

**CLIMATE ASSESSMENT AND EXPERIENCE
WITH MOBBING AMONG PUBLIC
ADMINISTRATION STAFF
(EXAMPLE FROM CZECH TAX OFFICE)**

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Outline

1. Motivation
2. Purpose of the paper, goals
3. Data and methods
4. Result and discussion
5. Conclusions

Motivation

- The relationships and climate in the workplace represent a very important component and certainly affect not only the satisfaction of employees and managers in the workplace, but also largely affect their work performance.
- This paper focuses on the relationships and working environment in a public administration office, where various degrees of interactions involve more than 750 employees.

Introduction

- The climate is defined as a set of relationships that prevail among all employees in the workplace and that are affected by various material and spatial conditions.
- Scientific literature defines three types of negative and pathological manifestations of workplace relationships: conflicts, bullying, and sexual harassment.

The purpose of the paper/goals

- The main aim: to find out how the employees of the Tax Office of the Olomouc Region evaluate the relations and climate in the workplace and the level of experience with workplace bullying.
- The research questions:
 1. How do the employees of the Tax Office assess the climate in the workplace?
 2. Which factors influence the quality of the climate of the working environment?
 3. What is the experience of the employees with bullying in the workplace?

The research hypotheses

- **H1:** Managers evaluate workplace relations more positively than ordinary employees.
- **H2:** Employees with a university degree perceive the climate of the working environment more positively than employees with a high school education.
- **H3:** Men working at the Tax Office of the Olomouc Region have a greater negative experience with bullying in the workplace than women.

Data and methods

- The research was carried out in June 2020.
- The questionnaire consisted of 23 closed questions (in addition to demographic items).
- The questionnaire was processed online, using the click4survey service.
- The basic set: 750 employees of the Tax Office of the Olomouc Region (721 employees contacted)
- The return: 42 % (305 respondents) → 40.6% employees of all Tax Office employees → 54 men (17.7%) and 251 women (82.3%)

Results and discussion (1)

Tab. 1: Satisfaction with relationships in the workplace.

Value	Number of responses	Ratio in %
Very satisfied	122	40.0
Rather satisfied	158	51.8
Rather not satisfied	23	7.5
Not satisfied	2	0.7

Tab. 2: Positive key factors to job performance and workplace satisfaction.

Value	Number of responses	Ratio in %
workplace relationships	223	73.1
flexible working time arrangements	214	70.1
financial evaluation	133	43.6
material and technical equipment	55	18.0
working environment factors (noise, lighting, temperature, air quality)	51	16.7
others	12	3.9

Results and discussion (2)

Tab. 3: Factors negatively affecting work performance and job satisfaction.

Value	Number of responses	Ratio in %
workload	107	35.1
workplace relationships	96	31.5
none	73	23.9
working environment factors (noise, lighting, temperature, air quality)	62	20.3
financial evaluation	50	16.4
material and technical equipment	28	9.2
driving distance to work	27	8.6

Tab. 4: Occurrence of aggression in the workplace by colleagues.

Value	Number of responses	Ratio in %
Yes, multiple times	25	8.1
Yes, but only once or twice	53	17.4
Probably not, but I am not sure	52	17.1
No	175	57.4

Results and discussion (3)

Tab. 5: The most common manifestations of aggression.

Value	Number of responses	Ratio in %
intrigue, slander	70	89.7
malicious conduct	35	46.0
psychoteror, social isolation	16	20.5
shouting, humiliation	15	19.2
another form	13	16.7
constant criticism of my work	9	11.5
physical assault	0	0

Tab. 6: Experience with bullying in the workplace.

Value	Number of responses	Ratio in %
Yes, multiple times	13	4.3
Yes, only once	18	5.9
Probably not, but I'm not sure	34	11.1
No	240	78.7

Verification of hypothesis

The calculations were made in STATISTICA EN 13 program;
the significance level 5%.

- **H1**: the dependence of the evaluation of workplace relationships on the type of job position was **not proven**.
- **H2**: no difference was found in the workplace climate assessment score for employees with higher and secondary education – hypothesis was **not proven**.
- **H3**: the dependence of the experience of bullying on gender was **not proven**.

Conclusions

- The climate in the workplace can be considered a key aspect of the atmosphere in the workplace, of the professional performance of employees and of the functioning of the whole workplace in terms of its social mission.
- The results of the presented research show that the Tax Office for the Olomouc Region appears as a cultivated workplace with good management.

Thank you for your attention!

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