Work Place Violence AND United States

Search on 9-26-15 by Hal Fairchild


This study investigated the verbal and nonverbal communication strategies and behaviors employed by individuals in the workplace as outward representations of their frustration and emotions. This study is focused on workplace behaviors in the Blair and Centre County areas of Pennsylvania during the year 2000. Using both qualitative and quantitative methods, this study determined what communicative strategies individuals chose in order to alleviate internalized negative emotions and frustration when interacting with employers. The study also identified factors respondents felt contributed to the formation of negative emotions and frustration that affected personal conceptions of the self and productivity in the workplace. The quantitative data analysis failed to uncover very many statistically significant correlations among the independent variables of sex, age, race, education level, income, and time on the job when analyzed against dependent variables such as anger, employer commitment, indifference, deception, lying, stealing, hostages, face saving, depression, blame, violence, and sabotage. However, the qualitative data analysis provided rich information on work-related behaviors that are manifested through negative emotion and frustration. The analysis of the factors that determined choice of communication strategy revealed: (1) the lack of communication and miscommunication encountered in interpersonal direct communication attempts by employees to employers, (2) perceptions of employee and employer competence in communication, (3) communication with coworkers, (4) emotional expression via competence maintenance, and (5) types of verbal and nonverbal communication expression. Suggestions regarding the alleviation of negative workplace communication strategies were presented, and the implications of these findings were discussed with respect to human motivation theories and culturally-based rational behavior with the desire of finding means to reduce the ever increasing rate of workplace violence prevalent in the United States. (PsycINFO Database Record (c) 2012 APA, all rights reserved)


The purpose of this study was to determine employees' attitudes and perceptions toward the effectiveness of workplace violence prevention training within a U.S. Government service agency with 50 offices located in Minnesota and Wisconsin. Chapter 1 presents an overview of the phenomenon of workplace violence, the movement toward prevention programs and policies and the implementation of prescreening processes during hiring and violence prevention training. Chapter 2 contains a thorough review of pertinent literature related to violence prevention training and the impact of occupational violence on organizations. This topic was worthy of research in an effort to make a significant contribution to training literature involving organizational effectiveness due to the limited amount of research literature covering the area of corporate violence prevention training and its effect on modifying attitudes and behaviors of its customers. The primary methodology involved the assessment of 1000 employees concerning their attitudes and perceptions toward the effectiveness of workplace violence prevention training. The research population were administered a 62 item online assessment with responses being measured, assessed, and compared. Significant differences were found calling for the rejection of the three study hypotheses. Chapter 4 described the findings of the population surveyed and recommendations were identified in Chapter 5. (PsycINFO Database Record (c) 2012 APA, all rights reserved)


For as long as workers have had contact with customers, coworkers, the public, and others, they have faced risk of assault. However, in the 1980s and 1990s, a number of highly publicized incidents occurred that involved multiple fatalities, and reliable statistics showed homicide to be a major cause of worker deaths. As a result, violence in the workplace became a subject of concern among the public and policymakers. This article reviews a number of legislative and regulatory efforts from the past decade that were designed to prevent violence against employees. Some states and localities have enacted legislation to address specific types of violence in the workplace, such as robbery-related violence, and violence against health care workers and taxi drivers. In addition, the US Occupational Safety and Health Administration (OSHA), as well as a number of state OSHA programs, has attempted to reduce the risk of assault to workers through new and existing statues and administrative regulations. To provide a contrast with developments in the US, the author also discusses requirements for prevention of assault in the workplace in the Canadian province of British Columbia. (PsycINFO Database Record (c) 2012 APA, all rights reserved)


Suggests that a plausible theoretical link exists between the management of change and workplace assultive violence in the US Postal Service. The degradation of labor associated with the scientific management of technological change produces stress and frustration that weaken worker integration and undermine existing forms of social control. Certain employees reject prevailing definitions of situations provided by those in power and develop alternative meanings and patterns of behavior, including assaultive violence. Baxter and Margavio conclude that when the experience of work fundamentally degrades a person's identity or sense of self-control, especially in the uncertain context of rapid change, it can trigger assaultive violence. (PsycINFO Database Record (c) 2012 APA, all rights reserved)


Dreams of Recognition, Fantasies of Revenge is a study of two overlapping and mutually constitutive spheres: work in the late twentieth-century United States, and the symbols, words, and images that dominated discussions of that work in mass culture. This study begins with the end of the postwar economic boom in the early 1970s and continues through the "New Economy" years at the end of the century. It charts the transformations of work and the workforce during that period, from the new legal equality won by women and people of color, the decline of the manufacturing sector, the widespread entrance of women into the paid labor force, and the growth of office and other kinds of service work. It outlines that history through the mass culture stories of the period—the dreams and fantasies that the news media, Hollywood, the television industry, and sometimes workers themselves constructed about work and workers. This study argues that recognition and revenge were dominant themes in the mass culture stories of work in this period. It demonstrates the ways in which, in the midst of upheavals in the work force, workers were consistently misrecognized; and how in the face of that confusion, workers of all sorts waged struggles for both cultural and legal recognition. At the same time, revenge-feared and hoped-for, imagined and real-constituted another frame through which workers were understood, as their long-held expectations, like increasing prosperity and corporate paternalism, were dashed. This project begins with an examination of the concern about the "blue-collar blues" in the 1970s and continues through the apprehension about uprisings in the "pink-collar" world of secretaries, the alarm about disgruntled "white-collar" workers causing an epidemic of workplace violence, and the campaign to punish welfare recipients (who lacked collars of any color) believed not to be working hard enough. Real struggles by workers for recognition and real fears about their desire for revenge gave rise to stories built around those themes, deeply shaping the everyday chatter about work in late twentieth century mass culture. (PsycINFO Database Record (c) 2012 APA, all rights reserved)


The American archetype of the free man evolved from the vision embedded within the Declaration of Independence and the U.S. Constitution. As spiritual documents, they set forth the vision of a society comprised of free men granted equal opportunity to pursue life, liberty and happiness. In the late 20th Century the role of work and the workplace is the primary field upon which the archetype is played. The workplace has become the meeting ground of skills applied to trade, search for community and meaningful relationship, and fulfillment of the human spirit (Conger et al, 1994). However, our concentration on excessive individualism at the cost of community-oriented behavior has precipitated the alienation of workers in today's workplace (Bellah et al 1986). The worst evidence of this alienation is witnessed as violence in the workplace. There are annually over two million assaults in the workplace (Littler, Mendelson, Fastiff, Tichy & Mathison, 1994). Homicide in the workplace has tripled in the last decade, with 1,600 homicides occurring annually (Baron 1994). Sigmund Freud observed that humans have two primary needs: the need for work and the need for love (Freud, 1950). With increased violence in American society, and specifically in the workplace, several issues become apparent in their urgency: determine the factors contributing to workplace violence, stop the escalation of violence and eradicate violence from the workplace. This dissertation is a conceptual effort which examines the nature of violence in the workplace in the context of the American dream. A violence prevention assessment tool designed to evaluate an organization's potential for violence was developed to assist organizations in evaluating those organizational behaviors which are contributing factors to workplace violence. The checklist includes 14 categories enumerated in a checklist of 32 items. The checklist was applied to three classic incidents of workplace violence: the Royal Oak Post Office Incident, the Concordia University incident, and the Northwest Airlines Incident. In the analysis of the results, similar patterns of managerial and employee abuse emerged. (PsycINFO Database Record (c) 2012 APA, all rights reserved)


Women who serve in the military benefit from unique opportunities but face strains as a minority population and,
compared to men, report greater dissatisfaction with their service and have shorter military careers. We interviewed 35 U.S. women veterans about their decisions to enter and leave military service. Premature separation—leaving military service before one plans, expects, or wants to—was a prominent theme and was often precipitated by gender-based experiences, including interpersonal violence, harassment, and caregiving needs. Findings can inform efforts to improve the length and quality of women’s military careers and support women during and after service. (PsycINFO Database Record (c) 2015 APA, all rights reserved). (journal abstract)

Dietz, J., & Gill, H. (2006). Community Sources of Workplace Violence. (pp. 331-349). Thousand Oaks, CA, US: Sage Publications, Inc. A model is presented that links community factors to workplace violence. Among these community factors, only community violence is proposed to directly affect insider-instigated workplace violence. Other economic and social community factors, such as poverty and family disruption, may affect insider-instigated workplace violence through community violence. Our model, however, allows for direct effects of these other community factors on workplace violence under two conditions: if organizations (a) have highly permeable boundaries and (b) are particularly attractive to violent offenders. At the beginning of the chapter, we argued that a model of the communal antecedents of workplace violence is important for four reasons. First, workplace violence has enormous costs for the involved individuals and organizations. For their earlier reviewed study of 250 plants of a nationwide operating U.S. organization, Dietz et al. (2003) estimated that whether these plants were located in more or less violent communities was associated with an annual $1,100,000 difference in costs for workplace violence. Second, our model suggests a more fine-grained distinction between workplace violence and community violence. In our model, community factors have the same effects on community violence and outsider-instigated workplace violence, but insider-instigated violence is differently affected by community factors. Hence, a distinction between insider-instigated workplace violence and community violence is conceptually justified. Third, heeding Howard and Voss’s (1996) call, our model explains outsider-instigated and insider-instigated workplace violence, thereby covering the full range of the violence that affects employees. Finally, our model points out that interventions against workplace violence can not be limited to organizational internal factors but must include community factors as well. To conclude, we hope that the proposed model inspires research on a largely neglected but important topic: the impact of community factors on workplace violence. (PsycINFO Database Record (c) 2012 APA, all rights reserved). (chapter)

Dillon, B. L. (2012). Workplace violence: Impact, causes, and prevention. Work: Journal of Prevention, Assessment & Rehabilitation, 42(1), 15-20. Objectives: Using a variety of sources, the author explores the complex reasons for aggression and violence in workplace settings, as well as suggesting means of prevention and intervention. Methods: Literature Review. Results: Studies indicate workplace violence affects more than half of U.S. organizations, yet nearly 70 percent have no programs or policies to deal with this problem. Research indicates that aggressive behavior of a psychological nature often precedes physical violence in the workforce, yet employers regularly ignore warning signs even when reported by employees. Costs to U.S. employers are estimated in the millions due to employee absences, medical costs, theft, and costs related to litigation. Conclusions: Organizations with cultures which support fair working conditions and zero-tolerance for workplace aggression have been shown to help mitigate workplace violence. (PsycINFO Database Record (c) 2012 APA, all rights reserved). (journal abstract)

Ditmer, D. (2011). Violence in the house of healing: Recognition & response to violence in health care. The Forensic Examiner, 20(1), 15-29. Workplace violence, in its most lethal form, is a substantial contributor to death and permanent impairment. An estimated 20 workers are murdered each week, and an additional 18,000 are assaulted. Untold numbers suffer psychological consequences from bullying, teasing, and verbal abuse. Documentation of injuries resulting from workplace violence is inconsistent, may fail to include nonfatal injuries, and/or may even fail to acknowledge a causal connection of injuries to the workplace. Failing to appreciate the extent and impact of workplace violence results in the failure to address the problem in a meaningful manner. Nurses, who comprise the largest group of health care providers, are assaulted more frequently than any other employment demographic in the United States. The majority of nonfatal assaults occur in patient care areas, where the abuse most commonly comes in the form of bullying behavior, hostility, and open verbal assaults. Verbal abuse, however, is rarely reported, since many people may not recognize verbal abuse as a form of workplace violence; sadly, some nurses even consider it to be "part of the job." (PsycINFO Database Record (c) 2013 APA, all rights reserved). (journal abstract)

Duffy, M. (2009). Preventing workplace mobbing and bullying with effective organizational consultation, policies, and legislation. Consulting Psychology Journal: Practice and Research, 61(3), 242-262. doi:10.1037/a0016578 Workplace mobbing or workplace bullying has only recently entered the lexicon of the American workplace. Although its impact is devastating to the health and well-being of individuals, organizations also experience its effects in terms of loss of productivity, absenteeism, turnover, legal costs, and negative publicity. Legislation and
policy development are 2 key initiatives that, used wisely, can help prevent such mobbing and bullying. Although the United States currently has no legislation addressing workplace abuse, it is anticipated that bullying and mobbing will be the next legislative front for the protection of workers and the improvement of workplace culture. Today, many organizations are working with consultants to develop policies to prevent bullying/mobbing and to foster high-care work environments. A template for developing effective antimobbing/antibullying organizational policies is provided. (PsycINFO Database Record (c) 2013 APA, all rights reserved). (journal abstract)


Hostage (crisis) negotiation has evolved to become one of law enforcement's most effective nonlethal tools. With an estimated 10,000 people taken hostage each year in the United States (Kennedy, 2010) the presence of trained negotiators is a welcomed addition to most police departments. This contention is further supported by an analysis of the Federal Bureau of Investigation's (FBI) Hostage Barricade Database System (HOBAS). Data examined from 2002 to 2003 showed that approximately 82% of reported hostage and barricade incidents were resolved without death or injury (Van Hasselt et al., 2005). This highly successful and nonviolent resolution of hostage and barricade incidents has repeatedly demonstrated its value to the law enforcement community. The aim of this chapter is to examine the unique and often complex world of hostage (crisis) negotiation. It is important to keep in mind that aside from the traditional role of hostage negotiations, negotiators have adapted their skills to be effectively utilized to intervene in a number of crisis situations, such as high-risk suicide attempts, mood-disordered or psychotic subjects, domestic incidents, prison and jail riots, mental health warrants, high-risk warrants, debriefing in crisis incidents, stalking incidents, violence in the workplace, and school violence (McMains & Mulhins, 2010; Noesner & Webster, 1997). (PsycINFO Database Record (c) 2014 APA, all rights reserved). (chapter)


Background: Workplace violence is an enormous problem worldwide. A widespread and costly segment of this problem includes those actions which are perpetrated by a current or former employee, so-called Type III violence, defined as negative acts and bullying in this study. Purpose: The study's primary purpose is to describe the individual and organizational impact of coworker conflict in a large public sector workforce. A secondary purpose was to conduct a comparative psychometric review of the 21-item, 6-item, and 4-item Negative Acts Questionnaire-Revised (NAQ-R). Methods: A cross-sectional web-based survey of coworker conflict was conducted in 2009 among 12,546 state government workers (response rate of 72%), and a pilot sample of 420 workers (94% response rate). Multinomial logistic regression was used to describe the individual and the organizational impact of coworker conflict as well as demographic and work organization factors. Cronbach's alpha and separation reliability were used to assess the internal consistency of the different versions of the NAQ-R. Validity was assessed using 1 parameter Item Response Theory Model (IRT), and logistic regression with theoretically related constructs (individual impact and supportiveness of the organizational climate). Results: The Multinomial logistic regression model results suggest high individual impact for regular and severe coworker conflict, female gender, job tenure of 2-20 years, working in a low supportive organizational climate and membership in a support/administrative bargaining unit. While regular and severe coworker conflict, females, age 45-55, providing healthcare and field service, with a low supportive organizational climate was associated with high organizational impact. The NAQ-R different items version (21, 6, and 4) demonstrated high internal consistency (Cronbach's alpha 0.93-0.7), and separation reliability 0.96-0.74) and validity. The comparative psychometric was supportive for utilizing less number of items guided by IRT and PAR. Conclusion: Co-worker conflict is associated with both individual and organizational level impacts. The identification of worker and organizational risk factors for impact should lead to programs and interventions to reduce the problem. Longitudinal studies are needed to demonstrate the reliability and validity of the variation of the NAQ-R number of items over time to provide more supportive evidence for their usefulness. (PsycINFO Database Record (c) 2014 APA, all rights reserved)


Educators have the fourth highest non-fatal occupational violence victimization rate in the United States. Few school violence policies and assault deterrents have been studied with quantitative methods to evaluate their impact on workplace violence. This study analyzed nine different written violence policies and seventeen assault deterrents to determine their impact on work-related physical assault in educational settings. Data were obtained from the Minnesota Educators' Study. Screening of 26,000 licensed educators, randomly selected from the Minnesota Department of Education's database, identified 6,180 eligible educators who were enrolled in the comprehensive Phase I study. Cases (n = 372) who reported physical assault within the last year, and controls (n = 1,116) who did not, were included in the Phase II case-control study. Multivariate logistic regression
analyses were used to estimate risk of assault. Directed acyclic graphs were used to establish potential confounders and sensitivity analyses were applied to determine the potential range of bias. Overall response rates for the full study were: Phase I, 84% (78% full survey); Phase II, 84% (78% full survey). The rate of physical assault per 100 educators per year was 8.3. The multivariate analysis, after adjustment, suggested decreased risks of physical assault associated with the presence of video monitors (OR 0.72; 95% CI: 0.50-1.03), intercoms (OR 0.77; 95% CI: 0.55-1.06), routine locker searches (OR 0.49; 95% CI 0.29, 0.82), and school uniforms/dress codes (OR 0.74; 95% CI: 0.52-1.07). Decreased risk of physical assault was also associated with the awareness of policies regarding how to report sexual harassment, verbal abuse, and threat (OR 0.53, 95% CI: 0.30-0.95); assurance of confidential reporting (OR 0.67; 95% CI: 0.44-1.04); and zero tolerance for violence (OR 0.70; 95% CI: 0.47-1.04). The presence of metal detector devices (OR 18.1; 95% CI 1.05, 311.5) appeared to enhance the risk of physical assault; however confounding may be present in this low-frequency finding. Awareness of several policies and the presence of many assault deterrents may help prevent work-related physical assault. This study was an important first step in examining the impact of written violence policies and assault deterrents in educators’ environments. (PsycINFO Database Record (c) 2012 APA, all rights reserved)


Reviews current research on workplace violence in the US and offers suggestions concerning the roles that mental health professionals with forensic expertise can play in this expanding field. Manual and computer literature searches were performed with the aim of clarifying the role of the mental health professional in evaluating issues related to workplace violence. The incidence of reported workplace violence is on the rise and can be devastating beyond the immediate injury. Forensically-oriented mental health professionals can assist companies by providing pre-employment screenings, fitness-for-duty evaluations, and threat assessments by using the results of current research on potentially violent individuals. With the growing interest in workplace violence come many opportunities for mental health professionals to assist companies in assessment, intervention, and prevention. (PsycINFO Database Record (c) 2012 APA, all rights reserved)


Reviews the book, Social and Economic Costs of Violence: Workshop Summary by Deepali M. Patel and Rachel M. Taylor (Eds.) and the National Research Council of the National Academies of Science (see record rid2012-22012-000/rid]). This book is a report of an April 2011 workshop held by the Forum on Global Violence Prevention, commissioned by the National Academy of Sciences and the Institute of Medicine. The book is divided into three major sections. The first is an overview of the workshop and some of the basic approaches agreed on by the participants. The second, and largest, section has 11 short chapters on specific topics. Finally, the appendices provide the agenda of the workshop that the book was based on and more detail about the participants. The lack of psychological and social science representation is reflected in the coverage of the book. The focus of this book is almost exclusively on the situation in the United States, with a strong emphasis on medical problems arising from child abuse, elder abuse, and youth violence, with some limited discussion of intimate partner violence, workplace violence, and sexual violence. There is a very interesting table early in the book indicating estimates of direct and indirect economic costs of the medical consequences of violence, but little attention is given to psychological consequences and their costs. This approach can be seen throughout the book. (PsycINFO Database Record (c) 2013 APA, all rights reserved)


Intimate partner violence (IPV), typically considered in the domestic context, has been shown to have considerable effects on women’s employment and health. While the literature has recently grown in this area, very few studies have examined the prevalence of work-related IPV among men. Furthermore, the extant literature on work-related IPV has largely ignored the experience of ethnic minorities, specifically Latinos. Many factors suggest that rates and forms of IPV might be different among other racial and ethnic groups. Some studies that examine IPV among Latinos have sought to understand the role of acculturation and socioeconomic contexts. The purpose of this study was to examine work-related IPV among a sample of men enrolled in batterer intervention programs. In addition, we sought to examine the relationship between acculturation, socioeconomic contexts, and reports of work-related IPV among a subset of male Latinos. Overall, the findings confirm the upper ranges of previous estimates across studies (36% to 75%) of employed victims of IPV and their harassment by abusive partners while at work (Swanberg, Logan, & Macke, 2005; Taylor & Barusch, 2004). Specifically, we found that 60% of the entire sample reported work-related IPV that involved threatening behaviors and physical violence at their partner’s job. The findings among Latinos suggest that a positive relationship exists between acculturation and work-related IPV. Specifically, proxy variables of acculturation (e.g., country of birth, language of survey, number of years in the U.S.) were hypothesized to be positively associated with higher levels of acculturation. Consistent with the hypotheses, we found significant relationships
in the direction proposed. Lastly, socioeconomic status (e.g., income, education, employment status) was hypothesized to play a moderating role between acculturation and work-related IPV. However, results generally suggest that socioeconomic status (i.e., income, education) did not moderate the relationship between acculturation and work-related IPV. This study makes important contributions to the literature and has implications for employers. The significant rates of work-related IPV found in this study highlight the need to address this problem among employed males as an important step in preventing work-related IPV. Among Latinos, the level of acculturation and factors such as income, employment, and education are important contextual factors that provide a better understanding of IPV in Latino communities (Grywacz, Rao, Gentry, Marin, & Arcury, 2009). (PsycINFO Database Record (c) 2012 APA, all rights reserved)


Workplaces throughout the United States are struggling to understand and address the issue of workplace violence. The Workplace Action Team of The Initiatives for Violence-Free Families and Communities in Ramsey and Hennepin Counties, Minnesota, is a group of Minneapolis-St. Paul professionals who have worked together since 1990 to create and implement tools that work, having built them around a comprehensive strategy of developing violence-free, respectful work environments. The purpose of this article is to describe the community-wide partnership that the Workplace Action Team represents, outline the principles the team has developed that underscore respectful, violence-free work environments, and demonstrate the tools and strategies that are beginning to make a difference in workplaces in the Minneapolis-St. Paul metropolitan area. (PsycINFO Database Record (c) 2012 APA, all rights reserved). (journal abstract)


The problem of violence in society has become one of the most pressing social issues in the United States, especially as it is becoming more and more prevalent in our institutions and places of employment. In many organizations, concerns about violence have become the highest priority for reform and intervention. When violent acts occur in the workplace or in schools, the problem becomes the utmost concern for the community at large, especially those charged with the duty of understanding the nature of violence, how to predict it, and how to treat its effects. The current volume provides a clearer, more defined picture of what violence and harassment in our schools and workplaces looks like and attempts to offer an integrated framework for types of abuse and aggression seen in these environments. Here, the authors try to offer some insight into what can be done to prevent a future filled with violence in our organizations as well as a set of guidelines for treating people previously affected by such acts of violence, aggression, and maltreatment. This volume includes articles from people in different organizational sectors, some from educational institutions and some from the workplace. (PsycINFO Database Record (c) 2012 APA, all rights reserved)


Objective: The emergency department (ED) is among the most at-risk settings for violence by patients and visitors against ED workers. A first response to potential or actual events of workplace violence is often contacting hospital security officers for assistance. The purpose of this study is to describe ED workers’ views of security officers’ effectiveness during actual events of verbal and/or physical violence. Participants: Healthcare workers (n = 31) from an urban pediatric ED in the Midwest United States. Methods: Participants were interviewed regarding their experiences with workplace violence. Verbatim transcripts were qualitatively analyzed. Results: Six themes were identified: (1) a need for security officers, (2) security officers’ availability and response, (3) security officers’ presence or involvement, (4) security officers’ ability to handle violent situations, (5) security officers’ role with restraints, and (6) security officers’ role with access. Conclusions: It is important that early communication between security officers and ED workers takes place before violent events occur. A uniform understanding of the roles and responsibilities of security officers should be clearly communicated to ED workers. Future research needs to be conducted with hospital-based security officers to describe their perceptions about their role in the prevention and management of workplace violence. (PsycINFO Database Record (c) 2012 APA, all rights reserved). (journal abstract)


There is an urgent need to understand, measure, and improve the delivery of health care in the United States. No such instrument currently exists to measure the change in work productivity following stressful events such as workplace violence (WPV) or trauma patient care. The origins, development process, and psychometric properties of the Healthcare Productivity Survey (HPS), a new instrument for measuring the change in work productivity related to the cognitive, workload, support, communication, safety, and competency demands of health care...
providers, are described. The instrument was tested with a sample of emergency nurses who had experienced WPV and/or provided care to traumatically injured patients. The 29-item HPS is a valid and reliable instrument for measuring changes in work productivity following events of WPV. The instrument should be used with caution following events of trauma patient care. Key words: instrument development, presenteeism, work productivity. (PsycINFO Database Record (c) 2012 APA, all rights reserved). (journal abstract)

Gold, L. H., & Vanderpool, D. L. (2013). In Gold L. H., Vanderpool D. L. (Eds.), Clinical guide to mental disability evaluations. New York, NY, US: Springer Science + Business Media. doi:10.1007/978-1-4614-5447-2 Millions of people with psychiatric disorders are competitively employed in the United States labor force. At any given time, some employees with mental health problems may want or need to leave the workplace due to these disorders, either temporarily or permanently; others want to remain at or return to work despite mental health impairments. The administrative and legal employment policies and decisions governing these employment actions require medical documentation of psychiatric impairment and disability. Therefore, when occupational circumstances requiring evaluation of psychiatric impairment and disability arise, mental health professionals are called upon to conduct evaluations and document occupational impairments. Clinicians at all levels of training are bound to be asked to provide some form of disability evaluation for individuals who have been or still are competitively employed. The Clinical Guide to Mental Health Disability Evaluations fills a need of increasing importance for practitioners in all mental health fields and at all levels of training, including general clinical psychologists and psychiatrists and forensic mental health specialists. The Guide offers comprehensive practical information needed to navigate the confusing intersection of the worlds of mental health, public and private agencies that adjudicate disability, and legal requirements that govern agencies and employers and protect individuals with mental disorders from illegal discrimination. Chapters cover salient issues such as legal and ethical concerns, malingering, psychological testing, return to work issues, and complex boundary issues. The second half of the Guide addresses practical issues in specialized evaluations, including those required by: Social Security Disability Insurance; Workers Compensation claims; Private insurers providing long-term disability benefits; The Americans with Disabilities Act; Workplace violence concerns; Fitness for duty evaluations, including specific chapters for physicians, health care personnel, and law enforcement officers. The Guide ably addresses the need for training in conducting and documenting disability evaluations and will improve mental health professionals' understanding and competence in fulfilling all the important roles they occupy in the disability process. (PsycINFO Database Record (c) 2014 APA, all rights reserved). (cover)


Objective: Contribute to the prevention of workplace violence by providing information about the nature and circumstances of nonfatal assaults among U.S. workers. Methods: Data were collected from the National Electronic Injury Surveillance System occupational supplement (NEISS-Work), a stratified probability sample of U.S. hospitals. Workplace violence victims identified from NEISS-Work voluntarily completed a followback interview detailing the nature and circumstances surrounding their workplace violence incident. Results: The majority of workplace violence injuries treated in emergency departments resulted from simple assaults that did not involve any lost time from work. Almost two-thirds of these workplace violence victims filed only an internal report. Eighty percent of the victims returned to their same jobs and will not change the way they do their jobs as a result of the violent incident. Conclusions: Nonfatal workplace violence is an important risk for U.S. workers, particularly in some occupations and industries. Prevention strategies need to be tailored by occupation and work environment. Results from the healthcare section of this survey indicate high numbers of incidents during times when the healthcare workers were assisting patients with medical and non-medical needs. (PsycINFO Database Record (c) 2012 APA, all rights reserved). (journal abstract)


Sexual assault is an insidious problem in the United States military. In 2005 the Department of Defense (DoD) created the Sexual Assault Prevention and Response Office, which centralizes responsibility for sexual assault training. However, this training initiative has undergone little evaluation by outside researchers. Addressing this need, we analyzed responses from over 24,000 active duty personnel who completed the 2010 DoD Workplace and Gender Relations Survey. We assessed whether sexual assault training exposure (None, Minimal, Partial, or Comprehensive) predicted accurate knowledge of sexual assault resources and protocols. Using a social-ecological framework, we investigated whether institutional and individual factors influenced Service members' training exposure and judgment of training effectiveness. According to our results, exposure to comprehensive training predicted lower sexual assault incidence and superior knowledge. However, comprehensive training differed as a function of military branch, rank, gender, and sexual assault history. Judgments of training effectiveness also varied across these dimensions. Our results highlight the importance of considering context,
gender, and victimization history when evaluating institutional efforts to end sexual violence. The DoD's 2010 annual report on military sexual assault concluded that "most Active Duty members receive effective training on sexual assault" (p. 104). Our results cast doubt on that assertion. (PsycINFO Database Record (c) 2015 APA, all rights reserved). (journal abstract)


According to the Department of Justice, an average of 20 workers are murdered and 18,000 assaulted in U.S. workplaces each week. Government employees fell victim to 37 percent of workplace violence incidents despite the fact that they made up only 16 percent of the U.S. workforce between 1992 and 1996. Using insights gained from a survey of 868 full-time employees of a Midwestern municipal government, we explore the intersection of a multitude of violent behaviors including verbal threats, yelling, physical intimidation, hitting/pushing/shoving, and sexual harassment and assault. Our analysis illuminates two important trends: (1) larger organizational norms may play a critical role in the acceptance of workplace aggression and violence, and (2) customers are more likely to be perpetrators of violence and aggressive acts than are co-workers and supervisors. (PsycINFO Database Record (c) 2013 APA, all rights reserved). (journal abstract)


Violence within healthcare settings is a well-described phenomenon. However, the exact incidence of violent acts within hospitals, acute care facilities, and medical offices is unknown. This is due in part to the fact that violent acts or threats against healthcare workers do not require mandatory reporting to hospital administration or law enforcement agencies. While it is impossible to know the exact prevalence of assaultive behavior inflicted on healthcare workers, the Bureau of Labor Statistics publishes yearly data on workplace assaults which lead to days off from work. Between 2003 and 2007, roughly 10,000 nonfatal workplace assaults occurred annually in healthcare facilities, which accounts for almost 60% of the nation's total reported workplace assaults. Three quarters of these assaults were by patients or residents of healthcare facilities such as nursing homes. The emergency department (ED) is one of the most dangerous places to work in a hospital. A recent survey of emergency departments in the United States found that nearly 25% of ED staff "sometimes, rarely, or never" felt safe. Of all ED staff surveyed, nurses felt the least safe. Another study of emergency medicine residents and attending physicians reported that more than three quarters of those surveyed experienced at least one violent act at work in the preceding year. While community and academic emergency departments are prone to violence from patients or visitors, there was a higher likelihood of workplace violence in EDs with higher volumes (>60,000 patient visits/year). Yet, less than half of survey respondents worked in EDs that screened for weapons or had metal detectors, despite the frequency of threats or violent gestures experienced by physicians. With the risk of violence being so high in the emergency department, it's essential for ED physicians and staff to have an understanding of the progression of violence and the appropriate de-escalation techniques to defuse potentially violent situations. Insuring the safety of patients, clinicians, and staff is essential to the functioning of an ED. (PsycINFO Database Record (c) 2014 APA, all rights reserved). (chapter)


Objective: To analyze workplace assault by rate, injury severity, and trends using Rhode Island workers' compensation claim data. Method: A total of 6402 workers' compensation assault claims from Rhode Island for the period of 1998 through 2002 was analyzed. Data from the U.S. Department of Labor was used to derive estimates of injury rates. Results: An average rate of 27.7 assaults per 10,000 workers was found and varied only marginally across years. Females filed 75% of all assault claims, though injuries to males resulted in longer periods of indemnification. The total cost of workplace assaults was $7,025,997, averaging $1097 per claim, and average indemnification duration was 16.8 days per claim. While the assault rate was relatively stable, a notable decline in both cost and indemnification periods over time was discovered. Conclusion: The assault rate found was among the highest reported to date, demonstrating that workplace violence remains a significant threat to employee safety. While a decline in incident severity was discovered over time, many outcomes were still serious. Preventive interventions to reduce incidents of workplace assaults among groups at the highest risk should be given highest priority. (PsycINFO Database Record (c) 2012 APA, all rights reserved). (journal abstract)


Most of the research on workplace violence has focused on workplace violence incidents and the development of
models to predict and address the phenomenon. The assumption that all organizations are essentially similar in nature underlies this research. However, colleges and universities differ from for-profit businesses. Little, if any, research has been conducted to determine employees’ awareness of workplace violence policies and employee perceptions of potential perpetrators and how to address perpetrators which is necessary for increasing such policies’ effectiveness. The present study examines the awareness of employees at a large, public university in the Midwestern United States concerning WPV. Respondents indicate which sources they perceive to be likely perpetrators of workplace violence, and the actions that organization should take if WPV occurs. Based on this information, steps to increase employee awareness of workplace violence policies in colleges and universities are suggested. (PsycINFO Database Record (c) 2012 APA, all rights reserved). (journal abstract)


Workplace violence has captured the attention of both the popular press and the scholarly literature, leading to a greater awareness of its existence in society. One area that has been overlooked by the research is how employees perceive various types of workplace violence acts, as well as different types of perpetrators. This study examined employee perceptions of a variety of workplace violence acts and different perpetrators at a large, public university in the midwestern United States. The results indicate that employees perceive various types of workplace violence acts and different perpetrators in a variety of ways. Based on these findings, recommendations on how to improve awareness are suggested. (PsycINFO Database Record (c) 2013 APA, all rights reserved). (journal abstract)


Objective: To examine employee’s perception of safety and related workplace safety and prevention issues, including their use of self-protection measures and victimization experience. Participants: The Workplace Risk Supplement (WRS) to the National Crime Victimization Survey (NCVS) was administered to 55,158 employed respondents who were 16 years or older. Methods: Trained U.S. Census Bureau interviewers administered the WRS in all households selected for the NCVS during the 6-month reference period from January through June 2002. Responses from the 55,158 WRS respondents were weighted to obtain national estimates, resulting in 142,410,858 cases. Results: The demographic distribution of WRS respondents is very similar to that of the U.S. labor force. Seven percent of respondents reported that they worried about someone in their workplace attacking them, while nearly 4% experienced victimization. The majority indicated that they felt that their workplace, the neighborhood around their workplace, and places they traveled to as part of their job were either “Very Safe” or “Somewhat Safe” from crime. Six percent carried some type of self protection while at work although this varied by occupation. Conclusions: Employees largely feel safe from violence while working. Differences in victimization by occupation bolster efforts to focus workplace violence prevention in high-risk occupations. (PsycINFO Database Record (c) 2012 APA, all rights reserved). (journal abstract)


As diversity in the marketplace increases through immigration, examples of intolerance, confrontation, and even violence by nationals toward immigrant small business owners have begun to appear in popular press worldwide. This study examines how a simple and potentially unintended service encounter failure can evolve into a verbal confrontation that is outside the realm of acceptable marketplace interaction, to recommend ways to protect immigrant shopkeepers and their pursuit of entrepreneurial success as business owners. The results of two experiments in South Africa and the United States highlight that intercultural service encounter failure may put the shopkeeper at risk, as consumers’ reactions depend on the perceived level of similarity and anger, as well as the context. The findings suggest ways for policy makers to address the issues beyond the obvious repressive tools (i.e., training for immigrant] shopkeepers in the management of consumers’ anger and a public campaign promoting diversity in the small business community). (PsycINFO Database Record (c) 2014 APA, all rights reserved). (journal abstract)


Explores the issue of workplace violence and stress in the USA. Examines the kinds of violence employees must face in the workplace and also looks at different kinds of stressors such as environmental, e.g., family dysfunction, racial oppression and sexual harassment. Addresses the question of employer responsibility and briefly proposes the development of training programmes for managers. (PsycINFO Database Record (c) 2012 APA, all rights reserved). (journal abstract)

Argues that, in the USA, violence in the workplace mirrors an increasingly violent society, resulting from many factors including stress, drug abuse, failed marital relationships and layoffs. Examines the reasons for workplace violence, its costs and legal implications. Suggests measures which organizations can take to prevent it. (PsycINFO Database Record (c) 2012 APA, all rights reserved). (journal abstract)


Violence climate, a concept derived from the safety climate literature, may affect violence and aggression at work. This paper builds upon the unidimensional instrument tested by Spector, Coulter, Stockwell, and Matz (2007). The present instrument, the Violence Climate Survey is a new three-dimensional construct of violence climate consisting of Policies and Procedures, Practices, and Pressure for Unsafe Practices. Using a heterogeneous sample of 216 employees from a variety of organizations in the USA, it was shown that violence climate is significantly related to exposure to physical violence and verbal aggression, physical strains, and psychological strains including job dissatisfaction and negative emotion at work. Exposure to both violence and aggression was associated with all strains. Multiple regression analyses suggested that it was primarily Policies and Pressure that was associated with verbal aggression, whereas mainly Practices was related to physical violence. It is suggested that the construct of violence climate may be a useful subject for further research. In practice, policies may be useful in reducing verbal aggression, but physical violence requires more direct management action and practice. (PsycINFO Database Record (c) 2013 APA, all rights reserved). (journal abstract)


The goal of this study was to investigate the influence a confidant’s response has on both a person's perception of another's behavior in the workplace as potential sexual harassment and their responses to that behavior. Moreover, this study explored whether participants with a previous history of sexual harassment would differ in their responses from those who had reportedly never experienced sexual harassment. Finally, this study examined whether the sample population would endorse the anticipated gender stereotype that sexual harassment happens predominantly to women and that the perpetrators of sexual harassment are predominantly male. The study was conducted using a brief internet-based survey. Participants were solicited through email or social networking links. Requirements for participation in the study included: participants needed to be 18 years of age or older, had worked in an organization with 15 or more employees for a minimum of one year, and must have resided in the United States for a minimum of five years. Results of this study indicate people are more likely to be offended by behavior that is unambiguously sexual harassment than by behavior that is ambiguous, potential sexual harassment. Similarly, people are more likely to label unambiguous behavior sexual harassment and are more likely to confront and report the harasser when the behavior is unambiguous. Additionally, this study found that sharing a sexual harassment experience with a trusted confidant who labels the experience as sexual harassment significantly increases the likelihood that a person will report the experience. This is a new finding in this body of literature which hopefully creates impetus for future research. It provides insight into the power of labeling such an experience by another and yields implications for sexual harassment training programs. (PsycINFO Database Record (c) 2012 APA, all rights reserved)


Abusive behavior in the workplace can be defined as a consistent pattern of unsolicited and unwanted actions of a threatening and offensive nature that are directed at one or more workers over a long period of time. These abusive behaviors cause humiliation, intimidation, and distress in victimized workers. Abusive behaviors often result in increased turnover, absenteeism, decreased morale, and even trauma-related symptoms. Although some forms of abuse in the workplace, such as bullying, mobbing, and sexual and nonsexual harassment, have been studied extensively on a national level, few cross-national studies have been aimed at understanding this complex phenomenon from a cross-cultural perspective. The present research examined similarities and differences between Japanese and U.S. workers’ perception and evaluation of work-related events as abusive. From both countries, participants of diverse genders, ages, and occupations were asked to sort a set of critical incidences into clusters and then rate them regarding their perceived severity and frequency. Cluster analysis was employed to identify the dimensional structure of work-related abuse within and between the two countries. The perceived severity and frequency of work-related abusive behaviors were compared across the two countries, using analysis of variance. As many organizations send an increasing number of employees to foreign subsidiaries in response to the globalization of business markets, it has become even more important to understand cultural differences in employee beliefs and behaviors. Thus, the results of the present study may be useful for training programs on the prevention of abuse in a diverse workplace. (PsycINFO Database Record (c) 2012 APA, all rights reserved)

Objective: This study describes fatal and nonfatal occupational injuries among U.S. correctional officers.

Methods: Fatal injuries were obtained from the Cenus of Fatal Occupational Injuries; nonfatal injuries were identified from the National Electronic Injury Surveillance System-Occupational Supplement. Results: From 1999-2008, there were 113 fatalities and an estimated 125,200 (CI= ±70,100) nonfatal injuries were treated in emergency departments. Assaults and violent acts (n=45, 40%) and transportation related fatalities (n=45, 40%) were the two primary fatal injury events. Assaults and violent acts (n=47,500 (CI= ±24,500), 38%) and bodily reaction and exertion (n=25,400 (CI= ±16,800), 20%) were the leading events resulting in nonfatal injuries. Conclusions: While workplace violence is the primary cause of both fatal and nonfatal injuries among correctional officers, transportation events and bodily reactions are also leading causes of occupational injury.

Future research is needed to identify risk factors unique to these events and develop appropriate prevention and intervention efforts. Impact on Industry: This study adds to the literature on occupational injuries among correctional officers and provides a national level description of fatal and nonfatal injuries across a 10-year period. Given that assaults and violent acts, transportation events, and bodily reaction and exertion were significant injury events, future research should describe detailed injury circumstances and risk factors for correctional officers unique to these events. This would allow appropriate prevention and control efforts to be developed to reduce injuries from these events. (PsycINFO Database Record (c) 2012 APA, all rights reserved).


Workplace violence is common in health-related occupations that involve substantial contact with clients, such as nursing, general practice, pre-hospital care and emergency medicine. Research has also been conducted that explores violence in social work; however, the majority has emerged from the UK and USA, and is limited due to definitional shortcomings and the scope of violence. In Australia, there is a paucity of research that has explored the prevalence of violence in social work. Thus, the aim of the research was to determine the prevalence of six forms of workplace violence, and determine factors that may predict the occurrence of violence towards social workers. A questionnaire was developed that focused on social workers' experiences of six forms of violence (verbal abuse, property damage/theft, intimidation, physical abuse, sexual harassment and sexual assault). The questionnaire was randomly distributed to 1,000 social workers across Australia. Participation was voluntary and social workers completed the questionnaire anonymously. Analyses revealed that the majority of social workers (67 per cent) had experienced at least one form of violence in the past twelve months. The most common form of violence was verbal abuse followed by intimidation, and sexual assault was the least common form of violence experienced. Factors that predicted violence emerged for all six forms of violence examined. Based on the results of this research, it can be concluded that workplace violence is common in social work, particularly verbal abuse and intimidation. Factors that predict violence can be used to develop interventions aimed at preventing and managing workplace violence. (PsycINFO Database Record (c) 2013 APA, all rights reserved).


the USPS United States Postal Service has the largest employee assistance program [EAP] in the world, considered by many professionals a model for clinical responsiveness, cost-effectiveness, and clinical efficacy / provide background on this program, discussing its history, structure, and scope and its role in violence prevention / describe the 6-strategy workplace violence prevention model that underlies the program and the threat management process / the nationwide data management and telecommunications systems that support these efforts are also discussed (PsycINFO Database Record (c) 2015 APA, all rights reserved).


Bullying is a serious problem in today's workplace, in that, a large percentage of employees have either been bullied or knows someone who has. There are a variety of ethical concerns dealing with bullying—that is, courses of action to manage the bullying contain serious ethical/legal concerns. The inadequacies of legal protections for bullying in the U.S. workplace also compund the approaches available to deal ethically with bullying. While Schumann (2001, Human Resource Management Review 11, 93-111) does not explicitly examine bullying, the five moral principles that he advocates can be applied to judge the ethics of bullying in the workplace. A possible limitation of this model is that, it is designed to be normative (judgmental), and while it does take into consideration the relationships among the victim, the perpetrator, the groups in the organization, and the organization itself in judging the ethics of bullying, it does not explicitly consider the process by which bullying might develop and persist. In order to gain a deeper understanding of the dynamics of this process, Nijhof and


Objective: To examine the association between violence prevention safety climate measures and self reported violence toward staff in state-run residential addiction treatment centers. Methods: In mid-2006, 409 staff from an Eastern United States state agency that oversees a system of thirteen residential addiction treatment centers (ATCs) completed a self-administered survey as part of a comprehensive risk assessment. The survey was undertaken to identify and measure facility-level risk factors for violence, including staff perceptions of the quality of existing US Occupational Safety and Health Administration (OSHA) program elements, and ultimately to guide violence prevention programming. Key informant interviews and staff focus groups provided researchers with qualitative data with which to understand safety climate and violence prevention efforts within these work.
settings. Results: The frequency with which staff reported experiencing violent behavior ranged from 37% for "clients raised their voices in a threatening way to you" to 1% for "clients pushed, hit, kicked, or struck you". Findings from the staff survey included the following significant predictors of violence: "client actively resisting program" (OR = 2.34, 95% CI = 1.35, 4.05), "working with clients for whom the history of violence is unknown" (OR = 1.91, 95% CI = 1.18, 3.09) and "management commitment to violence prevention" reported as "never/hardly ever" and "seldom or sometimes" (OR = 4.30 and OR = 2.31 respectively), while controlling for other covariates. Conclusions: We utilized a combination of qualitative and quantitative research methods to begin to describe the risk and potential for violence prevention in this setting. The prevalence of staff physical violence within the agency's treatment facilities was lower than would be predicted. Possible explanations include the voluntary nature of treatment programs; strong policies and consequences for resident behavior and ongoing quality improvement efforts. Quantitative data identified low management commitment to violence prevention as a significant predictor of staff reported violence. (PsycINFO Database Record (c) 2012 APA, all rights reserved). (journal abstract)


Workplace aggression harms targeted workers, witnessing bystanders, and organizations. An emerging area of interest for organizational communication scholars is workplace bullying, a persistent harmful type of aggression. The current study examined supervisory bullying (the most common type of bullying in U.S. workplaces), specifically how targeted employees (targets) made sense of why it happened. We explored sensemaking in the face of supervisory bullying and the framing vocabularies that inform sensemaking to determine if these partially constituted the widespread perceptions of powerlessness associated with the phenomenon. Targets most often believed that bullying occurred because perpetrators (actors) were mentally ill, evil, and power-hungry. Nearly as frequently, they pointed to upper management's failure to intervene. Sensemaking drew heavily on individualism and the belief in all-knowing, all-powerful upper management. Other explanations implicated targets, coworkers, and society. These suggested sensemaking shifts that might constitute the phenomenon and responses to it in more empowering ways. (PsycINFO Database Record (c) 2014 APA, all rights reserved). (journal abstract)


The safety of the American workplace began to change in the 1980s. The killings of 14 postal workers by a co-worker at the U.S. Postal Service in Edmond, Oklahoma, in 1986, and numerous other similar homicides in the early 1990s, resulted in workplace violence being one of the greatest concerns of employers in the United States. Considerable attention and research has involved the causes of workplace violence, the types and characteristics of the perpetrators, and the presence of warning signs. A number of comprehensive programs are now available, and are designed to prevent violence in the nation's workplaces and schools. Although workplace homicides have declined by approximately thirty percent over the past decade, the need for further research continues. (PsycINFO Database Record (c) 2012 APA, all rights reserved). (journal abstract)


Here, we examine recent cases of rampage school shootings outside of the United States, applying the same selection criteria as our previous American study, in order to determine the extent to which our multi-stage explanatory model may be generalized internationally. For this purpose, we gathered a sample of international school rampage incidents from various sources—including the Lexis-Nexis newspaper database and various internet sites which compile lists of school violence incidents—to compile as comprehensive a list as possible and to confirm the accuracy of data by drawing on multiple sources. We acknowledge that relying on newspaper accounts creates certain limitations. Duwe’s study of how the American news media reports mass murder in the United States, found that the most widely publicized mass murders were disproportionately likely to include large numbers of casualties, victims unknown to the offender, public locations, assault weapons, interracial offender-victim relationships, older offenders, and workplace violence. Hence, a list compiled from newspaper searches is likely to include a disproportionate number of cases that fit these descriptions. Unfortunately, there is no research investigating these biases in the school or international contexts. Although our sample was intentionally limited to multiple-casualty events using firearms in public locations, if Duwe’s findings can be generalized to school rampages outside the United States, our sample might be biased toward cases where students targeted victims of different races or ethnicities, as well as from undue attention paid to rampage attacks with random victims as opposed to targeted attacks on specific individuals. In addition, language barriers forced us to utilize mainly English language publications which could certainly impact the quality as well as quantity of our sample and data. Via the aforementioned method, we examined the 12 Incidents, all of which met our selection standards and occurred since the April 1999 Columbine massacre. (PsycINFO Database Record (c) 2013 APA, all rights reserved). (chapter)

Reviews the book, Workplace violence: Issues, trends, strategies edited by Vaughan Bowie, Bonnie S., Fisher and Cary L. Cooper (2005). This book includes a broad variety of issues relating to violence in the workplace. It brings together a number of contributors from different fields including organisational psychology, human service and criminal justice. In addition many of the issues are discussed in an international perspective with contributions coming from USA, Australia, the UK, and Europe. One of the key aims of the book is to bring together new and emerging types of workplace violence. Overall this book provides a good source of debate and discussion on new issues that organisations and government face in having to deal with workplace violence. These need to be resolved to lessen and reduce the likelihood of becoming a victim of crime at work. (PsycINFO Database Record (c) 2012 APA, all rights reserved)


Using policy-capturing methodology, this study examined the nature of workplace bullying in a random sample of 45 litigated cases in the United States. Among the findings were that most of the cases were in the District Court. Nearly one-fifth of the cases involved physical violence, the majority of the cases were in the public sector, and the supervisor was the perpetrator in many of the cases. The presence of a policy banning workplace bullying was present in slightly more than one-third of the cases. A striking finding was that 73.3% of the cases were found in favor of the employer as the defendant. These findings support the fact that even though there are no specific workplace bullying laws in the U.S., victims of workplace bullying can be legally protected. Implications for managerial practice and future research are suggested. (PsycINFO Database Record (c) 2012 APA, all rights reserved). (Journal abstract)


The United States has been experiencing a nursing shortage since the mid-1990s. The shortage is expected to deepen as the provisions of the 2010 Patient Protection and Affordable Care Act are enacted. Horizontal violence is a negative phenomenon in the nursing workplace that contributes to difficulty in recruiting and retaining nurses in hospitals. Horizontal violence has been described as a form of mistreatment, spoken or unspoken, that is threatening, humiliating, disrespectful or accusatory towards a peer. The effects of this nurse on nurse aggression can be devastating for the nurse involved and also for the patients under the nurse’s care. Nursing and social science literature have advanced oppressed group behaviors as a motivating factor driving this phenomenon in nursing. Workplace stress has also been implicated in these negative behaviors. This study used a grounded theory approach to examine how nurses explain, through semi-structured and open ended interviews, the phenomenon of horizontal violence in the nursing workplace. The primary outcome of this study was a small scale theory focused specifically on horizontal violence in the nursing work environment. The theory that emerged from this analysis was that horizontal violence can be influenced by other environmental factors beyond oppression theory. The results from the data indicated that these behaviors, described as horizontal violence may, at times, be employed as a method of manipulating the care environment in an effort to enhance patient outcomes while maintaining group or individual perception of security through a sense of environmental control. (PsycINFO Database Record (c) 2013 APA, all rights reserved)


Problem: Segments within the retail industry have a substantially higher rate of work-related fatality due to workplace violence compared to the retail industry overall. Certain demographic subgroups may be at higher risk. Method: National traumatic injury surveillance data were analyzed to characterize the distribution of fatality rates due to workplace violence among selected retail workers in the United States from 2003 through 2008. Results: Overall, the highest fatality rates due to work-related homicide occurred among men, workers aged -65 years; black, Asian, foreign-born and Southern workers. Among foreign-born workers, those aged 16-24 years, non-Hispanic whites and Asians experienced substantially higher fatality rates compared to their native-born counterparts. Conclusions: The burden of work-related homicide in the retail industry falls more heavily on several demographic groups, including racial minorities and the foreign-born. Further research should examine the causes of these trends. Interventions designed to prevent workplace violence should target these groups. (PsycINFO Database Record (c) 2013 APA, all rights reserved). (Journal abstract)


Background: Taxi cab drivers historically have had one of the highest work-related homicide rates of any
occupation. In 2010 the taxicab driver homicide rate was 7.4 per 100,000 drivers, compared to the overall rate of 0.37 per 100,000 workers. Purpose: Evaluate the effectiveness of taxicab security cameras and partitions on citywide taxicab driver homicide rates. Methods: Taxicab driver homicide rates were compared in 26 major cities in the U.S. licensing taxicabs with security cameras (n = 8); bullet-resistant partitions (n = 7); and cities where taxicabs were not equipped with either security cameras or partitions (n = 11). News clippings of taxicab driver homicides and the number of licensed taxicabs by city were used to construct taxicab driver homicide rates spanning 15 years (1996–2010). Generalized estimating equations were constructed to model the Poisson-distributed homicide rates on city-specific safety equipment installation status, controlling for city homicide rate and the concurrent decline of homicide rates over time. Data were analyzed in 2012. Results: Cities with cameras experienced a threefold reduction in taxicab driver homicides compared with control cities (RR = 0.27; 95% CI = 0.12, 0.61; p = 0.002). There was no difference in homicide rates for cities with partitions compared with control cities (RR = 1.15; 95% CI = 0.80, 1.64; p = 0.575). Conclusions: Municipal ordinances and company policies mandating security cameras appear to be highly effective in reducing taxicab driver deaths due to workplace violence. (PsycINFO Database Record (c) 2013 APA, all rights reserved). (Journal abstract)


The book is very comprehensive in regards to the many aspects of violence in our society, much of which has become part of our daily lives. The three editors, from Las Vegas, New Jersey and Tennessee, all affiliated with University Schools of Social Work, have done a good job together with 33 contributors from the USA and Canada. The book is very comprehensive in regards to the many aspects of violence in our society, much of which has become part of our daily lives. A range of professionals, both in research and clinical practice, policy makers, and managers working in the fields of child protection, social work and community service will find this a book to learn from. (PsycINFO Database Record (c) 2012 APA, all rights reserved)

Miller, M. J. (2001). The prediction and assessment of violence in the workplace: A critical review. (2001-95020-112). The problem. The purpose of this project was to conduct a critical literature review of the theories of violence, the assessment and prevention of violent behavior, and workplace violence prevention programs. Method. The critical review was based on published literature in journals and books from the 1900s to the present. Results. The review concluded that a violent family life, including childhood sexual and physical abuse, the perception that one has been treated unfairly, alcohol and/or substance abuse, a history of aggression, and threats of violence are predictors of current violence behavior. In order to be complete, a workplace violence assessment should include an evaluation of the immediacy of violence, its etiology, and the development of a plan of prevention. (PsycINFO Database Record (c) 2012 APA, all rights reserved)

Miller-Burke, J. (1998). The impact of traumatic events and organizational response. (1998-95006-313). This study examines the employee-related impact of a traumatic event in the areas of physical and mental health, productivity and employee turnover and the perceived benefits of critical incident stress debriefings to those employees and managers who choose to participate in them. The literature review includes an overview of workplace violence (Mantell & Albrecht, 1994; Northwestern National Life Study, 1993), human response to trauma (Weiss, 1993; Freedy, Kilpatrick & Resnick, 1993; Hovanitz, 1993; Everly, 1995), crisis intervention (Rapaport, 1967; Pitcher & Poland. 1992; Auerbach & Kilmann, 1977), critical incident stress debriefings (Manton & Talbot, 1990; Mitchell & Everly, 1995; Lewis, 1994; Mantell & Albrecht, 1994), the impact of mental health on productivity (VonKorff, 1996; Donatelle & Hawkins, 1989) and the cost offsets of company-sponsored programs (McDonnell Douglas Corporation, 1989; Conrad, Conrad & Walcott-McQuigg, 1991). Surveys were mailed to 391 individuals who were reported by the security department of a national bank to have experienced a bank robbery in 1996. These individuals were employed at 42 bank branches in 6 states in the United States. Two different mailings of the survey yielded 141 responses from robbery victims, a 35% response rate. The surveyed robbery victims experienced a significant number of physical and psychological symptoms, as listed in the Diagnostic and Statistical Manual for Mental Disorders-IV for the diagnosis of Posttraumatic Stress Disorder, and by researchers in the field of trauma response. The study disclosed that an individual is more likely to choose to attend a debriefing and find it valuable if he or she had experienced increased adverse health symptoms following the traumatic event, if the level of personal threat perceived during the robbery was stronger, if the individual was threatened personally with a gun. These same individuals reflected a lowered level of productivity, higher levels of post-trauma stress, less desire to continue working for their employer, use of medical/mental health care as a result of the robbery and higher usage of the employee assistance program. An approximately equal number of surveyed robbery victims reported their work and personal relationships to be either worse or better post-event, undoubtedly evidence, for some, the increased positive interaction with other employees, supervisors and/ or family members. Both groups of employees chose to attend a debriefing and found it helpful. As a comparatively higher rate than those who reported no effect on their relationships. Managers' perceptions of the impact of a robbery on their own workplace productivity was greater and they rated the debriefings as more worthwhile than did nonmanagement employees. The data clearly identify that a traumatic event, such as a robbery, results in
increased employee stress, health problems and lowered productivity. The research points to a need for employers to utilize a number of measures pre- and post-incident to mitigate the impact of such events on their employees. Specifically, companies should instruct supervisors to promptly schedule a debriefing for the affected location after every robbery. Those individuals with the most post-incident symptoms are likely to attend and find the debriefings helpful. (PsycINFO Database Record (c) 2012 APA, all rights reserved)


A case-control study design was used to investigate risks of work-related physical assault (PA) associated with a history of violent victimization among educators. A total of 6,469 state-licensed educators (Kindergarten—Grade 12) worked in the previous 12 months and were eligible to participate. Exposure data were collected from cases (reporting a PA event in previous 12 months, n = 290) for the month before PA, and from controls (no work-related PA in previous 12 months; n = 867) for a randomly selected working month. Odds ratios and 95% confidence intervals identified increased risks for educators with any prior history of work-related (17.3, 11.4–26.3) or non-work-related PA (2.0, 1.2–3.5). In addition, PA risk in the previous months increased with the number of previous victimizations, and risk also increased for educators with histories of non-physical violence (work- and non work-related). The results present a compelling case for targeted interventions and further research. (PsycINFO Database Record (c) 2012 APA, all rights reserved). (journal abstract)


Bullying in the workplace is a worldwide phenomenon. There is a sizable professional literature on workplace bullying based largely on studies in European and other countries in comparison to studies involving U.S. corporations. Psychological consultants to U.S. corporations need to know and understand how certain considerations such as prevalence, legal reform and issues, and employers’ response to bullying differ in the United States compared with other countries. This article provides an overview of these considerations, emphasizing prevalence studies on bullying in the United States. It then describes one successful consultation intervention that targeting bullying in a U.S. corporation. (PsycINFO Database Record (c) 2013 APA, all rights reserved). (journal abstract)


Violence against health personnel is a widespread problem throughout the industrialised world, as well as in developing and transitional countries, and affects health-care workers in nearly all work environments. Although guns can make an attack more lethal, assault can take the form of intimidation, harassment, stalking, beatings, stabbing, and rape. Nurses in high-risk settings are working with people who are in pain, under stress, and often feel they have lost control of their lives. In the USA, 30 states have now passed laws making it a felony to assault hospital workers and some individual facilities have begun to take workplace violence more seriously. Violence can be reduced by skillful interpersonal treatment of patients, such as providing information and showing concern. But preventing attacks preemptively would be the best strategy. (PsycINFO Database Record (c) 2015 APA, all rights reserved)


describe a proactive violence and threat management program to anticipate and thwart incidents of workplace violence] and to reduce the possibility of minor events escalating into major tragedies / recommend forming a team to handle reports or threats of violent incidents / argue that] the team should actively search for potential problems and respond in a swift and organized manner / it should cover 3 areas: preparedness and prevention, involving policies and procedures to forestall the development of potentially violent situations, particularly at times of hiring and firing; incident management, so that situations with the immediate potential for violence can be dealt with through standardized and tested procedures, covering such matters as coordinated receipt and dissemination of information and timely and appropriate intervention; and assessment, analysis, and management of the consequences of any incident. (book); prevention and threat management programs the United States Postal Service's program, the Strategic Safety Association's program, P. Johnson and J. Indvik's approach, D. Lindsey's approach, S. Baron's approach, Hardee's program, J. Kinney's program] / the Nicoletti-Flater approach phase 1: organization, evaluation, and prevention; phase 2: handling threats and aggressive action; phase 3: posttrauma debriefing] (PsycINFO Database Record (c) 2015 APA, all rights reserved). (chapter)


The researchers examined the impact of person-environment (P-E) fit, as defined by Holland’s (1997) theory, on...
interpersonal conflict at work (ICAW) and workplace aggression. In addition, previous relationships found in the job satisfaction literature were examined in the present sample of 244 United States employees. Internet based surveys were completed by 244 participants in the current research. Results of hierarchical multiple regression and correlational analyses demonstrated a negative relationship between P-E fit and ICAW. Replication of previous relationships was found between job satisfaction, P-E fit, and workplace aggression. Implications for P-E fit and workplace aggression research are discussed. (PsycINFO Database Record (c) 2012 APA, all rights reserved). (journal abstract)

This study examined the effect of Person-Environment fit, as defined by Holland's (1997) theory, on trait anger, interpersonal conflict at work, and workplace aggression in a sample of employees in the United States. Job satisfaction was also examined with regard to concurrent and discriminant validity information for this sample. Results indicated that there was not a statistically significant effect of Person-Environment fit on trait anger, interpersonal conflict at work, or workplace aggression. The concurrent and discriminant validity of findings was supported through relationships between job satisfaction, Person-Environment fit, and workplace aggression. Limitations and implications for further research related to Person-Environment fit and counterproductive work behaviors are discussed. (PsycINFO Database Record (c) 2012 APA, all rights reserved).

Workplace violence (WPV) is a significant public health concern affecting all racial or ethnic groups. This study examined whether different racial/ethnic groups differed in vulnerability to WPV exposure and utilization of resources at the workplace. This cross-sectional research focused on White, Black, and Asian nursing employees (N = 2,033) employed in four health care institutions in a mid-Atlantic U.S. metropolitan area. Whereas childhood physical abuse was significantly related to risk of WPV among workers from all racial/ethnic backgrounds, intimate partner abuse was a significant factor for Asians and Whites. Blacks and Asians were found to be less likely than Whites to be knowledgeable about WPV resources or use resources to address WPV. Services to address past trauma, and education and training opportunities for new workers may reduce risk of WPV and promote resource utilization among minority workers. (PsycINFO Database Record (c) 2015 APA, all rights reserved). (journal abstract)

This chapter has several goals. First, we define workplace aggression and describe the behaviors that constitute the construct. Second, we review the existing literature on the prevalence of workplace aggression and discuss its limitations. Third, we review research related to demographic and occupational predictors of aggression. Fourth, we report prevalence rates and demographic predictors of exposure to workplace aggression based on data from a nationally representative survey of more than 2,500 U.S. workers. Our presentation of the results of this survey will focus on three issues: (a) the overall prevalence of exposure to physical violence and psychological aggression at work; (b) the prevalence of exposure to these behaviors from three different sources: one's supervisor or boss, coworkers (employees other than one's supervisor or boss), and members of the public (customers, clients, or patients); and (c) the extent to which various general (e.g., gender, age) and occupational (e.g., job type, industry classification) demographic variables predict exposure to the two types and three sources of workplace aggression. Finally, we discuss the implications of these results for future research on workplace aggression and intervention strategies aimed at preventing workplace aggression. (PsycINFO Database Record (c) 2012 APA, all rights reserved). (chapter)

A book on workplace violence requires a chapter on school violence. Schools are where teachers and children work. One of the goals of the National Educational Goals Panel (2000), an independent agency of the executive branch of the federal government, is the following: Every local educational agency will develop and implement a policy to ensure that all schools are free of violence and the unauthorized presence of weapons. The goal applies to the safety of students, faculty, and staff. The purpose of this chapter is threefold. First, the chapter summarizes what is known about the prevalence of violence and weapons in U.S. schools. Other problematic behaviors that plague schools, including verbally assaultive behavior and drug use, are not addressed. Second, the chapter examines theories that bear on school violence and the empirical evidence linked to those theories. Third, the chapter looks at attempts to prevent school violence and, consequently, the suffering school violence causes. (PsycINFO Database Record (c) 2012 APA, all rights reserved). (chapter)

Studies on workplace bullying either in the U.S. or internationally rarely include nurses. We tested the concurrent validity of the Negative Acts Questionnaire—Revised (22 items) with a sample of nurses. Five hundred eleven registered nurses (RNs) responded to a mailed survey. Factor, reliability, and regression analyses tested dimensionality, reliability, and construct and criterion validity. Workplace bullying is best seen as a one-dimensional construct. A subset of four items was found to be both valid and reliable in measuring bullying in this sample. Findings support the use of a one-dimensional, four-item questionnaire to measure perceived bullying in nursing populations. Using a four-item questionnaire decreases participant and researcher burden and makes available an outcome measure for future descriptive and predictive interventional research. (PsycINFO Database Record (c) 2014 APA, all rights reserved). (Journal abstract)


The public, employers and policy makers often assume there is only a fixed amount of work available within an economy. In this Zeitgeist, older workers have been expected to leave the workforce at a defined age, and this has been seen as socially and morally justifiable. It was a view of the world that valued the young over the old, pitted generations against each other, and subtly, and not so subtly, delivered messages that pushed older workers out of the workforce permanently or treated them as easily expendable. This chapter considers the connections and distinctions among the terms ageism, age discrimination, workplace violence, workplace bullying, harassment, and mistreatment. It examines the limited available evidence of age as a factor in workplace bullying. It looks at the development, capacity and efficacy of laws in Canada, United States and Europe to protect older workers from discrimination and harassment in the workplace. It considers not only the laws, but also the social and legal environment in which they are applied. In this context, it is important to consider not only age per se as affecting older workers and leading to discrimination, harassment or bullying in the workplace. There also may be a wider constellation of issues associated with being an older worker that can lead to older workers' harassment in the workplace. These issues include job sector, lifelong financial insecurity, being widowed, supporting a disabled spouse or caring for grandchildren (Institute for Women's Policy Research 2012). (PsycINFO Database Record (c) 2014 APA, all rights reserved). (chapter)


In this chapter, Harley Stock focuses on organizational, legal, ethical, and methodological issues involved in the assessment of risk of violence in workplace settings. He provides various incidence rates for workplace violence (including surprising data on violence at U.S. postal facilities) and the financial consequences of workplace threats and violence. He reviews those factors associated with increased risk of violence in the workplace. He describes the legal theories and contexts that underlie lawsuits arising from workplace aggression (i.e., negligent action, respondent superior, negligent hiring, negligent retention, negligent supervision, and negligent training). Stock reviews the history of violence risk assessment and the acknowledged validity (or lack thereof) of such evaluations over the past 2 decades, including the legal status of risk assessments reflected in case law. Current risk assessment practices are analyzed and the author presents a model for conducting workplace violence risk assessments. This model includes consideration of those variables, factors, and questions that forensic mental health experts must consider in providing opinions to businesses and agencies about an employee whom they consider to be a potential threat. (PsycINFO Database Record (c) 2012 APA, all rights reserved). (book)


This study examined socioeconomic factors associated with the presence of workplaces belonging to industries reported to be at high risk for worker homicide. The proportion of 2004 North Carolina workplaces in high-risk industries was computed following spatial linkage of individual workplaces to 2000 United States Census Block Groups (n = 3,925). Thirty census-derived socioeconomic variables (selected a priori as potentially predictive of violence) were summarized using exploratory factor analysis into poverty/deprivation, human/economic capital, and transience/ instability. Multinomial logistic regression models indicate associations between higher proportion of workplaces belonging to high-risk industries and Block Groups with more poverty/deprivation or transience/instability and less human/economic capital. The relationship between human/economic capital and Block Groups proportion of high-risk industry workplaces was modified by levels of transience/instability. Community characteristics therefore contribute to the potential for workplace violence, and future research should continue to understand the relationship between social context and workplace violence risk. (PsycINFO Database Record (c) 2012 APA, all rights reserved). (Journal abstract)

The Violence Volcano is for managers and workers in all types of business and government organizations, including law enforcement and other first-responders. Its purpose is to assist all organizations and their employees in fulfilling their obligations under U.S. government regulations to reduce the risks of any and all forms of violence that affect workers during the time they are carrying out their duties as employees. The Violence Volcano is written at an appropriate level for either self-study, training programs, or classroom settings. It could be used as a supplement in business, educational administration, criminal justice and law enforcement classes, or other academic and trade programs. (PsycINFO Database Record (c) 2012 APA, all rights reserved). (cover)


The purpose of this paper was to present a first step toward developing a behavioral description of managerial bullying that better distinguishes among (1) behavior that is bullying, versus (2) other unacceptable behavior that is not bullying, and (3) aggressive but nevertheless acceptable managerial behavior. The study was based on a survey using SurveyMonkey© and announced through social media (LinkedIn©, Twitter©, Facebook©) groups identified with workplace violence or bullying. The survey consisted of critical incidents of behaviors that employees had specifically identified as “bad management,” plus respondent characteristics that might explain their responses. The results show that workplace bullying in the U.S. workplace is a serious problem that is seldom reported to management. Neither age, gender, experience, language, at home, having bullied, nor having been bullied seems to influence what a subject regards as bullying behavior, but negative managerial behavior directed at a particular employee especially in the presence of others is highly likely to be seen as bullying. To develop a theory of managerial bullying, further research needs to be directed toward the causes of workplace bullying, specifically the interaction of elements of the workplace itself as well as characteristics of both the perpetrator and the victim and external influences (workplace, perpetrator, victim, external conditions). Meanwhile, organizations should develop and enforce anti-bullying policies and training programs that use specific behaviors, such as those identified here, to clarify how the organization defines workplace bullying. (PsycINFO Database Record (c) 2012 APA, all rights reserved). (journal abstract)


Workplace and school violence have received much attention over the past decade, due in part to highly publicized events, such as those relating to the U.S. Post Office, Columbine High School, and Virginia Tech. During this article, we will explore these topics from the aspect of crisis communication. This article will also explore aspects of the Stockholm Syndrome and psychopathology, which might present in these situations. (PsycINFO Database Record (c) 2013 APA, all rights reserved)


The primary purpose of this study was to validate the perceptions of frequency and patterns of bullying behavior experienced by registered nurses (RNs) across the United States. This study was completed to develop relevant and sensitive tailored interventions for the future. A 30-item anonymous electronic survey was used to identify the frequency, type, perpetrators, and personal and professional consequences of bullying. Findings from the overall population of 303 RN respondents (mean age of 49 years) indicated that 70% of the bullying was reported by a predominant group of staff RNs (n = 212), and it is this group that is the focus of this report. Of this group, bullying occurred (a) most frequently in medical-surgical (23%), critical care (18%), emergency (12%), operating room/Post Anesthesia Care Unit (9%), and obstetrical (7%) areas of care and (b) within the 5 years or less of employment on a unit (57%). Perpetrators included senior nurses (24%), charge nurses (17%), nurse managers (14%), and physicians (8%) who publicly humiliated, isolated, excluded, or excessively criticized the staff nurses. Subsequent stress levels were reported as moderate or severe, with support found primarily with family, colleagues, and friends and not with an available workplace infrastructure of solution. Many left the workplace completely with or without jobs awaiting them. Bullying among U.S. nurses is a hidden problem with significant patient-directed quality performance and workforce implications. It is critical that innovative strategies be developed and implemented to address the root cause of this problem. (PsycINFO Database Record (c) 2012 APA, all rights reserved). (journal abstract)


The purpose of this study was to examine a select set of organizational variables and determine their relationship 20
to nursing assistants’ intentions to quit in state-owned veterans’ long-term care facilities located across the United States. America’s long-term care industry (e.g., nursing homes, assisted living facilities) is a multibillion dollar industry. Because the U.S. government is projecting a 250% increase in the elderly population, staffing these nursing homes and related facilities is a critical concern. A vitally important but often overlooked factor of the long-term care industry is employee turnover. Of the staff in long-term care facilities, the nursing assistant (NA) position is particularly susceptible to turnover. Approximately 80% of NAs who enter the workforce leave within the first year and many leave within the first 3 months of employment. Some facilities report that they are unable to accept new residents because of a lack of qualified NAs. While many studies have researched this issue, staff turnover in long-term care facilities remains a serious and widespread problem. This study provides a foundation for future research related to the perceptions of intentions to quit of nursing assistants (NAs) working in state-owned veterans long-term care facilities by providing primary data regarding NAs intentions to quit. Results of this study indicate that NA intentions to quit might be reduced provided that pay and rewards are increased, workplace violence is addressed, and better access to patient care plans is provided. This research is useful to state-owned and operated long-term care facilities by giving them additional insights into nursing assistants’ intentions to quit, perhaps resulting in lower rates of turnover. It is suggested that future research be performed using populations of individuals from other segments of the long-term care industry, mainly, for-profit institutional care nursing homes, and federally owned veterans long-term care facilities. (PsycINFO Database Record (c) 2012 APA, all rights reserved)

Wilson, T. A. (2010). Workplace aggression behaviors, organizational justice, and intention to leave among U.S. telecommunications workers. (2010-99190-456). Workplace aggression behavior is a global phenomenon that casts a dark shadow on many of today’s organizations, both public and private. As it frequently leads to violence, workplace aggression behaviors, which include harassment and bullying, have become a growing concern in the United States (Bandow & Hunter, 2007). Employees subjected to workplace aggression report a wide range of physical, psychological, and social complaints that prevent them from effectively performing their jobs (Fox & Spector, 2005). Employees who perceive feelings of injustice may experience decreased loyalty to their organizations (Tyler & Lind, 1992). Several researchers have examined aggression; however, little is known about the relationship among workplace aggression behaviors, organizational justice (procedural, distributive, interpersonal, and informational), and intention to leave. This study examines the fundamental theoretical literature and empirical studies related to workplace aggression behaviors, organizational justice, and intention to leave among U.S. telecommunications workers. In examining the relationship among workplace aggression, organizational justice, and intention to leave, practices in the fields of psychology, organizational behavior, economics, ethics, and human resources were utilized. A theoretical framework based on Buss's (1961) three dichotomies of aggression behaviors (physical-verbal, active-passive, and direct-indirect), were used as a foundation for this dissertation. Three research questions, four hypotheses, and seven sub-hypotheses were developed for this non-experimental, quantitative study to examine the relationships among workplace aggression behaviors, employee demographics and work profiles, organizational justice, and intention to leave. A total of 1,654 surveys were randomly sent by Zoomerang Market Tools to an accessible population of management and non-management telecommunications employees located throughout the United States. Out of 242 completed surveys, 241 were usable. The response rate was 14.6%. The final data-producing sample closely represented the distribution of the telecommunications sectors (wireline, wireless, cable, and satellite) of the target population and provided support for external validity of the study so that findings could be generalized across sectors. Furthermore, this study used an exploratory (comparative) and explanatory (correlational) survey to answer the research questions and test hypotheses. Exploratory data analysis, exploratory factor analysis, and coefficient alpha were used to examine the psychometric qualities of the scales. To answer the research questions, descriptive statistics were used. Additionally, to answer the exploratory (comparative) research questions, independent t-tests, one-way ANOVA, and Chi Square analysis were performed. Finally, to test the research hypotheses, stepwise (forward) hierarchical multiple regression were used to find the best explanatory models for respective hypotheses. This research examined the factors which exacerbate intention to leave and also identified areas for future scholarly study. Findings were not as expected. Of the telecommunications workers sampled for this study, 1 in 5 employees or 21% reported frequent experiences with workplace aggression behaviors. Results were inconsistent with Matthiesen and Einarsen’s (2007) and Namie and Namie’s (2000) research that reported approximately one in ten individuals were victims of workplace bullying. Distributive Justice and Informational Justice were significant explanatory variables of Intention to Leave for employees in the Satellite Telecommunications sector than any of the other sectors. Future studies utilizing this study's model to examine increased Workplace Aggression, Organizational Justice, and Intention to Leave among the Satellite Telecommunications sector is recommended. (PsycINFO Database Record (c) 2012 APA, all rights reserved)

violence in the United States, the hard fact remains that violence continues to be a significant occupational cause of death, injury, illness and disability. Approximately 1.7 million employees are victims of violent crimes in the workplace each year in the United States. The need for employers, employees, lawyers and mental health professionals to be knowledgeable about workplace violence is never greater than when an incident involving a psychopath in the workplace occurs. While psychopaths are not the cause of all workplace violence, they are the cause of some of the most damaging and deadly workplace violence. Whether the incident involves the rape of a coworker, the holdup of a convenience store clerk, or the shooting of a police officer, extensive damage and disability can be left in the wake of the psychopath’s actions. Profiles of workplace psychopaths and characteristics of a violence-prone workplace can provide insight into the situations from which violence can emerge. Although the examples and statistics in this chapter are from the United States, the approaches discussed are intentionally applicable. Evaluation of the workplace that has been victimized by the workplace psychopath is essential to the appropriate management of workplace violence in any country in which it occurs. In addition, knowledge of the relevant rehabilitation-related legislation is important for the treatment of psychopaths and the subsequent disability of employees in the workplace. (PsycINFO Database Record (c) 2012 APA, all rights reserved). (chapter)


Background: Workplace violence towards nurses is prevalent and consequential, contributing to nurses’ reduced health and safety, worsened job attitudes, and compromised productivity. Objectives: To examine if organizational violence prevention climate as perceived by nurses predicts nurses’ physical violence exposure and if physical violence exposure predicts nurses’ somatic symptoms and musculoskeletal disorder symptoms.

Design: A two-wave longitudinal design with naturally occurring groups, with a 6-month interval. Methods: Analysis of covariance and logistic regression were applied to test the proposed hypotheses among 176 nurses from two hospitals in the U.S. who participated in both surveys required by this study. All nurses from the two hospitals were recruited to participate voluntarily. The response rate was 30% for the first survey and 36% for the follow-up survey. Among the subjects, only 8 were male. On average, the subjects were about 45 years old, had a job tenure of about 17 years, and worked approximately 37h per week. Results: Violence prevention climate, specifically the dimension of perceived pressure against violence prevention, predicted nurses’ chance of being exposed to physical violence over six months (odds ratio 1.69), with no evidence found that violence exposure affected change in climate reports. In addition, results supported that nurses’ physical violence exposure had effects on somatic symptoms, and upper body, lower extremity, and low back pain over six months. Conclusions: Findings of this study suggest that reducing organizational pressure against violence prevention will help decrease the chance of nurses’ physical violence exposure and benefit their health and safety. (PsycINFO Database Record (c) 2012 APA, all rights reserved). (journal abstract)