

EDITORIAL


Workplace Violence in Healthcare Service

Kekerasan di Tempat Kerja dalam Pelayanan Kesehatan

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ABSTRACT

Violence in the workplace is an act or threat of violence against workers, both inside and outside the workplace, ranging from insults, threats, intimidation, and physical assault to murder. Although violence in the workplace has become a global concern, the true extent of this problem is still underreported due to low awareness and lack of awareness of the issues within the body. Therefore, if violence in the workplace is not addressed, especially in the health sector, it will become a global phenomenon that will disrupt the peace and stability of the working community and pose a risk to the health and welfare of society. Therefore, this review aims to identify the risk factors and impacts of workplace violence in health care and demonstrate the collaborative efforts needed to support managing and preventing violence in the workplace.

Keywords: Violence, workplace, Healthcare worker.

ABSTRAK

Kekerasan di tempat kerja adalah suatu tindakan atau ancaman kekerasan terhadap pekerja, baik di dalam maupun di luar tempat kerja, mulai dari penghinaan, pengancaman, intimidasi, penyerangan fisik hingga pembunuhan. Meskipun kekerasan di tempat kerja telah menjadi perhatian global, sejauh mana sebenarnya dari masalah ini masih belum dilaporkan karena rendahnya kesadaran dan kurangnya kesadaran akan permasalahan yang ada. Oleh karena itu, jika kekerasan di tempat kerja tidak diatasi, khususnya di bidang kesehatan, maka kekerasan tersebut akan menjadi fenomena global yang akan mengganggu perdamaian dan stabilitas komunitas pekerja serta menimbulkan risiko terhadap kesehatan dan kesejahteraan masyarakat. Oleh karena itu, tinjauan ini bertujuan untuk mengidentifikasi faktor risiko dan dampak kekerasan di tempat kerja dalam layanan kesehatan dan menunjukkan upaya kolaboratif yang diperlukan untuk mendukung pengelolaan dan pencegahan kekerasan di tempat kerja

Kata Kunci: Kekerasan, Tempat Kerja, Tenaga Kesehatan.

Violence in the workplace occurs almost all over the world, and it is widespread. One of the most affected sectors is health, and the most exposed are health workers (HCWs), especially nurses and doctors.¹ Data in America shows that 70% of workplace aggression occurs in health services, and 10% of health workers operating in the public sector experience violence-related consequences

to the point of being absent from work, compared with 3% of health workers in the private sector.² In European countries, 4% of the health care population have reported experiencing verbal or physical violence from patients or clients.^{3,4}

Psychological and verbal abuse, such as shouting or threats, is a significant form of workplace violence (WV). However, physical assault can also occur as a risk of aggression towards health workers (HCWs), which has become a well-known topic globally.¹ However, workplace violence (WV) is often considered part of the work of health workers, and this causes the incident not to be reported.⁵

According to a 2016 study by the Equal Employment Opportunity Commission (EEOC) in the United States, approximately 75% of people who experience workplace harassment do not report the incident to their manager, supervisor, or union representative. One of the main reasons is because they feel afraid of job security and fear of losing their source of income.⁵

Apart from that, several other factors, such as power relations and worker protection policies, still need to be clarified. The power relation factor is where one party has power, position, or position that is higher or dominant than the victim (for example, between bosses and employees). Policies on worker protection are still unclear; for example, the lack of protection for victims can cause victims to feel afraid to report it because they are worried that the perpetrators will take revenge and commit more severe violence.⁶

Another factor is the absence of a mechanism for handling cases of sexual violence. For example, the company does not yet have a Standard Operating Procedure (SOP) regarding sexual violence, so there is no clear reporting line or sanctions and a culture that often blames the victim, such as: "You go to the office wearing your clothes." like that!" "What did you do to make the boss angry like that?" However, another possibility is that many people do not understand or are unsure what behavior crosses the line and can be categorized as harassment or violence.⁷

Some forms of harassment and violence in the workplace are Verbal violence, including demeaning remarks, making offensive gestures, giving unreasonable criticism, making hurtful insults or comments, and making inappropriate jokes, for example, sending emails with jokes or pictures that offend someone's identity, such as gender identity, sexual orientation, race, or religion, repeatedly requests dating or sexual solicitations, either directly or through messages; making derogatory comments about a person's disability; make fun of someone's accent.⁸

Psychological abuse includes repetitive or upsetting behavior involving words, behaviors, or actions that hurt, irritate, embarrass, or humiliate someone. These include taking credit for the work of others as well as demanding the impossible. They are imposing unreasonable deadlines on specific employees. Constantly demanding employees to perform demeaning tasks outside the scope of work.⁶

Physical violence, for example, workplace harassment involving threats or physical assault, including unwanted touching. For example: touching other people's clothes, body, clothes or hair, committing physical assaults for example, hitting, pinching, or slapping, making threats of violence, damaging personal property for example, deflating vehicle tires, throwing other people's cellphones.⁶

Besides that, there is also digital-based violence. These are various forms of violence or harassment that are committed online, such as: posting threats or demeaning comments on social media, creating fake accounts with the aim of bullying someone online, making false accusations, spreading photos or recordings of other people that are private or sexual overtones.⁶

In addition to the above, there is no less important, namely sexual violence. It can take the form of unwanted sexual advances, inappropriate or unwanted touching, making sexual jokes, sharing pornographic media, sending messages of a sexual nature, rape and other forced sexual activities and asking for sexual relations in return or job promotion.⁶

Preventing violence in the workplace is necessary because it is not good for working conditions. Violence will not be able to increase productivity because it is physically or mentally disturbed. Companies are responsible for identifying and managing risks from violence at work. They should provide a clear policy on violence issues and detail their responsibilities. In large organizations, these policies are usually formalized for consistency and fair enforcement. In small companies, these policies are usually informal, but workers must maintain their behavior and communicate if there is violence at work.⁹

In addition to the company guaranteeing a safe working environment, workers must also be able to protect themselves. Employees who feel that they have been abused should immediately report the incident to company management. If it turns out that the company's administration needs to respond correctly, it can report it to the workers' organization group or the authorities if necessary. Workers must remain disciplined in carrying out their work and vigilant so they do not become victims of violence. Physical and mental strength training can be done so workers can protect themselves.

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