

MORAL HARASSMENT AS AN INVISIBLE ENEMY IN THE NURSES' WORK**ASSÉDIO MORAL COMO INIMIGO INVISÍVEL NO TRABALHO DO ENFERMEIRO****ASEDIO MORAL COMO INIMIGO INVISIBLE EN EL TRABAJO DEL ENFERMERO**

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ABSTRACT

Objective: to describe the main aspects of moral harassment in the work of the nurse. **Method:** this is a systematic review of the literature of the last 5 years. Eleven scientific articles were analyzed, among other documents. **Results:** it was verified that the main aspects of moral harassment involved in the work of nurses are those of an organizational nature, due to the rigid hierarchical structure present in their work environment, covering social and normative relations, ranging from the federal constitution to the law of professional practice. **Conclusion:** the study demonstrated the importance of the role of nurses, respecting their individuality as manager and the dignity of the human person, guaranteeing a work environment free of damages and consequently the general welfare for the community.

Descriptors: harassment non-sexual; occupational health; occupational health nursing; and nursing team.

RESUMO

Objetivo: descrever os principais aspectos do assédio moral no trabalho do enfermeiro. **Método:** trata-se de revisão sistemática da literatura, dos últimos 5 anos. Foram analisados 11 artigos científicos dentre outros documentos. **Resultados:** constatou-se que os principais aspectos do assédio moral envolvidos no labor do enfermeiro são os de cunho organizacional, em decorrência da estrutura hierárquica rígida presente em seu ambiente laboral, abrangendo relações sociolaborais e normativas, que vão desde a constituição federal até a lei do exercício profissional. **Conclusão:** o estudo demonstrou a importância do papel do enfermeiro, respeitando sua individualidade quanto gestor e a dignidade da pessoa humana, garantindo um ambiente de trabalho livre de danos; e, conseqüentemente, o bem-estar geral para a comunidade.

Descritores: assédio não sexual; saúde do trabalhador; enfermagem do trabalho; e equipe de enfermagem.

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RESUMEN

Objetivo: describir los principales aspectos del acoso moral en el trabajo del enfermero. **Método:** se trata de una revisión sistemática de la literatura, de los últimos 5 años. Se analizaron 11 artículos científicos entre otros documentos. **Resultados:** se constató que los principales aspectos del acoso moral involucrados en la labor del enfermero son los de cuño organizacional, en consecuencia, de la estructura jerárquica rígida presente en su ambiente laboral, abarcando relaciones sociolaborales y normativas, que van desde la constitución federal hasta la ley del ejercicio profesional. **Conclusión:** el estudio demostró la importancia del papel del enfermero, respetando su individualidad como gestor y la dignidad de la persona humana, garantizando un ambiente de trabajo libre de daños y consecuentemente el bienestar general para la comunidad.

Descriptores: acoso no sexual; salud laboral; enfermería del trabajo; e grupo de enfermería.

INTRODUCTION

What motivated the early research was the poignant theme recurrence on bullying and the complexity in the etiology, for your scope and subjectivity in the context of nursing, especially concerning the daily life of nurses working, since it is responsible for managing care and exercise fundamental role the front nursing staff.

According to Barreto¹, "moral harassment is a complex topic whose concept itself is given its multifaceted. "The complexity of the etiology, mainly for your scope and subjectivity, became recurring theme, put in evidence by the working and academic community gaining media repercussion. In 1976, the American psychiatrist Carroll m. Brodsky wrote the book: "the harassed worker", using the term *harassment* borrowed the concept of sexual harassment², but the theme only gained notoriety, eight years later, when in 1984, the German

psychologist Heinz Leymann started evidence-based research calls to *psico terror* season. In addition to using the word *mobbing*, the author chose this term to distinguish this form of psychological violence in adults and *bullying* to activities among teenagers at school³. In 1998 in France, the psychiatrist and family psychotherapist, Majstor France Hirigoyen publishes: *Harcèlement moral: La violence perverse au quotidien*, which became a *best-seller*, translated into 27 languages.²

In Brazil, the specialist in occupational medicine and PhD in social psychology from PUC-SP, Margaret Mary Sen Barreto was a precursor of the studies on bullying in the workplace, having as main work: "violence, health and work" (a journey of humiliation), where in 1996 the author initiates research project with 2,072 97 workers for large, medium and small businesses, where most of the

interviewees presented humiliation stories and constraints at work. In this way, it can be observed that, historically, the concept was baptized with different classifications, but describe the same type of violence at work, which has been spreading to the present day. Not seen as disease, bullying is treated as emerging psychosocial risk of invisible barriers, and materials not untouchables, so for being subjective domain, difficult to characterize it.⁴

You can also set it to exposure of workers to humiliating and embarrassing situations, repetitive and prolonged, during the workday, and in the exercise of their duties, being more common in authoritarian and asymmetric hierarchical relationships in that negative conduct, inhuman relations predominate and long-term ethical, of one or more bosses addressed to one or more subordinate (s), destabilizing the victim's relationship with the work environment and the Organization, forcing them to give up the job.⁴

The problem reaches workers of all classes, but are highlighted in this study, nursing professionals, especially nurses, as the main reference of the team. However, the attacks often go beyond the interpersonal relationships, but concerning the organization of work, especially when there is a gap

between prescribed work, and the work done.

The work on health is essential for human life, is the realm of immaterial production, which is completed at the time of your accomplishment. The activities in this sector are of fundamental importance to life in society and have function of social conditions of survival.

The World Health Organization (who) defines violence as the intentional use of physical force or power, real or threat against himself, against another person, or against a group or community, that results or have great chance of result in injury, death, psychological damage, developmental disability or deprivation⁵. Inserted in this context, the nurse, is vulnerable as it is exposed to all conditions of harassment, which are presented in the following ways: horizontal, practiced by people hierarchically at the same level that the victim; vertical upward, when a superior is harassed by one or more subordinates, usually by not suit top deployed standards; vertical down, when the boss makes, authoritatively the employee; and the mixed, one that involves the stalker vertical, the horizontal stalker and the victim.⁶

The exposure of nurses, for characterization of bullying in your

workplace, cannot be analyzed under the perspective of conflicting isolated situations, there are variables like the continuity and the period that do these exhibitions, may cause or aggravate many psychopathological disorders, psychosomatic and behavioral. However, I still don't have statistical estimate how many workers have suffered some kind of consequence.

Thus, by the above, the question this research study aims to answer: what are the key aspects of moral harassment related to work of the nurse? To answer this question, has been set the goal to describe the main aspects of bullying at work of nurses.

METHOD

This is descriptive study that took place through the systematic review of the literature. The study was conducted from the reading of works produced between the years from 2010 to 2016. To search for information was held from May to November 2016 and used to perform this research: 1 book, 1 primer on bullying available on the website of the Ministry of health, 11 scientific articles, 1 PhD thesis, technical and editorial 1 Note 1.

The investigation happened on VHL, Scielo, Medline and Lilacs, using as a criterion the complete texts in

Portuguese language. The descriptors were used: *bullying*, *occupational health*, *nursing*.

The principle was used as a criterion for deleting the theme presented in the summary of the texts, articles with title that differed from the theme, and the repetition of the articles in the bases searched earlier; using the year of publication as a criterion for deletion, articles have been removed prior to 2010. For the descriptor *worker's health*, were used as criteria to choose the items that were in your main subject nursing. After reading the title and summary of these materials have been selected 16 productions, among which 13 articles. Then, reading the main findings resulted in the selection of 11 articles. It is worth noting that the technical note, it was of the utmost importance for understanding the etymology of the word bullying, polysemy and your focus over the years.

RESULTS

In this section, the works are presented with their main findings for further discussion. In the picture, the following is a summary of the main findings of the works captured, according to the guidelines of the method employed in this study.

Table 1: Articles chosen involving the subject, after application of exclusion criteria, Niterói, 2016.

AUTHOR (S), JOURNAL, TITLE, YEAR, VIRTUAL BASE	TYPE OF STUDY	GENERAL OBJECTIVE	SUMMARY OF MAIN FINDINGS
<p>Barreto and Heloani (2015). <i>Violence, health and work: intolerance and bullying in labour relations.</i> <i>Serv Soc. -SOC. Lilacs.</i></p>	Descriptive	Analyze the intolerance and its manifestations in modern societies, in particular in workspaces, expressed through discriminatory attitudes, ironic, sick and applicants that constitute bullying.	Bullying must be understood as a visible risk derived from the modes of organizing and managing the work; labour conditions and psychosocial vectors assumed; the organizational culture that induces make gossip and rumors by saying "common sense, relying on managers to this tolerance total harmful culture of" said.
<p>Sources et al. (2013). <i>Factors associated with bullying in the workplace of nurses.</i> <i>Rev. Latin Am. Nursing. MEDLINE.</i></p>	Exploratory descriptive	Nurses identify victims of bullying at work and associated factors.	The study identified nurse's victims and determined conditions of bullying, as for example: have children, work in the public health units, working in the institution for a period of 1 to 3 years, face currently conducts of bullying at work and if Figure out morally harassed.
<p>Costa et al. (2015). <i>Scientific production about bullying in dissertations and theses in the Brazilian scenario.</i> <i>Rev Esc. Nurses. 2015. Lilacs.</i></p>	Bibliometric	Analyze the scientific production about bullying in dissertations and theses in Brazil.	The study underscores the concern of researchers in the Brazilian scenario about bullying, seeking to confer greater visibility in the academic, highlighting the areas with greatest

			amount of publications (psychology, law and nursing), evidencing the broad thematic development in virtue of your variety and scope.
Lima e Sousa (2015). <i>Psychological violence at work.</i> <i>Rev Bras Nurses. Lilacs.</i>	Exploratory descriptive	Investigate and characterize psychological violence intra-team practices, patients, and other professionals with nursing workers of the public hospital network of Caxias, in the State of Maranhão.	The study shows that the category that most suffer from violence at work are nurses, where suffering verbal violence and bullying. The biggest offenders are patients and escorts followed by co-workers. Highlights the inertia of managers and employers with regard to the measures of control and prevention of violence.
Sh (2012). <i>The origins of the concept of bullying at work.</i> <i>Rev. bras. Occu health. LILACS</i>	Technical note	Cite the origins of the concept of bullying at work	The author discusses the polysemy that involves the term bullying, multicausal process your and its nuances in mental and physical health.
George et al. (2012). <i>Bullying: understanding of students of nursing.</i> <i>Rev. Nurses. UERJ. MEDLINE.</i>	Exploratory descriptive	Investigate how nursing students understand bullying.	The study points out that the understanding of the students entered into the study, is in line with the literature, but defining characteristics of bullying and related to Stalker, are still underperforming on the part of students.
Andrade et al. (2015). <i>Bullying in the basic attention according to the nursing professionals.</i> <i>Trab. Educ. Health. Lilacs.</i>	Exploratory descriptive	Investigate how the nursing professionals understand the bullying, as well as identify those situations	The study points out that bullying happens in various ways and is present in labor relations of

		experienced by professionals of the area, its causes and consequences to the health of these workers.	nursing and that is disseminated among nurses and nurse technicians with prevalence of type of bullying, highlighting the situations of humiliation, embarrassment and persecution repeatedly, destabilizing the victim's physical and emotional balance. In addition to pointing out the unawareness of the practice by nursing professionals.
<p>Pereira (2011). <i>Bullying in labor relations of teachers-nurses: from the perspective of organization of work. Lilacs.</i></p>	Doctoral thesis	Identify the occurrence of bullying in faculty-nurses; -describe the types of bullying at work that occur between teachers-nurses; -analyze from the perspective of the Organization of the work of this Organization's relationship with the occurrence of bullying at work between teachers-nurses and discuss the possible repercussions of bullying at work in the labour and health ambience These professionals.	The research revealed the high occurrence of bullying at work of teachers-nurses. Labour organizations demanding yet identified, competitive and bureaucratic contributing to the high occurrence of bullying. The most highlighted were: vertical down and up; horizontal. The highest occurrence was of type vertical down. The institutions should provide means of dissemination of the bullying, aiming to raise awareness and educate workers about the theme, allowing them to reflect on the magnitude of bullying in labor relations and its repercussions.
<p>Santos et al. (2014). <i>Bullying in the context of Nursing: integrative review of literature.</i></p>	Integrative review of literature	Synthesize the scientific literature about the practice of bullying within the	The study found that the discussion about bullying, is in full development, in

<i>Cogitare Nurses. LILACS</i>		nursing journals available online, in the period of 2005 to November 2012.	addition to showing the prevalence of bullying in the context of nursing have increased significantly, leading to psychological consequences.
Lisbon (2010) <i>Bullying at work. Cogitare Nurses. Lilacs.</i>	Editorial	Reflect on the subject, through recent publications and its main precursors.	The author points out that resist, give visibility, denounce and documenting situations of moral harassment, are ways to combat this type of violence at work.
Glina and Soboll (2012). <i>Interventions in bullying at work: a review of the literature.</i> <i>Rev. bras. Occu health. Lilacs.</i>	Bibliographical research	Identify and the of in systematize methods of intervention in bullying.	The study highlights the role of high manages in order to plan, from informed decisions, necessary interventions, taking into consideration that individual and isolated interventions do not work given the complex nature, multidimensional, relational and procedural harassment morale.
Cahú et al. (2014). <i>Bullying experienced by nurses in the workplace.</i> <i>Acta Paul Nurse. MEDLINE.</i>	Cross search	Investigate moral harassment situations experienced by nurses in your work environment.	The study defines that nurses experience situations of bullying at work and that these, directly influence in your work performance, in your health and emotional state.
Sources, Peloso and Carvalho (2011). <i>Trends of the studies on bullying and nursing workers.</i> <i>Rev Gaúcha Nurses. MEDLINE.</i>	Integrative review of literature	Analyze the knowledge produced about bullying in nursing, presented in national and international publications.	The study highlights the creation and validation for nurses to identify bullying in the workplace, although identified, there is an acceptance and even playing some bullying on the part of the organizational culture causing the illness and prejudice to their duties.

<p>Lima et al. (2013). <i>Mobbing and coping: nursing performance at work.</i> <i>Electronic journal of nursing of the Center for the study of nursing and Nutrition. MEDLINE.</i></p>	<p>research</p> <p>Bibliographical</p>	<p>Identify and describe how it operates nursing work in the process of bullying and coping.</p>	<p>The study concludes that bullying brings severe changes in labor and emotional aspect of victim, favoring the development of psychopathology, citing the important role of nursing work to reduce and resolve these repercussions.</p>

DISCUSSION

From the reading of selected texts, can be observed below the key aspects of moral harassment, related to the work of professionals, where nurses are able to exercise activities, in addition to the suite, observed in article 11 of law No. 7498 regulating the practice of nursing and other matters.⁷ With the important role played by the professional and, consequently, greater exposure to your bullying, among other things, understand search because it is the category that most suffer with this type of violence at work.⁸

Bullying affects workers from various fields; However, research conducted in various parts of Brazil and in the world, show the existence of three distinct niches, in the areas of knowledge, which have produced

research related to the theme, though, that the year of 2012, was the year with the highest number of publications, 2015 brings greater number of works, taking nursing as main subject. Among the articles published recently, the knowledge areas that stand out are the psychology, law and nursing.⁹

To be understood the concern of nursing in relation to problematic are some peculiar aspects of everyday work involving bullying, as for example, the organizational conditions of nurse's work where is privately responsible for direction of nursing, leadership and service to nursing unit, organizing techniques and auxiliary activities⁷, being this one of the conditions of generator and relationship problems among members, in addition to the organizational culture that induces the reproduction of gossip and rumors by saying "common sense, relying on

managers to this tolerance total harmful culture of" said ", causing negative repercussions for the health professional.^{9,14}

Other factors the Study pointed out bullying at the nurse's daily life, as have children, work in the public health units, working in the institution for a period of 1 to 3 years, face currently conducts of bullying at work, and if you get harassed morally.¹⁵ Become the main interlocutors between teams, since it is responsible for direct care to patients with risk of death and use of technique that require science-based knowledge and ability to make immediate decisions.⁷

Sum to this, the voltage developed in contact with patients and escorts which are favorable to⁶harassment, generating concern among researchers in the area of workers ' health, which among other strategies, seeking the creation and validation of instruments built by nurses to identify bullying, specifically in the context of nursing¹⁰

Although there is the concern of professionals in order to identify, prevent and resolve situations of bullying in the workplace; the actions often give individually, which does not guarantee the effective success of the problem, given the complex nature and multidimensional, relational and

procedural character of bullying at work, it becomes obvious that ad hoc interventions and isolated little take effect.¹¹ Within this reality, where bullying is widespread among nurses and nurse technicians with the clear prevalence of bullying type descendant^{6,20}, becomes essential that organizations, walk side by side with the nursing work in order to make more effective these approaches.

Being this, it is extremely important change the forms of management in the workplace, in order to put the competitiveness and integrate assistance and surveillance sectors, with a view to a hinged action¹² in preparation effective measures that perpetually shy harassment practice in institutions. Still, it is necessary to promote internal communication and enable reflections on their ways to organize the work.²⁰

Survey on the understanding of students of nursing, with the use of the technique of the collective subject discourse, were not pointed the main defining features and differentiators of bullying, which take into consideration variables such as time, repetition and intentionality¹³, but the humiliations, the constraints and the persecutions, repeatedly, on the desktop that destabilize physical and emotional balance of the a victim.¹⁹

The preparation for the labour market, especially in the field of nursing, is directly linked to intrinsic aspects of the profession, once the nurse graduates "boss", i.e. becomes responsible, as a member of the health team, participate in preparation, implementation and evaluation of health programming, assisting health plans, participation in projects of construction or refurbishment of inpatient units among other matters⁷ assuming the role of Manager, that covers in addition to human resources, material resources and personal values.

In this sense, interventions are needed to create a working environment free from bullying, pass through the formulation of upper management, political and social aspects that are essential to ethical issues related to lapidary human dignity, Since clarification and awareness of class until the adoption of preventive policies of violence in sociolaborais relations.

Understand the sad emotions, defense mechanisms and denial present in bullying, are essential in order to avoid the duality that many define as "malingering", taken as natural, inborn and irrational.¹⁴ such situations can influence directly the technical performance, health and emotional status of nurses.¹⁶ the repercussions the victim may be the isolation and, in some cases, lead to the consumption of

alcohol or other drugs, to resign or be fired, including for insubordination.¹⁷

Aspects facing the repercussions on the health of nurses point to the psychosomatic disorders including: depression; stress; self-esteem; burnout syndrome; insomnia; tiredness; stomach problems; cardiovascular disorders; and, in extreme cases, suicide.¹⁸ in this field, turns attention to the health of nurses, where the Professional is extremely unprotected, exposed to destructive consequences, both on the desktop, as in the family environment, affected of extreme sadness, seeking the isolation social.

One of the effects of bullying on the health of nurses, the biggest concern of nursing work in relation to the health professional, is the identification of further before it becomes a widespread problem by their peers, to be deconstructed the image of normalcy among the professionals involved.

CONCLUSION

After the analysis of the jobs surveyed, one realizes that one of the key aspects of moral harassment, what more guard relationship with the labor of nurses are the organizational measures, due to the rigid hierarchical structure present in your workplace, covering sociolaborais regulatory

relations. The variables "scarce time and repetition". We see the need for research on the subject in the area of law with emphasis on the role of the nurse in order to bring to the field goal the subjectivity which involves bullying, clearing the harms to the health professional.

On the exposed, tracing parallels between bullying and nursing work, noted that the working environment can be psychologically unhealthy, permeated by uncertainty, shortage of human and material resources, which promote the emotional tensions that lead to psychosomatic illness. In addition to the issues that involve the work itself, there are socio-cultural factors that can aggravate mental health of these workers, as for example, situations of stress generated by the routine, added to the visible and invisible violence present in everyday life.

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