

Abstract

Original Article

Mobbing against Nurses in Turkey: How Does it Affect Job Satisfaction?

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Abstract

Aim: This study was conducted to investigate nurses' exposure to mobbing, its effects on job satisfaction and job quitting.

Methods: This descriptive study was done in a university hospital with 446 nurses who agreed to participate in the study. Data were collected through questionnaire including questions related with demographic characteristics of the nurses, and through the scales of job satisfaction and tendency to quit job.

Results: It was found that 31.8% of the nurses were exposed to mobbing. Those who work as clinic nurses in intensive care units, and those who have served for 5-9 years, suffered greater mobbing. The majority of the nurses stated that mobbing has been inflicted by their administrators. It was found that job satisfaction of the nurses who have been victims of mobbing was low and their tendency to quit job was high. Of the nurses 61.9% stated that mobbing negatively affected their health and that they experienced mostly discomfort, tension, fatigue, headache, sleep disturbances.

Conclusion: It was determined that mobbing negatively affected nurses' health, not only reducing their job satisfaction but also increasing their tendency to quit their jobs.

Key Words: Mobbing, Nursing, Turkey, Job Satisfaction, Tendency to Quit Job