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MOBBING IN PROFESSIONAL ENVIRONMENT

Abstract. *The article is devoted to the analysis of the causes, manifestations and consequences of mobbing as a form of psychological violence in professional environment. Due to the large amount of literature and media covering this topic in Europe, the problem of workplace mobbing has begun to be discussed as well, but the study of this problem is not receiving enough attention, so victims of mobbing have to rely more on themselves. Nowadays, scientific works on this problem are of a general nature, the theoretical and methodological foundations of this phenomenon, its causes and consequences are not well researched in Ukraine. The article analyzes the causes, manifestations and consequences of mobbing as a form of psychological violence in the workplace, highlights its main characteristics, highlights the essential signs of mobbing. Logical and semantic; method of generalization; structural and functional method were used to study of this problem. The individual-psychological features of mobbing targets and mobsters, the connection between mobbing at work and personality disorder have been singled out. It has been stated that in Ukraine it is necessary to study and use the experience of European countries on counteracting mobbing at work in order to improve working conditions, create a comfortable psychological atmosphere, prevention of professional burnout and protection of the professional dignity of the employee.*

Keywords: *mobbing, professional environment, mobber, psychological disorders.*

Problem's statement. Problems of mobbing have always been known. But in recent decades, they have become especially widespread. It is associated with intensive processes of stratification of society, the formation of office and business companies, where the dominant role is given to their sole management, as well as with the growth of professional and competitive level of control and responsibility for the violation of everyone's rights to self-expression, self-fulfillment and respect for their own dignity.

Mobbing (bullying at work) refers to a form of psychological harassment that occurs in the workplace, in which the victim must be systematically and continuously persecuted for a long period. The relevance of their study and prevention as a psychological phenomenon is conditioned both by the scale of the spread and by the consequences that they cause. This is what determines the main purpose of our analysis in the article proposed for discussion.

Analysis of recent researches and publications. Due to the large amount of literature and the media covering this topic in Europe, the problem of workplace mobbing is beginning to be discussed in Ukraine as well. In Europe psychologists deal with this problem, whole clinics specialize in the treatment of victims of mobbing, special counseling centers help to emerge from crisis states, dozens of mobile sites are being created on the Internet where you can find support. In Ukraine, the study of this problem is not given enough attention and the victims of mobbing mostly have to rely on themselves. However, professional psychologists have started appearing in Ukraine recently and are offering their trainees suggestions for solving this problem.

Research on psychological violence, harassment, mobbing and workplace bullying is devoted to a number research of foreign and native specialists, among them Lorenz, Leymann, Bazarov, Skavitin, Soloviev, Agafonova, Recosh, Dotsenko, Druzhilov and others. In native scientific theory and practice, the problem of mobbing is still quite new, while abroad for several decades, mobbing has been the subject of scientific research Brodsky, Waniorek, Waniorek (1994), Leymann (1996), and others. In native science, the essence, features, causes, consequences of mobbing in labor collectives and in the professional environment researched Kolyada (2010), Sorokoy (2013), Leshchuk (2016).

The purpose of the research. Therefore, the purpose of this article is to consider the problem of mobbing in professional environment, namely its essence, consequences and outlining possible ways of overcoming it.

Methods and methodical instrumentation of the research: *logical and semantic* which allowed to carry out in-depth study of the conceptual apparatus; *method of generalization* - to form, on the basis of positions and opinions already existing in the special literature, suggestions on determining the place and role of mobbing as a negative social phenomenon in work and school teams; *structural and functional* method enabled a comprehensive study of this problem.

The results of the research and their discussion. Mobbing is global and mass phenomena. Today, scientific work on this subject is of a general nature, theoretical and methodological bases of this have not been investigated phenomena, its causes and consequences. These circumstances are of particular scientific interest and need to be understood as the very phenomenon in its essential characteristics and possible adequate pathways overcoming.

Scientific analysis is proposed to begin with the disclosure of the essence and content of the concept as "mobbing". In the modern sense, the term was first used Leymann (1990). Psychologist and medical scientist, Leymann for the first time In 1980, he conducted research into aggression and psychological pressure at workplaces in Sweden, called this phenomenon - mobbing, and characterized as "psychological terror", which includes "systematically repeated hostile and unethical attitudes of one or several people directed against another person" (Leymann, 1990).

Davenport defines the essence of the concept of "mobbing" as a collective psychological terror, harassment against employees by their colleagues, subordinates, or superiors, for the purpose of coercing him / her to leave the place of work (Davenport et al, 1999). Vaniorek believes that mobbing is a regular and deliberate harm to people at work, which can cause great physical and mental harm (Waniorek, 1994). Mobbing is a generic term that describes several options for psychological harassment, emotional abuse in the workplace, or school staff. Vertical mobbing is distinguished when a team goes to war against a boss or a boss survives an employee he dislikes (bossing - from an English "boss"). Horizontal involves hiring a team of one of the employees. This kind of mobbing most closely reflects the meaning of the term itself, which comes from the English mob "crowd". Moreover, there is bullying (from the English bullying - "bullying", a term used mostly in Britain): this word is often referred to as "self-indulgence". "Sandwich mobbing" is a simultaneous baiting both vertically and horizontally. Mobbing can be latent and open, individual and group. Chronic or self-regenerating - when, after surviving one colleague, the team takes on a new victim. The same may be the case of a "serial beller-killer" who chooses a victim for a victim. They are mainly interested in the process and not in the result of the dismissal of a colleague or a subordinate. Mobbing involves constant criticism of the employee, his social isolation within the team, the dissemination of deliberately false information, methodical and deliberate harassment by members of the team or the head (teachers), an unfair attitude that aims to force a person to change work or study. Mobbing in the professional environment is spreading very fast. Typically, the development of this process is associated with poor levels of management, managerial inexperience in conflict resolution, and poor organization of work as a whole. In this case, victims of this phenomenon are usually personalities who stand out from other workers who have demonstrated reason or competence, education or creativity in their work. Sometimes management uses mobbing purposefully to get rid of unwanted employees.

The researchers highlight the following essential signs of mobbing:

1) regularity of negative actions and practices directed against one or more employees (insults, humiliation, isolation or ignoring of employee's achievements, scrupulous attitude towards the completed work, appointment of deadlines for realization of tasks, concealment of useful information, dissemination of slander and gossip deliberate destruction of a person's reputation, humiliation of political and / or religious beliefs, rarely physical violence or threat of its use);

2) the duration of the mobsters' aggressive behavior, which is perceived by the victim as hostile (from six months to several years);

3) the imbalance of power between the parties of mobbing: the "victim" is not able to defend himself and to resist the group of mobsters, which is why he is perceived by his attackers as a person in a hierarchically lower position and due to his psychological weakness deserves a negative attitude;

4) victimization / stigmatization of the "target" resulting in severe psychological trauma (Einarsen, Hoel, Zapf, Cooper 2004: 14).

It should be noted that mobbing aimed at one of the employees is accompanied by the creation of groups in the organization, connection to psychological pressure on the employee of other members of the organization.

Mobbing can be divided into three stages: 1) the first stage - open conflict in the team. At this stage there are groups with different points of view and a group that maintains neutrality; 2) the second stage - the participants in the confrontation begin to perceive the conflict as a disagreement between them and the individual who is assigned the role of "victim". The conflict itself, its essence loses its relevance and fades into the background. The cause of the aggressive action is not so much a controversial decision as the identity of the victim. All attention is paid to the fact that the "victim" does not "fit in" with the team. At this stage there is no longer a group that occupies a free neutral position, the tension in the team increases and needs to be released in one form or another. This can be both a formal action in the form of a complaint or a request to transfer a "victim" to another department, as well as directly psychological violence and group pressure to the "victim", resulting in the process of mobbing moves to the last, final stage when the action of the teams cross the last line of morality and official rules; 3) the third stage - all types of mobbing are applied, which lead to the object of mobbing to such consequences as: nervous breakdown, mental trauma, somatic diseases. Not only somatic disorders but also suicidal manifestations can result.

In the vast majority of economically developed countries, law prohibits mobbing. In the labor law of some European countries, the concept of "mobbing" has been enshrined in Poland, France and Sweden, and in some, it is seen as a manifestation of discrimination or a manifestation of psychological violence. In January 2002, France introduced an anti-mobbing law. In Canada, labor law and non-discrimination law prohibit workplace violence. In Malta, workplace violence is prohibited in labor and criminal law and non-discrimination legislation.

In Sweden, business executives have to organize their work to prevent and prevent psychological terror in the workplace. Mobbing penalties can range from fines or withdrawal of licenses to imprisonment. Moreover, in a number of countries, including Ireland, Germany, the United Kingdom, the employer is responsible for acts of violence by the employer for the acts of others - if the employer cannot prove that he was obstructing to commit an act of violence to this employee (Fischinger 2010: 166). In Finland, mobbing compensation is extended to third-party aggression unless the employer has taken the necessary steps to mitigate the risks. In Japan, the courts provide for the company to pay compensation to the families of workers who have committed suicide because of perceiving themselves as victims of workplace violence.

Conclusions and perspectives of further researches. The spread of mobbing in the workplace shows the defenselessness of the most vulnerable in the face of increased labor exploitation, declining social status and lack of social support. Mobbing is a clear result of material stratification, precarization and marginalization of a large part of Ukraine's population. And of course, we must treat the causes, not the consequences. However, with adequate legal mechanisms in place to counteract mobbing, one can hope to reduce the pressure on the employee. This will be facilitated by a "legal counteraction mechanism", not by the punitive pressure of law enforcement agencies, which stigmatizes the victims of mobbing as denunciators and justifies the need for violence against them instead of protecting professional honor and human dignity. The common conditions for the emergence of mobbing in a team are low levels of corporate culture and ineffective management: the prevalence of family or intimate relationships; availability of retirement age employees who are afraid of losing work; the presence of duplicate positions, blurred measures of responsibility and the limits of professional responsibility; indulging in intrigues and gossip; uneven workload between employees; lack of career opportunities; having a supercharger disassemble and use them as a tool of manipulative control.

Risk of mobbing targets include: extraordinary personalities; emotionally open simpletons; arrogant individualists; chronic complainants and petitioners; violators of corporate morality and unspoken rules; ambitious newcomers; beginners with the high level of professionalism they create competition in the team; executives who are inclined to favoritism and their "headphones"; employees who have experienced a sharp job increase or decrease; colleagues with whom you have to share the

work; "Don Juan" and "Messalina", which replay with the opposite article; pathological pranksters who lose their sense of measure; sensitive individuals with excessive sensitivity, reduced stress and frustration tolerance. Thus, of course, the effects of mobbing affect primarily the health and mental state of the person. Depending on the severity, frequency and duration of such exposure, and on how resistant a person is to him psychologically, a person can suffer from a number of disorders of psychological and physical nature. The effects of psychological pressure have a devastating effect not only on the victims of mobbing, but also on their families and the organizations in which they work.

Possible ways of overcoming are next: 1) separate the emotion from the reputational impact; 2) don't compromise your work. 3) have context; 4) know when to cut your losses; 5) move slowly vs. impulsively; 6) resist leaving an industry; 7) solicit referrals and endorsements from allies; 8) resist retaliating, no matter how tempting.

Relationships between employees suffer, there is a negative imprint on the human psyche, the level of productivity in the organization falls, because all the energy of the team is directed to the implementation of mobbing, and not to fulfill important daily tasks.

Ukraine needs to study and use the experience of European countries in combating work-related mobility in order to improve working conditions, create a comfortable psychological atmosphere, prevent professional burnout and protect professional dignity of the employee. *Prospects for further exploration in this direction.* Among the promising areas for further research on this issue is to develop recommendations for the victim of mobbing.

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МОБІНГ У ПРОФЕСІЙНОМУ СЕРЕДОВИЩІ

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Анотація. Стаття присвячена аналізу причин, наслідків та проявів мобінгу як форми психологічного насильства в професійному середовищі. Значна кількість літератури та засоби масової інформації, що висвітлюють цю тему в Європі, почали обговорювати проблему мобінгу на робочих місцях, однак вивчення цієї проблеми не приділено належної уваги, тому жертвам мобінгу доводиться більше покладатися на самого себе. Нині наукові праці з цієї проблеми мають загальний характер, теоретико-методологічні засади цього явища, його причини та наслідки в Україні недостатньо досліджені. У статті проаналізовано причини, прояви та наслідки мобінгу як форми психологічного насильства на робочому місці, висвітлено його основні характеристики, висвітлено істотні ознаки мобінгу. Для вивчення даної проблеми були використані: структурно-функціональний; метод узагальнення; логічні та смислові методи. Виокремлено індивідуально-психологічні особливості мобільних цілей, зв'язок між мобінгом на роботі та розладом особистості. Зазначено, що в Україні необхідно вивчити та використовувати досвід європейських країн щодо протидії мобінгу на роботі з метою поліпшення умов праці, створення комфортної психологічної атмосфери, запобігання професійному вигоранню та захисту професійної гідності працівника.

Ключові слова: мобінг, професійне середовище, мобер, психологічні та соматичні розлади.

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