

CHAPTER –II

PILOT STUDY

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2.1 Introduction

The term “Pilot Study” refers to mini versions of a full scale study as well as the specific pre-testing of a particular research instrument such as questionnaire or interview schedule. The term pilot study is used in two different ways in social science research. It can refer to so-called feasibility studies which are small scale version or trial run, done in preparation for the major study. However, a pilot study can also be the pre-testing or trying out of a particular research instrument. One of the advantages of the pilot study is that it might give advance warning about where the main research project could fail or whether proposed methods or instruments are inappropriate or too complicated. A pilot study is usually carried out on members of the relevant population, but not on those who will form part of the final sample. This is because it may influence the later behaviour of research subjects if they have already been involved in the research.

Pilot studies can be based on quantitative and or qualitative methods and large-scale studies might employ a number of pilot studies before the main research. The first phase of a pilot study might involve using in-depth interviews or focus groups to establish the issues to be addressed in a large-scale questionnaire survey. Next the questionnaire (e.g. the wording and the order of the questions or the range of answers on multiple-choice questions) might be piloted. A final pilot study could be conducted to test the research process, such as different ways of distributing and collecting the questionnaire. Thus, pilot study is often used to test the design of the full scale experiment which then can be adjusted. It is potentially valuable insight and should

anything be missing in the pilot study, it can be added to the full-scale experiment to improve the chances of a clear outcome.

2.2 Concept and Research Review

Workplace violence affects us all. Its burden is borne not only by victims of violence but by their co-workers, their families, and their employees - in other words, virtually each one of us. The worker at all levels of society does work to integrate with the demands of family life by compartmentalizing his personality into 'work' self and 'family' self. So, the behaviour a man behaves in his family reveals how well his needs are being satisfied at work and thus this paramount roles play by him is often related with tensions and frustration causing to a reduction in the quality of interpersonal relationships with his family and co-workers. It is with this aspect the family environment and job-related tensions mutually affect each other

Workplace violence is an act in which a person is abused, threatened, intimidated or assaulted in his or her employment (ILO, 1998). It can occur inside or outside the workplace and can range from threats and verbal abuse to physical assault and homicide, one of the leading causes of job related deaths. Workplace violence is a growing concern for employers and employees nationwide.

Thus, the spectrum of workplace violence ranges from offensive language to homicide, and a reasonable working definition of workplace violence are as follows: Violent act including physical assaults and threats of assault, directed toward persons at work or on duty.

An elaborate literature survey had been conducted in order to gain some detail insight into the subject matter. This review not only helped to identify the present problem but also

became a solid background to further strengthen the issue at hand. In this purpose, various books and articles were reviewed which were in other way relevant to the present study.

In order to have a literature search, the various libraries visited were the Hansa Mehta Library, The M.S.University of Baroda, Gujarat, the women's studies research center (The M.S.U, Baroda), The Social Work Faculty library (The M.S.U, Baroda), Institute of Rural Management Anand (IRMA, Anand). The contributions on workplace violence research by various scholars of international, national level are summarized as below:

A review of studies on violence at workplace

Menckel, Carter and Viitasara (2000) found that violence towards caregivers of persons with developmental disabilities is a significant problem. Such acts of violence were associated with a small minority of individuals. Violent and disruptive incidents directed towards personnel were both frequent and common, although the degree of severity was low, as none of the 3000 incidents recorded during the six week study required sick leave. The authors thought that the tendency to under report incidents might increase when personnel believe that they might be considered to have had some responsibility or blame.

In 1993, Northwestern National Life Insurance conducted a survey on workplace violence. The survey was based on telephone interviews with 600 full time civilian workers excluding business owners and sole proprietorships. Northwestern National did not specially establish a definition for workplace violence; however, it provided three criteria used to establish violence at the job site: harassment, threats and physical attacks. They used common lay terms rather than technical legal terms in establishing these definitions. Northwestern National found that violence in the workplace is common. Using its survey of 600 workers to project results for the entire working

population of the United States, Northwestern National reported that in one year, over 2 million workers were threatened and 16 million were harassed.

Mayhew and Chappell (2001) presented an overview of occupational violence in the Health Sector. They distinguished between external violence and internal violence and discuss factors affecting reporting and measurement of these types of violence. They noted that there has been little substantive occupational violence research in the Australian Health Sector and concluded that the incidence and severity of occupational violence in the Australian Health Care Sector is poorly recognized, and there are no solid data available.

Toscano and Wever (1995) cited in Braverman (1999) reveals that in the U.S., a high profile has been given to those incidents where a person has been murdered by fellow worker. This is, despite the fact that these events account for only 4% of homicides at work with the result of large majority of armed robberies.

Chou & Choi (2011) on the prevalence and correlates of perceived workplace discrimination among older workers in the United States of America, reported that 81 percent of the older workers encountered at least one workplace discriminatory treatment within a year. Prevalence of perceived workplace discrimination differed with age, gender, education, occupation and wage. The study further revealed that, younger ages and being male were positively associated with perceived workplace discrimination. In examining the roles of supervisor and co-worker support, the study discovered that supervisor support was negatively associated with workplace discrimination. Finally, this study also revealed a non-linear relationship between wages and perceived workplace discrimination with the mid-range wage group experiencing the highest level of workplace discrimination.

Grunberg, Moore and Greenburg (1996) conducted a study to test the proposition that promoting worker involvement and participation in reporting schemes would reduce under reporting. This was thought to arise through a mechanism of increased control. The authors explored whether mills with 'high worker control' might have fallen behind the conventional mills in such things as safety training, the installation of machine cards, another safety related improvement due to their vulnerable economic nature. These workers felt greater insecurity and powerlessness, and had the lowest levels of job satisfaction. Powerlessness and job insecurity are significantly associated with days missed due to injuries; this creates additional work tensions on the job and less attention to safe working practices, and thus may result in higher accidents and injury rates. The study concluded that the different injury rates were a result of both reporting and actual safety conditions.

Schat and Kelloway (2002) conducted a study on the effects of perceived control on the outcomes of workplace aggression and violence to examine whether perceived control reduces the fear and other negatives outcomes that are associated with exposure to violence. For the purpose of the study, a three-dimensional measure of perceived control consisting of understanding, prediction and influence was developed and sustained. A model examines the effects of workplace violence and perceived control on personal and organizational outcomes were proposed and tested. The results showed that the adverse effects of both the direct and vicarious violence are mediated through fear of future workplace violence. Therefore, fear was hypothesized to be the primary direct consequences of workplace violence

Hall and Spector (1991) suggested that employees who do not actually experience workplace violence, but who do perceive a threat of such violence, demonstrate many of the

negative consequences as do direct victims. (Anxiety, illness symptoms and negative occupational outcomes).

Withey and Cooper (1989) has found out that employees who are dissatisfied with their job conditions tend to exhibit more neglect than those who are satisfied, although in the study responded to their dissatisfaction in other ways such as leaving the organization.

Therefore, on the basis of the review of literature done on the workplace violence, it can be concluded that workplace violence has been studied on the context of the following parameters:

- Job anxiety
- Powerlessness
- Job dissatisfaction
- Deprivation
- Lack of effectiveness
- Dysfunctional family
- Truancy(absenteeism)
- Economic tension
- Racial tension
- Sexual discrimination
- Less attention to safe working practices
- Globalization
- Job insecurity
- Interfering with activities important to the target

- Intense feeling of anger
- Treated unfairly by others
- Additional work tensions on the job
- Deviant behaviour
- Interpersonal conflict
- Job related tensions
- Long hours of job
- High degree of anxiety
- Failure to maintain social adjustment
- Sexual harassment
- Bullying
- Mobbing

However, few studies have been done which identifies the parameters of workplace violence. Particularly in India, there is a scarcity of research in this area. Thus, the present study intends to understand, conceptualize the workplace violence and how it is perceived by professionals from different organizational sectors.

2.3 Objectives of the Pilot Study

The objectives of the pilot study are as follows:

- To understand and conceptualize workplace violence as it is understood by professionals working in different organizational sectors
- To analyze the responses so as to develop a standardized questionnaire

2.4 Methods

2.4.1 Sample of the Pilot Study:

The researcher had done pilot study on 50 professionals working in different professions, i.e. law enforcement sector, corporate sector, financial sector and health sector to conceptualize the concept of workplace.

Table 2.1 *Sample break-up of Pilot Study*

Sample (N=50)	Professionals	Non-Supervisory
Corporate sector (N=12)	Managers (n=6)	Non-supervisory(n=6)
Financial sector (N=13)	Managers (n=6)	Assistant and Junior executive(n=7)
Health sector (N=12)	Doctors (n=5)	Nurses (n=7)
Law enforcement (N=13)	Inspectors and above(n=6)	Constables and head constables (n=7)

2.4.2 Procedure:

- The researcher had taken prior permission from the respective authorities of the organization and had spent 15-20 days with them. During this process, the researcher had observed the organizational processes and assessed how the workplace violence is understood by the employees. The data were collected from in and around Baroda.
- A structured interview schedule was used to take open-ended response from these professionals working in different professions. The questionnaires were constructed as part of the research study and it was self-explanatory. It consisted of 19 questions. They were constructed on the basis of review of literature done.
- The questionnaires were in English, Hindi and Gujarati version to reach to all the sections of the society including those who speak vernacular language. The review of

literature examined was gathered from published materials, books, periodicals, pamphlets, annual journals, newspapers etc. The subjects were consisted of supervisor, manager, professional level as well as non-supervisory and technical staff level. The data had been collected from hospital, bank and insurance companies, corporate sector, industrial sector, police stations, Vadodara.

- The responses obtained from the pilot study were content analyzed and different parameters were used to develop the standardized questionnaire.

2.4.3 Questions asked in the pilot study

Table 2.2 *Items used in the pilot study*

Sl. No	Items
1	What is workplace violence? (in your opinion)
2	Have you ever experienced violence at workplace? If so, then in what form?
3	What are the other forms of violence your colleagues and friends have encountered?
4	How frequently it happens in your organization?
5	Roughly, how many times it has happen in your organization in last five years?
6	How did you handle the particular situation?
7	How do you generally handle violence at workplace? List out the strategies.
8	Do you think any form of workplace violence affects the performance of the employees? Yes/No.
9	If yes-how? If no-how?
10	Who are the people generally subjected to violence?
11	Do you think they have any specific personality characteristics?
12	Do you think the personality of the perpetrators has any relationship with workplace violence?
13	If yes, what are the personality characteristics of the person who instigates workplace violence?
14	What are the general forms of violence at workplace?
15	What are the requisites in the work culture to prevent workplace violence?
16	What kind of training should be imparted to the employees to fight against violence at workplace?

17	What do you think are the most important factors leading to violence at workplace?
18	What will be your immediate reaction if someone inflicted violence upon you?
19	What should be the rights of the employees?

2.5 Results and Findings of the Pilot Study

The analyses were performed on the data of 50 professionals and are considered as the first phase of the study. The responses were content analyzed to find out the parameters of workplace violence so as to develop the standardized questionnaire.

Workplace violence refers to incident where employees are abused, threatened, assaulted or subjected to other offensive behaviour in circumstances related to their work are called workplace violence.

Physical violence, Psychological violence and Sexual violence are the three major kinds of violence.

Physical and Psychological violence

The existence of physical violence at the workplace has always been recognized, the existence of psychological violence has been underestimated and it is receiving due attention. Psychological violence is emerging as a priority concern at workplace leading to a new awareness of all the psychological risks at work. It is recognized that psychological violence is often perpetrated through repeated behaviour, often consists of repeated, unwelcome, unreciprocated and imposed action that may have a devastating effect on the victim. Physical and psychological violence often overlap in practice.

Table 2.3 *Categories and percentages of responses of different sectors on violence experienced by self*

Items	Categories of responses		Police system	Health sector	Finance sector	Corporate sector
Violence experienced by self	Physical violence	Thrashing	23%	---	8%	8%
		Kicking	15%	----	----	---
		Slapping	8%	23%	8%	8%
		Throwing things	15%	-----	8%	---
	Psychological violence	Mental stress	15%	----	-----	----
		Workload	8%	15%	15%	15%
		Imposing pressure	15%	15%	8%	8%
		Insulting	8%	-----	-----	-----
		Scolding	8%	15%	8%	----
		Mental torture	30%	30%	8%	-----
		Bullying	46%	15%	32%	54%
	Sexual Violence	Passing filthy languages	8%	16%	54%	-----
		sexual abuse	15%	31%	8%	16%
		Unwanted sexual comments	15%	16%	8%	23%

In the above table, Item no. 1 & 2 are merged as both the items are similar in the respect that they both conceptualized workplace violence by self. There are exceptions in experiencing violence such as in the form of discrimination on the basis of religion, finding fault, not giving incentives, pressure of target achievement, imposing work beyond the employee's capacity, demanding unreasonably long working hours, not getting earned leaves. Violence in the workplace leads to a much polluted environment.

Table 2.4 *Categories and percentage of responses of different sectors on violence experienced by colleagues*

Items	Categories of responses		Police system	Health sector	Finance sector	Corporate sector
Violence experienced by colleagues	Physical violence	Thrashing	-----	-----	-----	8%
		Slapping	-----	-----	8%	-----
		Hitting	-----	-----	8%	-----
	Psychological violence	Insulting	15%	-----	-----	-----
		Verbal abuse	23%	-----	-----	8%
		Scolding unreasonably	-----	8%	-----	-----
		Mental torture	-----	16%	-----	8%
		Passing comments	-----	-----	-----	8%
		Threatening behavior	-----	24%	-----	-----
		Professional jealousy	-----	8%	48%	32%
		Long working	-----	-----	23%	-----

		hours				
	Sexual violence	Eve teasing	----	----	----	8%

In the above table, it is clearly revealed that forty-eight per cent of the police officials say that their friends or colleagues encountered violence but the rest of seventy-seven per cent says that their colleagues never experience violence their workplace. Fifty-six per cent of the employees of the health sector encountered that their colleagues and friends experienced violence in the form of intimidation, unreasonably changing of wards etc. Eighty-seven per cent of the employees in the finance sector says that their colleagues experienced violence psychologically more than physically. They experienced exploitation in terms of working hours, wages etc. Seventy-two per cent of the employees of the corporate sector encountered that their friends experienced violence in the form of professional jealousy, intimidation, passing comments etc.

Table 2.5 *Categories and percentage of responses of different sectors on the frequency of violence in the workplace*

Items	Categories of responses	Police system	Health sector	Finance sector	Corporate sector
Frequency	Often	54%	15%	76%	85%
	Rarely	8%	77%	54%	69%
	Never	69%	54%	69%	46%

In the above table, the item no. 4 &5 are merged as both the items are similar in the respect that both the items talked about the frequency of violence in the workplace. It is hereby

concluded that corporate sector experience the violence the most whereas finance sector ranked second. Seventy-seven per cent of the respondents of the health sector responded that violence occurs in their organization very rarely.

Table 2.6 *Categories and percentage of responses of different sectors on strategies of handling workplace violence*

Items	Categories of responses	Police system	Health sector	Finance sector	Corporate sector
Strategies of handling workplace violence	Try to restore peace to avoid violence	48%	15%	----	16%
	Report to the concerned heads	8%	38%	46%	23%
	to find out the cause	8%	8%	8%	----
	With the help of legal procedure	32%	8%	----	----
	To make the person understand	32%	32%	8%	16%
	Handle the situation bravely	23%	----	----	----
	Stay cool and apply logic	8%	8%	16%	16%

Item no. 6 & 7 are incorporated in the above table as both the items are similar in the way that both talked about the strategies of handling the violence situation at the workplace. Professionals working in different professions asserted that they face violence without fear and

with full confidence, getting the cause under disciplinary action. The employees of different professions found that use of force or assault should be taken seriously and the guilty must be punished after inquiry, encouragement is given for co-operation and team work and there should be legal procedure to iron out the differences among the employees. The health, finance and corporate sectors feel that to settle to disputes, they must inform the union to handle the situation. Twenty-three per cent of the police officials responded that they handle the situation bravely.

Table 2.7 *Categories and percentage of responses of different sectors on violence affects the performance of the employees.*

Items	Categories of responses	Police system	Health sector	Finance sector	Corporate sector
Violence affects the performance of the employees	Disturbance in the work	24%	24%	----	----
	Lack of confidence	8%	8%	16%	----
	Lowers the morale and spirit of employees	8%	16%	15%	23%
	Lack of concentration	8%	8%	15%	16%
	Affects the family life	16%	16%	24%	16%
	Leads to tension	32%	----	32%	24%
	Feeling of insecurity	32%	24%	24%	----

Item no. 8&9 are incorporated in the above table. Cent per cent of the employees working in different professions asserted that any form of workplace violence affects the performance of the employees. They said that when there is any form of violence in the workplace, a person's output reduces tremendously because they spend more time in quarrelling and abusing and leads to the atmosphere of distrust and performance gets deteriorated and also affects the overall nature

of the employees. So, it is always concluded that the lesser the violence, the better will be the performance. Workplace violence leads to less overall productivity of any organization.

Table 2.8 *Categories and percentage of responses of different sectors on people subjected to violence.*

Item	Categories of responses	Police system	Health sector	Finance sector	Corporate sector
People subjected to violence	Female employees	23%	15%	15%	8%
	Uneducated	15%	15%	23%	23%
	Low self-confidence	16%	52%	16%	31%
	Weak	24%	15%	23%	23%
	Inferiority complex	16%	23%	23%	23%
	Aggressive	40%	38%	16%	8%

Item no. 10 & 11 are merged in the above table no.8, twenty-three per cent of the police responded that female employees are generally subjected to violence as they are naive and weak and cannot speak against the perpetrators.

In the health sector, nursing staffs mostly become the victim of violence as they are the people who generally don't have the power to say 'no'.

The personality characteristics of the people subjected to violence are as follows:

- People having high degree of inferiority complex
- those who don't have the knowledge of their rights and doesn't know what to do and what not to do
- people who are unfavorable to change and those who doesn't have the knowledge of their rights
- those who doesn't have the debating skills
- those who don't have persuasive qualities
- those who are not able to express in clear and concise manner
- Irritated person, who without going into the details and lose temper at the slightest provocation
- those having weak and fearful personality
- those who are unable to speak against the perpetrators
- psychologically disturbed person
- unenthusiastic
- individuals low in personal mastery (an approach motivating trait emphasizing the desire to learn, achieve and perform at a high level)

The professionals working in different professions agree upon the same view that people who are in the need of a job and cannot afford to lose it mostly become the victim workplace violence.

Table 2.9 *Categories and percentage of responses of different sectors on personality characteristics of the perpetrators*

Items	Categories of responses	Police	Health	Finance	Corporate
-------	-------------------------	--------	--------	---------	-----------

		system	sector	sector	sector
Personality characteristics of the perpetrators	Arrogant nature	23%	8%	8%	8%
	Dominating	15%	23%	31%	46%
	Aggressive	8%	15%	15%	15%
	Stubborn	8%	8%	16%	8%
	Selfish	15%	15%	52%	8%

In the above table, item no. 12 & 13 are merged. Cent per cent of the police officials stated that the personality of the perpetrators has a relationship with workplace violence. Sixty-nine per cent from the health sector stated that there is relationship between the perpetrators and the workplace violence but thirty-one per cent claimed that they don't have any idea regarding this. Ninety-two per cent of the corporate employees asserted that there is, but the rest eight per cent argued that there is no relationship between the perpetrators and the workplace violence. Fifty-four per cent of the finance sector workforce claimed that there is, but eight per cent disagreed at the view.

The personality characteristics of the persons who instigate workplace violence are as follows:

- Those who want to suppress others.
- Those with less knowledge but wants to be dominating.
- Those who believe that discipline can be imposed by generating forces.
- Depressed individuals.
- Those who want to harass others.

- Those who have a dominant nature
- those who lack resources , skills and talents
- those who have personality disorders

It can be summarized that individual having superiority complex, ambiguous, short-tempered, suspicious, over ruling, over dominative, over power and high self-esteem are those who initiates workplace violence. It can also be said that individuals initiate violence to satisfy some need or motive such as greed, pleasure, risk taking or attention seeking.

Table 2.10 *Categories and percentage of responses of different sectors on general forms of workplace violence*

Items	Categories of responses		Police system	Health sector	Finance sector	Corporate sector
General forms of workplace violence	Physical violence	Workload	38%	8%	15%	32%
		Physical abuse/harm	16%	8%	16%	16%
	Psychological violence	Insulting	15%	15%	32%	23%
		Verbal abuse	23%	32%	8%	15%
		Mental torture	23%	23%	54%	23%
		Scolding	23%	8%	38%	54%
		Long working hours	15%	8%	8%	23%
		Threat	23%	8%	8%	8%
	Sexual violence	Using filthy language	8%	8%	8%	8%

		Sexual comments	16%	8%	8%	15%
		Sexual harassment	15%	8%	8%	15%

It is revealed in the above table that psychological violence is the most common type of violence prevailing in the workplace and the sexual violence follows it, however, physical violence is quite uncommon when we compared with the psychological and sexual violence. From the data gathered it is found that most of the respondents from all the four groups asserted that psychological violence is very common in workplace. Apart from the nature of violence given above, there are other exceptions also and they are stated below:

- competing non beneficially
- gossiping about co-workers
- fighting, unnecessary work pressure such as sales pressure , mistreatment, coercion, late night work, intimidation, mocking, getting transfer to unwanted place and above all placing own job to the subordinates are so common.

Table 2.11 *Categories and percentage of responses of different sectors on requisites for preventing workplace violence*

Items	Categories of responses	Police system	Health sector	Finance sector	Corporate sector
	A good and proper administrative team	8%	15%	23%	15%
	Co-ordination	8%	15%	15%	23%

Requisites for preventing workplace violence	Good behaviours towards the employees	32%	15%	8%	15%
	Reducing the working hours	52%	32%	15%	23%
	Regular personality building seminar	8%	8%	52%	69%
	Training for respecting other opinions	23%	32%	32%	52%
	Awareness about various laws and rights regarding the job	23%	15%	52%	32%
	Training to control anger and ways to listen and understand what others are saying	15%	69%	52%	63%
	Games/ activities to improve interpersonal relationships	-----	-----	52%	69%

Item no. 15 & 16 are merged in the above table no.2.11; it is revealed that in order to prevent violence in the workplace, necessary steps should be taken up. Employee should put their best possible efforts in the functioning of the organization. It includes Proper HR policy, good teamwork for a healthy work culture, proper ethics, reducing bias or favor, employees should not be suppressed by the aggressive nature of the employer, good teamwork for a healthy work culture and overall special workshop should be organized for boosting the employees confidence are some of the preventive measures for violence at workplace.

Above all, paying full concentration on the given job, spreading the outcomes of violence, training for being mentally stable and to be polite and well-mannered and to be selfless are the primary conditions to stop workplace violence.

Table 2.12 *Categories and percentage of responses of different sectors on factors leading to workplace violence*

Items	Categories of responses	Police system	Health sector	Finance sector	Corporate sector
Factors leading to workplace violence	Workload	46%	15%	69%	32%
	Lack of co-operation	15%	8%	15%	23%
	Sadistic behaviour	23%	15%	23%	46%
	Job dissatisfaction	8%	23%	69%	23%
	Weak feedback channel	23%	-	52%	32%
	Personality clash	16%	46%	8%	8%
	Jealousy	16%	23%	52%	16%
	Misunderstanding	16%	15%	8%	23%
	Improper planning	8%	15%	32%	16%
	Poor administration	8%	23%	32%	23%

It is revealed in the above table no. 2.12 that most of the professionals belonging to the four sectors reported that workload, job dissatisfaction, sadistic behaviour, personality clash, weak feedback channel, poor administration and jealousy are the leading factors of workplace violence. Those exceptions causing violence in the workplace are wasting resources, leaving early, delaying, and stealing from company, sabotaging equipment, lack of understanding, unenthusiastic, care less about accomplishment, those who do not put forth high effort, setting target beyond the capacity of the employees, old method of working, less wages, non-friendly climate, low morale among employees.

Table 2.13 *Categories and percentage of responses of different sectors on immediate reaction against violence at workplace*

Items	Categories of responses	Police system	Health sector	Finance sector	Corporate sector
Immediate reaction against violence at workplace.	Self - defense	32%	23%	15%	23%
	Face with courage	23%	32%	15%	23%
	Try to object such violence and take it to the higher authorities	23%	46%	54%	64%
	Listen to it and act suitably	64%	62%	84%	68%

Item no.18 is depicted in the above table no. 2.13. Most of the professionals believe that the perpetrators should not get away without facing its consequences and hence justice must be done and cruelty should be punished. It is also stated that they will try to be more elaborate and if it still persists then they will take the issue to the HR or the other departmental heads. Apart from these, they asserted that they will try to trace out the mistake and try to make the person understand the point of view calmly.

Table 2.14 *Categories and percentage of responses of different sectors on the rights of employees*

Items	Categories of responses	Police system	Health sector	Finance sector	Corporate sector
Rights of the employees	There must be fixed working hours	31%	23%	68%	54%
	Right to take sufficient leave to take care of family	64%	32%	54%	56%
	Right to get proper remuneration at the right time	31%	15%	68%	72%
	Right to appeal	15%	32%	54%	46%
	Right to have full security at workplace	15%	64%	72%	84%
	Female employee should have the right to get equally treated as the male employees	23%	54%	64%	64%
	Should have strict rules concerning violence and proper adherence to it.	----	23%	84%	64%
	Employee should be able to report any incident without delay	23%	64%	54%	68%
	He /she should be free to complain and get right justification	23%	23%	54%	64%

Item no. 19 is analyzed in table no. 2.14. It discusses the rights of the employees particularly those belonging to police system, health, finance and corporate sector. Most of the professionals agree upon the view that they should have a full security in their workplace, fixed working hours and above all, they should be respected.

Apart from the given categories of responses, the respondents belonging to the health sector specified that there should be proper and well organized rules and procedures to deal with the cases of workplace violence.

The respondents from the corporate and service sector believe that the demand of the employee should be considered on priority basis; they should not be suppressed by the aggressive nature of the employer and should stop exploiting the employee, and proper code of conduct should be followed.

2.6 Discussion and conclusions

The parameters drawn from the above items (i.e.1-19) for the development of the following questionnaire are presented below:

- Physically abusive behaviour/assault resulting in injury- wounding, battery, kicking, biting, punching, scratching, squeezing, pinching, pulling hair
- Physically abusive behaviour falling short of injury such as pushing, pulling clothing
- Threats/intimidation-the illegitimate exercise of power to achieve objectives—this can take the form of unwanted communications and intrusions into a person's private life, occurring: in person, via phone, mail or through an intermediary, or it can transpire internally, and may relate to employment issues, such as threatening loss of employment.
- Sexual/Racial Harassment - non-injurious physical or verbal abuses which is sexist or racist in nature and disrespect the recipient's dignity. May include unwelcome, unwanted or unsolicited: sexually or racially explicit language, propositions, and remarks regarding dress or general physical appearance.

- Stares at bodily parts, lewd gestures, sexual innuendo, allusion or slur regarding an individual's private life, such as their sexual orientation, racially or sexually specific jokes or remarks, deliberate touching of, or brushing against, another and the display of offensive material
- Bullying - coercive, unethical activities which create an environment of fear through acts of: cruelty, unfair criticism/degradation, warning, ridicule, insult, sarcasm, destructive criticism, persistent disapproving or devaluation of a person's work efforts, trivialization of views and opinions and unconfirmed claim of misconduct
- Mobbing-another form of bullying, usually prolonged and systematic in nature
- Verbal abuse -offensive remarks or messages, swearing, name-calling or other taunts, bad language
- Actively hostile behaviour - spitting, shouting, yell
- Physical action directed towards inanimate objects such as banging a table, throwing objects,
- Vandalism or destruction of staff or company property
- Rude/unpleasant gesturing
- Generation and spreading of gossip or false information;
- Withholding necessary information
- Passive Aggression - threatening or frightening posture such as threatening eye contact.
- Job dissatisfaction
- Self-defense
- Sexual harassment
- Bullying

- Poor administration
- Abusive languages
- Threatening behaviour
- Improper planning
- Workload
- Physical abuse
- Verbal abuse
- Mental torture
- Sexual comments
- Long working hours
- Weak feedback channel
- Personality clash
- Imposing pressure
- Dominating
- Low self-confidence
- Inferiority complex
- Weak
- Irritated person
- Absenteeism
- Economic tension
- Racial tension
- Sexual discrimination
- Burnout

- Intention to leave
- Intention to change the organization

In short, violence is the use of physical force to injure people or property. Violence may cause physical pain to those who experience it directly, as well as emotional distress to those who either experience or witness it. Individuals, families, schools, workplaces, communities, society, and the environment all are harmed by violence.

Most people think of violence as a physical assault. However, workplace violence is a much broader problem. It is any act in which a person is abused, threatened, intimidated or assaulted in his or her employment. Workplace violence includes:

- Threatening behaviour - such as shaking fists, destroying property or throwing objects.
- Verbal or written threats - any expression of intent to inflict harm.
- Harassment - any behaviour that demeans, embarrasses, humiliates, annoys, alarms or verbally abuses a person and that is known or would be expected to be unwelcome. This includes words, gestures, intimidation, bullying, or other inappropriate activities.
- Verbal abuse - swearing, insults or condescending (arrogant) language.
- Physical attacks - hitting, shoving, pushing or kicking.

Rumors, swearing, verbal abuse, pranks (trouble), arguments, property damage, vandalism (destruction), sabotage (disrupt), pushing, theft, physical assaults, psychological trauma, anger-related incidents, rape, arson(combustible)and murder are all examples of workplace violence.

Workplace violence is not limited to incidents that occur within a traditional workplace. Work-related violence can occur at off-site business-related functions (conferences, trade shows), at social events related to work, in clients' homes or away from work but resulting from work (a threatening telephone call to your home from a client).

Findings of the pilot study reveal that the perception of workplace violence differs among professionals working in the four organizational sectors, i.e. Police System or Law Enforcement Sector, Health Sector, Finance Sector and Corporate Sector. It has been found out that police officials' experienced more physical, psychological and sexual violence than their counterparts at other three sectors. However, employees of the corporate sector and finance sector experienced more workplace bullying. In terms of sexual violence, the employees belonging to finance sector experienced sexual violence. It has also been found out that the frequency of violence at workplace is more in the corporate sector. Further, it has been found out that workplace violence affected the performance of the employees belonging to the law enforcement and finance sector. The employees of the finance sector perceived psychological violence as general forms of violence prevalent at the workplace of violence. The employees belonging to the finance sector strongly feels that workload, weak feedback channel, job dissatisfaction and jealousy are the main factors that lead to violence at workplace. In terms of taking immediate reaction against violence at workplace, different professionals of different organizational sectors have their own viewpoints. The employees of the law enforcement sector have their opinion that they would try to defend themselves and face the situation bravely, whereas the employees from the finance sector believed in listening to the situation and act accordingly, the corporate sector's employees will try to object such violence and take it to the higher authorities so do the employees from the

health sector. Thus, in this way, different professionals belonging to the different sectors have their own perception and understanding of workplace violence.

On the basis of the results and findings of the pilot study, the standardized questionnaire was constructed to develop the workplace violence scale.