

Workplace Bullying Project Presentation Executive Summary

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Slide numbers

- 7 - Response rate=34% (1,185 surveys). Reg. employees=1,592, Student employees=1,868
- **8-17 - Demographics: Gender** (67% Female, 33% Male); **Ethnicity** (91% Caucasian, 3% African American, 1% Hispanic/Latino, 2% Other, 3% not reporting); **Age** (7% under 20, 26% 20-29, 16% 30-39, 18% 40-49, 25% 50-59, 8% over 60); **Division** (51% Academic Affairs, 12% Finance & Administration, 5% Info & Tech Svcs, 2% Institutional Diversity, 1% Division of the President, 18% Student Affairs, 6% University Advancement, 1% Strategic Ed Bus & Reg Partnerships, 4% Don't know); **Position** (21% Front line staff, 4% 1st-line supervisor, 5% Mid-level manager, 6% Director/Department Head/Dean, <1% Executive, 28% Faculty, 2% Academic Department Chair, 9% Grad Assistant/Teaching Assistant, 21% Student Employee, 4% Other). **Tenure on job** (15% < 6 mo, 6% < 1 yr, 35% 1-5 yrs, 13% 6-10 yrs, 6% 11-15 yrs, 9% 16-20 yrs, 6% 20-25 yrs, 10% > 25 yrs), **Bargaining unit** (32% IFO, 19% AFSCME, 11% MSUAASF, 4% MAPE, 2% Excl Admin, 2% MMA, 1% Commissioners Plan, <1% Managerial Plan, <1% MGEC, 29% Not listed)
- **18-20** - 75% Satisfied/19% Dissatisfied with current job; 63% currently Satisfied/23% Dissat with university
- **21** – strong agreement workplace is civil e.g., people help, cooperate, treat each other with respect, differences and disputes handled fairly, discrimination not tolerated, trust between mgmt and employees.
- **23** - Key definitions: **Workplace Aggression:** Isolated or occasional acts of “negative” workplace behavior; **Workplace Bullying:** Persistent, enduring, and patterned forms of “negative” workplace behavior.
- **24-25** – 55% report experienced negative behaviors at work; 84% of those responding to behavioral checklist experienced aggression/bullying (68% of survey sample).
- **26-30** - Four Dimensions of Aggression/Bullying. (1) **Obstructional and Marginalizing Behavior:** "Silent treatment," Others delay action on important matters, target of rumors or gossip, others fail to give you info that you need, Others refuse your requests for assistance, Attempts made to turn others against you, Had your views/contributions ignored, Had co-workers fail to defend your plans/ideas, Others consistently fail to return phone calls, memos, email, Been lied to, Excluded from work-related social gatherings. (2) **Rude, Disrespectful, Hostile, and Humiliating Behavior:** Reprimanded or "put down" in front of others, Treated in a rude/disrespectful manner, Subjected to insults/temper tantrums, Yelled at/shouted at in a hostile manner, Subjected to excessively harsh criticism about your work, Had someone flaunt status/treat you in a condescending manner, Prevented from expressing yourself, Subjected to negative comments about your intelligence/competence, Been glared at in a hostile manner. (3) **Work-related Behavior:** Denied a raise or promotion without being given a valid reason, Given little or no feedback about your performance, Given unreasonable workloads/deadlines-more than others, Not given the praise for which you felt entitled, Had someone else take credit for your work/ideas. (4) **Insults/Personal Attacks:** Subjected to derogatory name calling, Subjected to obscene or hostile gestures.
- **31** - **Top-10 aggressive behaviors reported:** Rude/disrespectful treatment, delay actions, not given praise, fails to give info, lied to, given little feedback, glared at, contributions ignored, silent treatment, flaunt status.
- **32-33** – Other aggression mentioned in open-ended comments: **Obstructional & Marginalizing Behavior:** Being ignored, Opposing views not tolerated, Reverse “sexism,” intolerance for religious beliefs, Racial jokes, Jokes/comments of sexual nature. **Rude, Disrespectful, Hostile, and Humiliating:** Lack of respect, treated like child, 2nd class citizen, treated as stupid, public “put-downs.” **Work-related:** Work-related punishment (e.g., refusal to change work schedule, removal of authority), Withholding needed info, Nepotism in hiring. **Insults and Personal Attacks:** Name calling, Threats to harm (jeopardize tenure, threatened funding for non-compliance, use of physical size to intimidate, student threat).
- **34-35** - 67 cases of racial prejudice, 39 cases of sexual harassment & 23 cases of violence reported on survey.
- **36** - In responses to negative behavior: 64 respondents filed a formal complaint/grievance, 232 confronted the aggressor, and 261 reported the experiences to a superior or union official.
- **37**-Five Most Effective University Units Approached for Help (in descending order of effectiveness): LGBT, EAP, Women’s Center, Direct supervisor, Dept. Chair, Five Most Frequently Used University Resources (in descending order of use): Direct Supervisor, Chair, Union Representative, HR, Affirmative Action Office.
- **38-40** - Formal definition of bullying provided in the survey: “all those repeated actions and practices that are directed to one or more workers, which are unwanted by the victim, which may be done deliberately or unconsciously, cause humiliation, offense, and distress, and that may interfere with job performance and/or cause an unpleasant working environment.” Based on this definition, 41% of respondents reported witnessing bullying and 32% reported experiencing such behavior. Overall, 45% report some experience as a victim or witness.

- **42** - Witnessing Bullying by division (in descending order of experience): 50% Academic Affairs, 19% Student Affairs, 14% Fin & Administration, 6% University Advancement, 2% Division of the President, 5% Info& Tech Services, 1% Institutional Diversity, 1% Strat. ED, BU & Reg Part, 3% Don't know
- **43** - Percentage of respondents witnessing by position: 32% Faculty, 27% front-line staff, 9% student employees and director/department head/dean, and other positions varied between 2-5%.
- **44** - witnessing by bargaining unit: 37% IFO, 25% AFSCME, 14% MSUAASF, other units <4%.
- **45** - 94.8% of those witnessing bullying report more than one incident. 50.3% have seen several incidents. Overall, 41% of respondents answering this question have witnessed bullying (412 out of 1006).
- **46-47** - 69.2% of victims & 56% of bullies are females; women tend to be bullied by other women; men more likely to be bullied by other men; 91.9% of victims and 93.1% of bullies are White.
- **48** - 44.3% of bullies held hierarchical positions to victims; 40% of bullies were coworkers/colleagues
- **49** - Length of bullying witnessed: 34% more than 3 years; 8% 2-3 years; 14% 1-2 years; 27% <1 year.
- **50** - 99% of those who witness report being bothered by incidents; 64% report being bothered a great deal.
- **51** - Witnessing negatively affects emotional & physical health, feel more dissatisfied, more fearful, more stressed, less committed to institution, and more likely to transfer to another unit or leave the university.
- **52** - Five Most Effective Responses when witness (in descending order of effectiveness): talk to victim about what happening, helped them talk to each other, went with victim to report, advised victim to avoid bully, talk to family/friends. Five Most Frequently reported responses (in descending order of use): talk to coworkers; talk to victim re what happening; talk to family/friends; not know what to do; advise victim to report incident.
- **55** - 43% bullied by one person; 30% by 2, 14% by 3; 13% by 4 or more; 57.5% bullied by more than one person.
- **56-57** - 71.3% of victims & 61.4% of bullies were women; Women more likely bullied by women; men equally likely bullied by both men and women; 95.1% victims & 96.3% bullies are white.
- **58** - Equally likely to be bullied by coworkers/colleagues (42.4%) or higher-ups (43%)
- **59** - Higher rates of being bullied in ages 40-49 (27%) and 50-59 (37%); over-represented in these categories
- **60** - Tenure on job: Highest rates are 1-5 years and 6-10 yrs. Comparing rates to survey sample – those with six or more years on the job are over-represented in the “bullied” group. Particularly true for 6-10 years.
- **61** - Being Bullied by division (in descending order of experience): 51% Academic Affairs, 18% Student Affairs, 13% Fin & Administration, 6% University Advancement, 2% Division of the President, 5% Info& Tech Services, 1% Institutional Diversity, 1% Strat. ED, BU & Reg Part, 3% Don't know
- **62** - Respondents bullied by position: 36% Faculty, 30% front-line staff, 10% student employees & grad students; 10% director/department head/dean, and other positions varied between 1-5%.
- **63** – respondents bullied by bargaining unit: 39% IFO, 27% AFSCME, 15% MSUAASF, other units <4%.
- **64** - Length of bullying: 35% more than 3 years; 16% 2-3 years; 20% 1-2 years; 30% less than 1 year.
- **65** - 99% of those who report were being bothered by incidents; 62% report being bothered a great deal.
- **66 – 68** Those who were bullied missed work (31.5%); felt worthless (63.5%), bad about self (20.3%), helpless (89%); thought about quitting (65%); thought about getting revenge (49%); negative effects on emotional & physical health, feel more dissatisfied, more fearful, more stressed, less committed to institution, and more likely to transfer to another unit or leave the university.
- **69** - Five Most Effective Responses when bullied (in descending order of effectiveness): ask for transfer; talk with family/friends; asked colleagues for help; avoided bully; talked with coworkers; Five Most Frequently Reported Responses when bullied (in descending order of use): talk to coworkers; talk to family/friends; stayed calm; avoided the bully, told supervisor, mgr, chair, dean.
- **71** - Workplace Environment policy: effectiveness of communication: 49% strongly agree/agree; 18% neutral; 33% disagree/strongly disagree; effectiveness of enforcement 50% strongly agree/agree; 10% neutral; 40% disagree/strongly disagree
- **72** - 41% disagree that policies are effective at preventing workplace aggression overall; 46% believe people can get away with being hostile or aggressive at MSU; Policies/procedures viewed as less effective for nonphysical than physical aggression: 55% say consequences for physical vs 41% consequences for nonphysical; 28% agree preventing nonphysical vs physical (43%) and addressing nonphysical (44%) vs physical (62%)
- **73** - Key action points: majority exposed to hostility; comes from faculty/staff; vertical and horizontal aggression; longstanding exposure to bullying present; observing hurts witnesses; informal actions have limited impact; formal procedures useful but not used; formal policies/procedures perceived as less useful for nonphysical aggression.
- **74** - Next steps; talking with campus community re data; identify ways to act on data; integrate data to formulate report with findings and recommendations; feedback from community on report and future actions.