studies (Einarsen et al., 1996; Nielsen et al., 2009).
- Victims: 5.9%

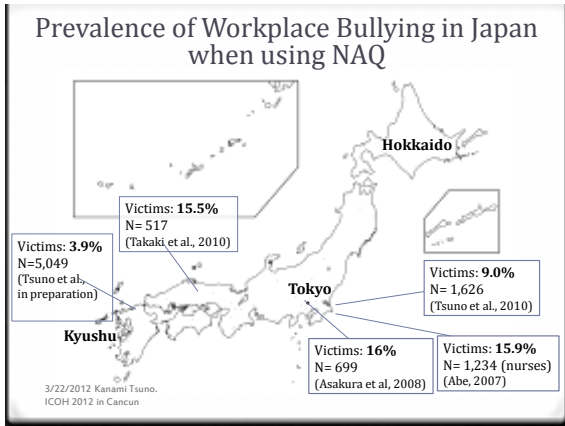
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Tsuno et al., J Occup Health. 2010;52(4):216-226.

One question without definition

- "Do you bullied at your workplace? (including power harassment and sexual harassment)"
- Yes or No
 - A cross-sectional questionnaire survey
 - November 2010 to February 2011
 - Participants: nationally representative community-based sample of 5,000 residents in Japan aged 20-60 years
 - 1,546 respondents were analyzed
- Victims: 6.1%
- Witnesses: 14.8%

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Percentage of endorsed items on the NAQ-R among civil servants in Japan (N = 1,626)

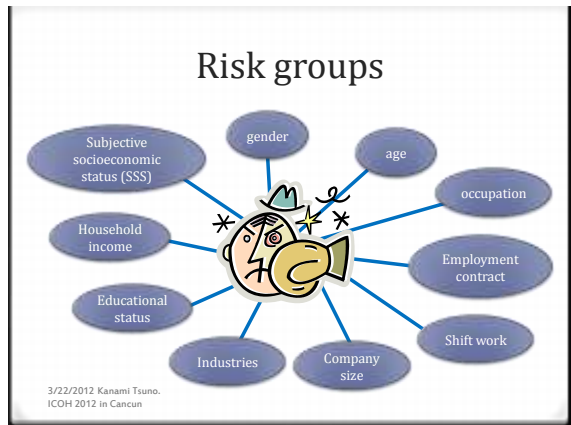
During the last 6 months, how often have you been subjected to the following negative acts in the workplace?

Item	Weekly/daily (%)
1) Someone withholding information which affects your performance	3.0
3) Being ordered to do work below your level of competence	2.4
18) Excessive monitoring of your work	2.1
2) Being humiliated or ridiculed in connection with your work	1.9
12) Being ignored or facing a hostile reaction when you approach	1.7
14) Having your opinions and views ignored	1.6
5) Spreading of gossip and rumors about you	1.5
21) Being exposed to an unmanageable workload	1.5
7) Having insulting or offensive remarks made about your person (i.e. habits and background), your attitudes or your private life	1.4
6) Being ignored, excluded or being 'sent to Coventry'	1.3
4) Having key areas of responsibility removed or replaced with more trivial or unpleasant tasks	1.2
8) Being shouted at or being the target of spontaneous anger (or rage)	1.1
13) Persistent criticism of your work and effort	1.0
16) Being given tasks with unreasonable or impossible targets or deadlines	1.0

Who was the bully? How long has he/she being bullied?

- Bully**
 - Supervisor(s) (75.0%) > co-worker(s) (40.6%) > subordinate(s) (9.4%)
 - Only men (43.4%) > only women (38.0%) > both (18.6%)
 - One person (51.2%) > 2-4 (41.5%) > more than five (7.3%)
 - Average: 2.4 (±3.0)
- Duration**
 - average: 44.2 (±70.2) months
 - Over 2 years: N=52 (31.0%)

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The prevalence and odds ratio for bullied at work by educational and social status among representative samples of Japanese employees (N = 1,546)

	n (victims)	n (all)	Prevalence (%)	Model 1 (95%CI)	Model 2 (95%CI)
Subjective socioeconomic status (SSS)					
Upper/Upper middle	7	227	3.1	1.00	1.00
Middle	30	733	4.1	1.30 (0.56 to 3.02)	1.48 (0.60 to 3.62)
Lower middle	41	461	8.9	2.92 (1.28 to 6.67)*	3.43 (1.34 to 8.75)*
Lower	16	125	12.8	4.21 (1.66 to 10.67)**	4.54 (0.58 to 13.03)**
			p < 0.001	p < 0.001	p = 0.002
Education					
University/Graduate school graduate	23	431	5.3	1.00	1.00
Vocational school/Junior college/Two-year college graduate	33	424	7.8	1.55 (0.87 to 2.76)	1.40 (0.77 to 2.56)
High school graduate	30	611	4.9	1.02 (0.58 to 1.81)	0.91 (0.48 to 1.70)
Junior high school graduate	8	80	10.0	2.45 (1.03 to 5.85)*	1.97 (0.73 to 5.29)
			p = 0.109	p = 0.081	p = 0.192
Household income (yen per year)					
>9.99 million	6	157	3.8	1.00	1.00
7.5-9.99 million	18	250	7.2	1.91 (0.74 to 4.95)	1.73 (0.64 to 4.68)
5.0-7.49 million	13	416	3.1	0.84 (0.31 to 2.27)	0.70 (0.24 to 2.02)
2.5-4.99 million	27	469	5.8	1.49 (0.60 to 3.70)	0.91 (0.33 to 2.54)
<2.5 million	18	126	14.3	4.13 (1.58 to 10.81)**	2.35 (0.78 to 7.04)
Unknown	12	128	9.4	2.22 (0.79 to 6.24)	1.45 (0.48 to 4.38)
			p < 0.001	p < 0.001	p = 0.017

* p<0.05 ** p<0.01
Model 1: gender and age adjusted.
Model 2: all variables were simultaneously entered in the model.

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3. Consequences of workplace bullying in Japan

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Previous Studies shows

- PTSD among victims
 - 76% have PTSD symptoms, and 29% met all DSM-IV-TR criteria for PTSD (Mikkelsen & Einarsen, 2002)
 - Concentrations of cortisol in the saliva were lower at awakening in bullied respondents (Hansen et al., 2006)
- Depressive symptoms (Niedhammer et al., 2006)
 - Victims: 8 times Odds Ratio(OR) after adjustment for demographic and occupational covariates, for both males and females
 - Observers of bullying: 3-4 times OR

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Methods

- Procedure
 - Cross-sectional study in March 2009
 - 6 civil servants office in the Kanto region
 - Response: 2,194 out of 4,072 (Response Rate, 46.7%)
Final number with no missing value: **1,589**
- Participants
 - Males (51%) > females
 - Mean age (SD): 43.0 (9.7) for males, 41.9 (10.5) for females
 - Males:
 - White collars (65%) > Blue collars (17%) > managers (10%) > Welfare service workers (3%)
 - Females:
 - Welfare service workers (48%) > White collars (30%) > Blue collars (12%)>managers (3%)

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Methods (cont'd)

- Measurements
 - Workplace bullying – 22 items - the Negative Acts Questionnaire-Revised (NAQ-R) (Einarsen & Hoel, 2001; Nielsen et al., 2009; Tsuno et al., 2010)
 - Psychological distress – 6 items - K6 (Furukawa et al., 2008; Kessler et al., 2002)
 - PTSD symptoms – 22 items - Impact of Event Scale-Revised (IES-R) (Weiss & Marmar, 1997)
 - Work performance – 1 item - WHO Health and Work Performance Questionnaire (HPQ)
- Covariates
 - Demographic variables: sex, age, education, marital status, and chronic diseases
 - Occupational variables: occupational status, employment form, working form, and overtime in the past month
 - Total worksite social support - 6 items - JCQ (Karasek, 1985; Kawakami et al., 1995)

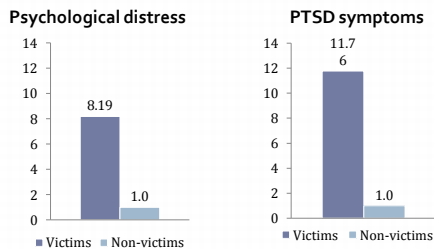
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Odds Ratio of psychological distress and PTSD symptoms with the group exposed to workplace bullying, using non-exposed group as the reference

Exposure to bullying (n):	# of case (%)	Crude	Demographic adjusted §	Demographic and occupational adjusted #	Fully adjusted **
Psychological distress (K6 >=10)					
No (1,429)	149 (10.4)	1.00	1.00	1.00	1.00
Yes (160)	79 (49.4)	8.38 (5.89-11.93)	8.08 (5.65-11.54)	8.19 (5.66-11.83)	5.39 (3.64-7.97)
PTSD symptoms (IES-R >=25)					
No (1,429)	134 (9.4)	1.00	1.00	1.00	1.00
Yes (160)	90 (56.3)	12.43 (8.67-17.80)	12.27 (8.54-17.62)	11.76 (8.15-16.97)	8.09 (5.49-11.91)

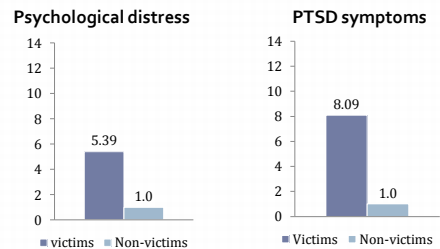
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Odds Ratio of psychological distress and PTSD symptoms with the group exposed to workplace bullying



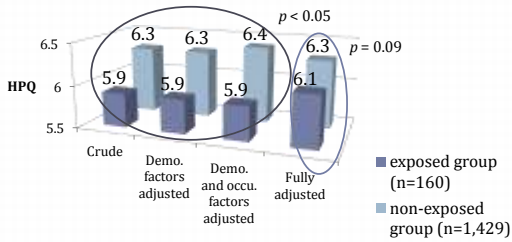
※Adjusted for sex, age, education, marital status, chronic diseases, occupational status, employment form, working form, and overtime in the past month.
※p<.001

When additionally adjusted for worksite social support



※Adjusted for sex, age, education, marital status, chronic diseases, occupational status, employment form, working form, overtime in the past month, and total worksite social support.
※p<.001

Workplace bullying and work performance



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Conclusions

- Prevalence of workplace bullying in Japan has relatively higher than other countries (e.g., Norway or Denmark), when using NAQ(-R) and same definition.
- Social status may associate with workplace bullying among Japanese employees.
- Workplace bullying may be a strong risk factor for psychological distress and PTSD symptoms and associated with low work performance among Japanese workers in the public sector.

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Thank you!

I will have a presentation at the [8th International Conference on Workplace Bullying and Harassment in Copenhagen in June 2012](#).

About "The buffering effects of resilience and worksite social support for the association between workplace bullying and psychological distress"

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