

WORKPLACE BULLYING ASSESSMENT

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Abstract: Workplace bullying/mobbing is a globally recognized problem. There is no unanimity among studies and, in certain cases, findings show significant discrepancies, due to the use of different assessment tools as well as to cultural differences among individual countries. We distinguish methods that focus on: (a) inside perspectives on the experience of bullying (questionnaires and surveys, self-report through diary-keeping, personal accounts through interviews, focus groups and critical incident technique and projective techniques); (b) outside perspectives (observational methods and peer nominations). In particular, we argue that, by integrating inside and outside perspectives on the problem and by using a range of research methods, researchers may assess and tackle the problem of bullying in their organizations.

Keywords: workplace bullying, assessment, inside and outside perspective

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