

Behavioral Dimensions of Seafarers and Self-Confidence Analysis

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ABSTRACT

In general, this study discusses the concept of behavior, and how the plane of behavior, social institutions, culture and personality affect behavior. After the concept of behavior, information on the concept of mobbing at workplace (psychological harassment), of which the importance is realized recently nowadays and which constitutes a major threat to organizations, is provided. The concept of mobbing (psychological harassment at workplace) is explained, and the reasons why mobbing emerges are discussed. The purpose of the research is to determine the relationship between the job performance and job stress of the seafarers in the field of application and mobbing practices. The population of the research consists of captains, principal engineers, watchkeeping officers, engineer officers and interns who work in the maritime sector. The survey used is applied to 102 seafarers. In the survey, the scales of Negative Acts Questionnaire and Systematic Stress Management (American Institute for Preventive Medicine) are used. The survey consists of three main sections. The first section measures demographic information. The second and last sections include mobbing perception scale, and the scales of job performance and job stress, respectively. The research data are analyzed with the SPSS 21.0 program. Analyses of factor, reliability, regression and correlation are utilized. According to results of this study, it is carried out that mobbing increases working stress and decreases personal performance.

Keywords: Mobbing, Job Performance, Job Stress, Seafarers, Watchkeeping, Perception Scale

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Denizcilerin Davranış Boyutlarının ve Özgüvenlerinin Analizi

ÖZET

Yapılan çalışmada genel olarak davranış kavramından; davranış düzleminin, sosyal kurumların, kültürün ve kişiliğin davranışları nasıl etkilediğinden söz edilmektedir. Davranış kavramından sonra günümüzde önemi yeni anlaşılmaya başlanan ve örgütler için büyük tehdit oluşturan işyerinde psikolojik taciz (mobbing) kavramı hakkında bilgi verilmiştir. Mobbing (iş yerinde psikolojik taciz) kavramı açıklanmış, mobbingin ortaya çıkış nedenlerinden bahsedilmiştir. Araştırmanın amacı, uygulama alanındaki denizcilerin iş performansı ve iş stresi ile mobbing uygulamaları arasındaki ilişkiyi tespit etmektir. Araştırmanın evreni, denizcilik sektöründe faaliyet gösteren kaptanlar, başmühendisler, vardiya zabitleri, vardiya mühendisleri ve stajyerlerdir. Kullanılan anket 102 denizciye uygulanmıştır. Ankette Negative Acts Questionnaire ve Systematic Stress Management (American Institute for Preventive Medicine) ölçekleri kullanılmıştır. Anket üç ana bölümden oluşmaktadır. Birinci bölüm demografik bilgileri ölçmektedir. İkinci bölümde mobbing algı ölçeği, son bölümde ise iş performansı ve iş stresi ölçekleri bulunmaktadır. Araştırma verileri SPSS 21.0 programında çözümlenmiştir. Faktör, güvenilirlik, regresyon ve kolerasyon analizlerinden faydalanılmıştır. Çalışmanın sonuçlarına göre mobbing iş stresini yükselttiği ve kişisel performansı düşürdüğü ortaya çıkmıştır.

Anahtar Kelimeler: Mobbing, İşperformansı, İşstresi, Denizci, Vardiya, Algı Ölçek



1. INTRODUCTION

1.1. Notions of Behaviour and Mobbing

It is best to define the notion of behaviour as "a reaction the organism shows against specific stimuli" (Roediger et al., 1984). Every type of reactions caused by a number of stimuli stemming from many different sources inside and outside the organism creates the scope of the notion of behaviour. Just like bodily movements carrying various verbal and non-verbal messages through many acts and activities carried out by the organism through bodily and mental skills, personal qualities and emotional mechanisms, all of the phenomena and situations are a group of reactions constituting the behaviours (Hillgard, 1957). Human activities and movements included in the scope of the behaviour vary quite a lot. Therefore, it is possible to consider all observable and measurable events within the definition of behaviour (Crider et al., 1983). Accordingly, it is possible to name prerequisites and preparing factors of human behaviours as "stimuli", while any and all kinds of changes occurring in the organism in return as "reactions". In a quite simple way, it is possible to assess the notion of behaviour as a result of reciprocal relations among stimulus, organism and reaction (Cüceloğlu, 1991).

These changes which are named "reactions" within the framework of the definition of behaviour can be considered in two parts, open and closed (Hellriegel et al., 1988). Open reactions stem from actions and moves causing some changes such as talking, walking, seating, standing up, writing or carrying out a work. Open reactions, which take a form of answering various stimuli affecting the organism, are acts that can be clearly observed by the related individual and other people.

Scientists carrying out studies in management and working psychology field in recent years determined a new notion of alienation from workplace stemming from a workplace-related psychological problem. This phenomenon, which was initially thought to occur due to psychological pressures stemming from the competition at the workplace, but whose presence and significance of its dimension have not been recognized before, and which is seen frequently among employees leaving their workplaces through resignation, is called "mobbing".

"Mobbing", which is a form of act of the root "mob" meaning an irregular crowd of gang implementing illegal violence in English, means psychological siege, abuse, disturbance or



discomfort (Oxford Advanced Learner's Dictionary). Mobbing is a type of psychological terror implemented at the workplace by other employees or employers in a form of repeated attacks. The notion contains meanings that express any and all kinds of behaviours such as misbehaviours, threats, violence, humiliation implemented systematically on employees by their seniors, subordinates or employees on an equal level.

Mobbing is a process which starts with a person becoming a target of a disrespectful and harmful behaviour. As a result of organizational psychological violence developed in earlier stages as a person's or some people's hostility against a person or a group of people, the victim starts to be alienated to himself/herself and then to his/her environment. The process starts with negligence to work, disgust, intimidation and decrease in performance, and then results in resignation (Einarsen et al., 2003).

In people damaged by the notion of mobbing, some changes of behaviour and thoughts such as lack of sleep, lack of appetite, depression, boredom, anxiety, immobility, crying fit, forgetfulness, sensitiveness, instant anger, silence, loss of will to live, failure in being satisfied with things s/he used to love may be observed. In cases where violence and abuse are experienced denser, mobbing victim may even have thoughts of suicide. Chronic concerns getting denser and denser among employees take the whole organization under their effect. At this point, it is required to consider the notion of mobbing as a factor threatening the organizational health. In this sense, mobbing must be perceived as organization disease of recent years. Nevertheless, although mobbing-related problems are faced in many organizations, it is not considered as a disease, related precautions are not taken or no study is carried out for improvement.

The individual, whose performance decreases swiftly within the organization, experiences a great psychological and social collapse. The individual who takes up the way of balancing the pressure s/he feels starts to show up at work late, and takes his/her sick leaves. The number of occupational accidents and occupational diseases show an increase. The concept of mobbing damages not only the individual but also the organization. For instance, mobbing victim shift officer may cause naval accidents by the effect of psychological collapse and absent-mindedness. This case may turn into great problems whose result affects not only the mobbing victim, but also the organization, company and environment. Mobbing behaviours



defined by Leymann as inventory of psychological terror (Leymann Inventory of Psychological Terrorisation – LIPT) and classified in five groups are as follows (Leymann, 1993; Davenport, et al., 2003):

- Behaviours preventing the person from showing himself/herself and formation of communications,
- Attack on social relations,
- Attack on the person's reputation.
- Attack on the person's life quality and occupational situation,
- Attack on the person's health is physical violence.

1.2. Reasons of Emergence of Mobbing

Being one of the most serious threats against human in our age, mobbing is quite a common type of attack causing physical and mental traumas. It's hard to attribute psychological intimidation at workplace to a single reason. Factors such as personality, psychological structure of employees, merciless competition conditions in enterprises affect mobbing (Davenport et al., 2003).

2. METHOD OF RESEARCH

When considered in terms of analysis techniques, this study is a quantitative study. The reasons of employees working in maritime sector regarding perception of psychological intimidation at the work place were analysed in terms of different variables. For this purpose, a scale of perception developed by the researches was implemented on a portion of the seafarers, and an attempt was made to find an answer to the problem of the research by interpreting the employees' attitudes towards related variables.

Within the scope of this research carried out regarding psychological intimidation implementations and their effects, randomly selected interns, officers, engineers and captains working in maritime sector constitute the sample of the research. The survey was implemented to 102 seafarers.

Survey method was adopted to measure the relation of psychological intimidation at the work place with working stress, business and personal performance in compliance with the



purposes of the survey. The survey issued for research consists of three chapters. In the first chapter, questions were asked to determine the employees' demographical qualities. The questions available in this chapter are the ones for determination of age, sex, marital status, level of education, position and seniority of the employee answering the survey.

In the second chapter, there are questions on searching the phenomenon of psychological intimidation in enterprises. In this chapter, answers are provided to questions regarding employees' communication with their colleagues and superiors, verbal or written abuse, emotional violence, discrimination, attack on professional position, political, cultural or religious pressures. In the third chapter, there are questions regarding working stress and personal performance.

There are 44 questions in the survey. First 6 of these questions constitute questions regarding demographical variables, 24 questions found in the second chapter constitute questions regarding psychological intimidation, questions between 1-9 in the last chapter cover questions regarding working stress and questions between 10-14 constitute questions about personal performance.

In the study of biostatistical analysis, discussed criteria is defined by mean, standard deviation, median, minimum, maximum and percentage values. “Chi-Square” and “Fisher’s Test” was used intergroup when comparing frequencies and percentages.

Tests below are used for comparing the average variable with normal distribution:

- Two different groups in the “t-test” comparisons.
- More than two groups in the “one-way analysis of variance” comparisons.

Also, “Tukey HSD”, “Mann-Whitney U”, “Wilcoxon Test” and “Kruskal-Wallis one-way analysis of variance” methods are used. The relationship between variables and to demonstrate the determined correlation equations into mathematical relationships (Pearson, Spearman, etc.) and regression analysis were performed for determining.

Make features are desire to measure right and measure without mixing other features (validity) and testing/scale of “consistency”, “reliable” or “repeated” on the measurement of that quality (reliability), all biostatistical approaches which are need to be laid down were applied to survey data.



Validity and reliability analysis calculated level of “Cronbah’s alpha coefficient” is showed that success of consistent with each of the questions in the scale and reveal elements of the same feature (Sezgin and Kınay, 2010).

Factor analysis was conducted to clarify the relationships between data sets and concepts in order to assist in the interpretation. 21th version of SPSS program was utilized in analyses. $p=0.05$ level of significance was taken as basis in all statistical analyses.

2.1. RESULTS

Results of correlation analysis carried out that there is a reverse way relationship between working stress and personal performance. Initially, a strategy should be determined to struggle with mobbing. The victim should not push himself/herself into loneliness, s/he should get help from his/her social circle. Then, s/he must contact the related places by looking for units to which s/he may report the case in the institution. In case there is no result, s/he should take legal action, and should follow the case without fear of taking risks.

Table 1: Demographics of the Participants

Demographic Variables	Subgroups	Count	Column N %
D1 Group of age	1. Under 20 years old	2	2.0
	2. 21-25 years old	76	74.5
	3. 26-30 years old	18	17.6
	4. 31-35 years old	5	4.9
	5. 36-40 years old	1	1.0
	6. Over 41 years old	0	.0
	Total	102	100.0
D1x Group of age	1. 25 and under	78	76.5
	2. 26 and over	24	23.5
	Total	102	100.0
D2 Gender	1. Male	88	86.3
	2. Female	14	13.7
	Total	102	100.0
D3 Marital status	1. Single	95	93.1
	2. Married	7	6.9
	3. Divorced	0	.0
	4. Widow	0	.0
	Total	102	100.0
D4 Educational status	1. Primary Education	0	.0
	2. High School	0	.0
	3. Associate Degree	0	.0
	4. Undergraduate	101	99.0
	5. Post Graduate	1	1.0
	6. Doctorate	0	.0



	Total	102	100.0
D5 What is the position in the organization you work	1. Chief Engineer	1	1.0
	2. Watchkeeping Engineer	3	2.9
	3. Watchkeeping Officer	27	26.5
	4. Master	4	3.9
	5. Cadet	67	65.7
	Total	102	100.0
D5x What is the position in the organization you work	1. Chief Engineer - Captain	8	7.8
	2. Watchkeeping Engineer - Watchkeeping Officer	27	26.5
	3. Cadet	67	65.7
	Total	102	100.0
D6 How many years are you working in the same organization	1. Less than 1 year	59	57.8
	2. 1-3 years	33	32.4
	3. 4-6 years	8	7.8
	4. 7-10 years	2	2.0
	5. More than 10 years	0	.0
	Total	102	100.0
D6x How many years are you working in the same organization	1. Less than 1 year	59	57.80
	2. 1-3 years	33	32.40
	3. More than 4 years	10	9.80
	Total	102	100.00

Table 2: Correlation Analysis Results

Pearson Correlations		MOB_F1_6item	MOB_F2_8item	MOB_F3_6item	MOB_F4_4item	isstr_F1_6item	isstr_F2_3item_Ort
MOB_F2_8item	r	,537**					
	p	,000					
MOB_F3_6item	r	,595**	,570**				
	p	,000	,000				
MOB_F4_4item	r	,529**	,554**	,544**			
	p	,000	,000	,000			
isstr_F1_6item	r	,370**	,372**	,384**	,317**		
	p	,000	,000	,000	,001		
isstr_F2_3item	r	,496**	,270**	,287**	,401**	,639**	
	p	,000	,006	,003	,000	,000	
KPrf_Total	r	.065	-.116	-.191	.064	.182	,220*
	p	.518	.244	.055	.523	.067	.026

** . Correlation is significant at the 0.01 level (2-tailed).



MOB_F2_8item: cultural discrimination

MOB_F3_6item: emotional violence

MOB_F4_4item: attacks to prestige

isstr_F1_6item: stress of caused by co-workers

isstr_F2_3item: stress of caused by work

Table 3: Model Summary of Personal Performance

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,297 ^a	,088	,051	,96652

a. Predictors: (Constant), Mb_F4_attacks to prestige_4item_mean, Mb_F1_attacks to positional status_6item_mean, Mb_F2_cultural discrimination_8item_mean, Mb_F3_emotional violence_6item_mean

Table 4: ANOVA^b Analysis of Personal Performance

ANOVA ^b					
Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	8,758	4	2,190	2,344	,060 ^a
Residual	90,615	97	,934		
Total	99,373	101			

a. Predictors: (Constant), Mb_F4_attacks to prestige_4item_mean, Mb_F1_attacks to positional status_6item_mean, Mb_F2_cultural discrimination_8item_mean, Mb_F3_emotional violence_6item_mean

b. Dependent Variable: KPrf_F_1personal performance

**Table 5:** Subgroups of Personal Performance

Model	Standardized Coefficients	t	Sig.
	Beta		
(Constant)		8,359	,000
Mb_F1_ Attacks to positional status _6item_mean	,178	1,373	,173
Mb_F2_ Cultural discrimination _8item_mean	-,110	-,848	,399
Mb_F3_ Emotional violence _6item_mean	-,322	-2,419	,017
Mb_F4_ Attacks to prestige _4item_mean	,240	1,892	,061

a. Dependent Variable: KPrf_F_1 personal performance

According to table 4, regression analysis of the result of “personal performance” is seen as “emotional violence”. “attacks to prestige” were found very close to the significance level.

Table 6: Model Summary of Working Stress

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,528 ^a	,279	,249	,90490

a. Predictors: (Constant), Mb_F4_ attacks to prestige _4item_mean, Mb_F1_ attacks to positional status _6item_mean, Mb_F2_ cultural discrimination _8item_mean, Mb_F3_ emotional violence _6item_mean

Table 7: ANOVA^b Analysis of Working Stress

ANOVA ^b					
Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	30,739	4	7,685	9,385	,000 ^a
Residual	79,428	97	,819		
Total	110,167	101			

a. Predictors: (Constant), Mb_F4_ attacks to prestige _4item_mean, Mb_F1_ attacks to positional status _6item_mean, Mb_F2_ cultural discrimination _8item_mean, Mb_F3_ emotional violence _6item_mean

b. Dependent Variable: isstr_F2_working stress

**Table 8:** Subgroups of Working Stress

Model	Standardized Coefficients	t	Sig.
	Beta		
(Constant)		2,701	,008
Mb_F1_ Attacks to positional status_6item_mean	,454	3,936	,000
Mb_F2_ Cultural discrimination_8item_mean	-,089	-,775	,440
Mb_F3_Emoional violence_6item_mean	-,064	-,540	,590
Mb_F4_ Attacks to prestige_4item_mean	,240	2,130	,036

a. Dependent Variable: isstr_F2_work stress

According to table 7, regression analysis of the result of “working stress” is seen as “attacks to positional status” and “attacks to prestige”

3. DISCUSSION AND SUGGESTIONS

Mobbing at the work place affects the organization where it occurs. Initially, sudden decrease the work performance of the workers directly reduces the efficiency of the institution. Apart from that, uneasiness in the institution causes a lack of confidence in employees towards the institution. Furthermore, there would be an increase in labour turnover that occurs as a result of quitting of employees, who experienced mobbing and could not cope with it. Due to the fact that human capital plays a great role in financial performance results of the institution, negative effect of labour turnover cannot be denied. Apart from that, labour costs of the institution will increase while efficiency and profit rates will decrease as syndromes such as decrease in work pleasure, lack of motivation, worker-employee conflicts can be seen in institutions. Furthermore, as a result of the increase in acceptability of mobbing in legal terms day by day, its being subject to sanctions has become a topic of conversation. As a result, employers pay high amounts of compensations to workers who faced with mobbing. Due to all these reasons, institution managers are provided with the following suggestions for an effective fight against mobbing.

Institutions have also significant roles in fight against mobbing. In addition to technical trainings, institutions should also provide their personnel with trainings increasing the quality of communication such as ethical values and behaviours in business life, communication, emotion-based relationship development, hypnotic resting, hypnotic speech.



Experts on workplace and employee psychology must be employed and companies should train their managers on issues like crisis management, chaos management and business ethics.

Human resources departments of companies have great roles in prevention of mobbing. Initially, social activities, where employees can socialize and spend time together, must be frequently organized during shift hours and off-hours in order for communication to be healthy and to create a closer and sincere setting.

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