

From the President

Welcome to the July newsletter.

It's hard to believe that the year is half over? That means that our major events this year are very close indeed. Just this week I registered myself for one of our Masterclasses - you can find all the info regarding the speakers, topics, and how to register in this newsletter and on our website. Please pass on this information to any colleagues who may be interested in attending.

Our 13th IAWBH conference in Dubai on the 8-11 June 2020 – so mark those dates in your diary. Further information, including the Call for Papers will be available very soon at the conference website. In this newsletter we meet members of the Local Organising Committee who give us a little background about themselves.

Should you be thinking about the possibility of hosting our 2022 conference, we are still taking bids over the next two months.

Also in this newsletter, Shiela White provides some information about the use of ethnography and grounded theory, and we are introduced to one of our members, Imad Al Muala.

Meanwhile, the Board is currently preparing for our face to face meeting which will be held in August in London (UK). This is a really important meeting, where over 2.5 days we set the agenda for the Association in the coming year, before our next face to face meeting held ahead of the 2020 conference in Dubai. It's really important for the Board to have this time together to discuss and work through the exciting things we have planned for the development and growth of IAWBH.

I look forward to seeing many of you at a Masterclass, and to updating you on the outcomes of our Board meeting later in the year.

Best regards

Carlo



IAWBH President, Carlo Caponecchia.
Photo by Stefan Blomberg.

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Last call to host the 2022 IAWBH Conference.

Time is running out if you are thinking about being the organizers for the 13th IAWBH biennial conference planned for 2022. This will follow the very successful previous conferences of London (2002), Bergen (2004), Dublin (2006), Montreal (2008), Cardiff (2010), Copenhagen (2012), Milan (2014), Auckland (2016) and Bordeaux (2018)...and the upcoming 2020 conference to be held in Dubai.

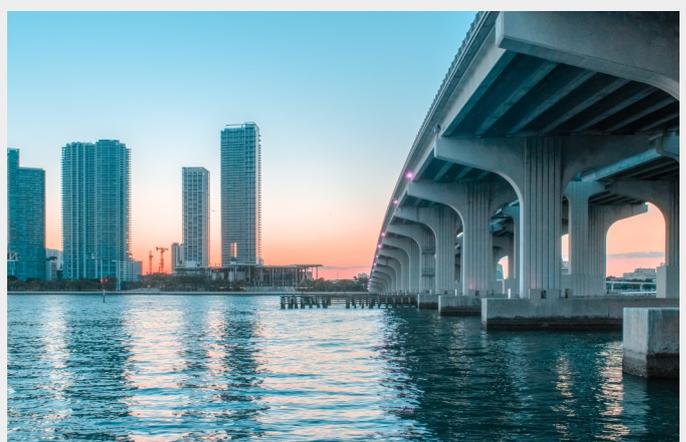
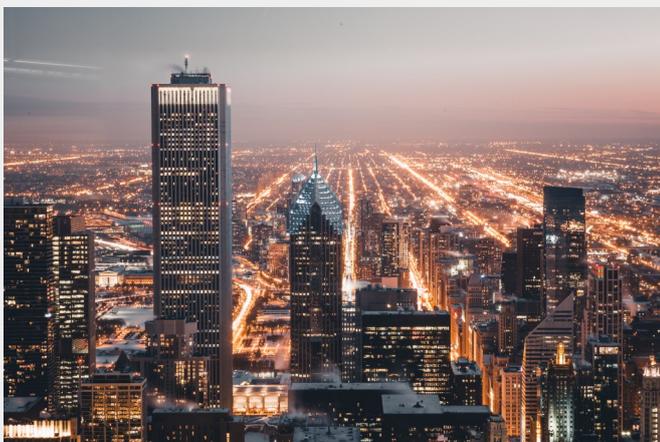
The 2022 conference will last four days, preferably in May, June or July 2022 and will normally run:

- Tuesday: Special Interest Group/SIGs and PhD workshop
- Wednesday - Friday: Conference programme.

The local organizers of the 2022 conference must be a group of researchers and practitioners associated with a university or a research institution.

If you and your group are interested in hosting the 13th IAWBH conference in 2022, the conference bid document is available on the IAWBH website and there is a checklist available on our website (or see the last edition of the newsletter. For any further queries write to Bevan Catley (b.e.catley@massey.ac.nz).

We look forward to hearing from you soon...



The 12th IAWBH Conference— Welcome to Dubai 8 —11 June 2020



Over to past year the team at University of Wollongong in Dubai (UOWD) has been busy arranging next year's conference. We are looking forward to welcoming you to the UAE and we plan to provide a worthwhile schedule of speakers, papers, and events.

Key dates

Monday 8 June 2020 – SIG meetings and PhD Student Workshop

Tuesday 9 to Thursday 11 June 2020 - 3 day Conference

More information

Our website is available at: <https://www.uowdubai.ac.ae/iawbh2020>

If you have any questions, feel to contact us at: IAWBH2020@uowdubai.ac.ae

Introducing the organising committee. Currently, the team includes Dr Alison Thirlwall, Dr Alastair Watson, and Ms Mahshid Baghestani, all of whom attended the Bordeaux conference in 2018. They are keen to share their experiences of life in Dubai.

Alison Thirlwall – Associate Professor

I am British, I have been in Dubai 15 years and previously worked in New Zealand.

How long have you been working at UOWD? Seven years.

Why do you live in Dubai? Emirates offered my husband a job, so we became expats.

What do you enjoy about Dubai? It is a very safe place to live, with an extremely low crime rate. I know that my mobile phone will not disappear if I accidentally forget to pick it up.

Anything else? The shops are open until late in the evening, so I can go after work. Some of the malls are amazing, with attractions like an aquarium, a ski-slope, and cinemas, lots of cafés and restaurants, and they are very clean.

Is there anything you don't like? The roads can get a bit busy at times. Fortunately, public transport is modern, cheap and clean, so I can limit my driving and catch-up with reading on the metro.



Alison Thirlwall

What do you do at the weekend? As a scuba diver, I enjoy heading to the east coast and diving in the Indian Ocean. The marine life is amazing and we see a whole range of tropical fish, plus an occasional pod of dolphins or whale shark.

Do you have any tips for visitors? Bring your sense of adventure and prepare to be pleasantly surprised.

Alastair Watson – Assistant Professor

I am British and I have been in Dubai for almost four years now, having previously worked in industry and academia in Scotland.

Why do you live in Dubai? For the good work and career opportunities and, coming from a cold and wet climate, I prefer having almost 365 days of sunshine!

How long have you been working at UOWD? Three years.

What do you enjoy about Dubai? There is a great social scene. I have lots of friends here and we all enjoy visiting the latest restaurants and clubs. Friday brunch is very popular and there is always somewhere new to visit.

Is there anything you don't like? It can get a bit hot in the summer, which limits the amount of time I can spend outside, but everywhere is air-conditioned, so it is not really a problem.

What do you do at the weekend? As I said, I like to socialise. I am trying to keep myself in good shape too, so I go to the gym and have a workout. I might also go bargain-hunting in the malls when the sales are on, and definitely out for a lunch or brunch.

Do you have any tips for visitors? Taxis are cheap and very useful for when you have overindulged on “beverages” at brunch. There really is so much to see and do in Dubai – everything is well-organised and accessible.



Alistair Watson

Mahshid Baghestani – Instructor

I am Iranian and I have been in Dubai 13 years, having previously lived in Iran.

Why do you live in Dubai? I studied at UOWD for my bachelor and masters’ degrees then I became an Instructor at UOWD.

How long have you been working at UOWD? Five years

What do you enjoy about Dubai? Being somewhere peaceful, having my morning iced-coffee on the beach and getting tanned. Iran is an amazing place but living there can be hard work. By comparison, Dubai is easy and I like working with people from all around the world because I am always learning something new.

Is there anything you don't like? Not really. Several of my relatives live here too, so it feels like home to me.

Do you have any tips for visitors? Dress for a city, unless you are going to the beach, because it can get a bit chilly in the air-conditioning.



Mahshid Baghestani

2019 Masterclasses Reminder

Only a few months until our two 2019 Masterclasses. Both of these events have discounts for members.

SEP 18-19

TIBERIAS, ISRAEL: The dark side of organizations: Causes, consequences and mitigation- an organizational perspective

The masterclass at Kinneret Academic College, together with the Center of Organizational Research at Haifa University, and the Israeli Association for Preventing Workplace Bullying, are offering a masterclass program on September 18-19 2019, at Kinneret Academic College, Israel.



Speakers include: Professor Charlotte Rayner, Dr. Patricia Ferris, and Evelyn M. Field, OAM, FAPS

For more information and to sign up please visit the [link here](#) :



AUG 29-30

LONDON, UK: Methodological Advancement in Workplace Bullying and Harassment Research

This Master Class will explore and expand discussions around the methodologies and research design surrounding the research on workplace bullying and harassment. In addition, we will explore the challenges surrounding research in the field across different contexts. This aim is to provide a forum for researchers (both senior and early career) and practitioners to interact, share experiences and ideas, and to form collaborative research networks across countries to further understand the measurement and research design on workplace bullying and harassment.

Speakers include: Associate Professor Michelle Tuckey (University of South Australia, Australia), Professor Duncan Lewis (Plymouth, UK), Professor Stephen Teo (ECU, Australia)

For more information please contact Professor Stephen Teo (s.teo@ecu.edu.au) and to sign-up please visit the [link here](#).



Update on changes to IAWBH SIG groups

As announced in the April 2019 Newsletter, the Board decided to implement changes with the purpose of further integrating the SIG meetings into the biannual IAWBH conference.

As such, on the first morning of the 2020 IAWBH conference, the SIG day, there will be a formal welcoming by the president to all delegates attending the SIG sessions. Moreover, all participants at the SIG meetings will meet for dinner the same evening.



Eva Gemzøe Mikkelsen

In the previous newsletter, the IAWBH also suggested additional changes regarding the SIG groups and invited members to comment on these on our website.

Following this, we are a happy to announce that the suggested changes have now been implemented:

- Inactive SIG groups have now been closed.
- Members who wish to form a new SIG group or revitalise a previous group, can present the Board with a list of minimum 10 confirmed IAWBH members who wish to join this SIG.
- The SIG convenors and the SIG members should discuss the names of their SIG, which should reflect the main topic of the SIG, rather than the profession of its members.
- The SIG convenors and the SIG members are encouraged to reflect on the potential value of merging with another SIG.
- The SIG convenors are to arrange at least one SIG event during years with no IAWBH conferences. Such events could be a Webinar, or a Zoom/Skype conference (for example where members or guest speakers give presentation, or where issues or topics are discussed etc) or delivering a course, Masterclass etc.

Looking forward to seeing you all next year in Dubai,

Best wishes,

Eva Gemzøe Mikkelsen

Convenor of IAWBH SIGs

Methodology Matters

Research into workplace bullying in organisational contexts using ethnography, grounded theory and applied psychoanalysis



Sheila White

Introduction

I am an honorary research fellow in the Department of Organizational Psychology at Birkbeck, University of London, UK. For many years I was a primary school teacher, and worked in the voluntary sector. My first research into workplace bullying, part of an MBA, involved using grounded theory to analyse data from semi-structured interviews with victims. A key theme was support. Support systems were illustrated using a combination of rich pictures, taken from systems theory, and cognitive mapping.

Identifying the need for a more in-depth understanding of workplace bullying, especially within organisations, I embarked on a PhD. Being unable to find an established method, I developed a new one which brings together, ethnography, grounded theory and applied psychoanalysis.

My doctorate led to writing 'An Introduction to the Psychodynamics of Workplace Bullying', (White, S, 2013), an academic text book and handbook for HR managers. I continue to write, lecture and give talks.

What were the questions you were seeking to answer?

I was interested in finding out why and how bullies bully, why some individuals become victims, the part played by the audience, and how these relationships evolve within organisations. The research questions were

- What are the motives of the bully, victim and the audience?
- How do the interpersonal relationships change over time?

What were important factors to consider in your research design?

1) How to capture data on the organisational context, group dynamics and individuals

Ethnography was chosen as a basis for the method as it provides an opportunity to see and to understand the worlds of individuals from first-hand experience. It is a way of describing and interpreting the cultural aspects of organisations. However, there are weaknesses, particularly for this research. For example, ethnographers tend to delay data analysis until late in the research but time available in organisations is often limited. Grounded theory, with its iterative approach to data analysis leading towards theoretical saturation, was incorporated both to speed up the process, and to give greater internal coherence through the development of themes. It put the research on a more pragmatic footing.

Another weakness of ethnography is that it lacks a theoretical basis for the reflexive work, giving rise to accusations of mind reading and personal bias. Incorporating psychoanalysis helps to address this issue. It provides a way of working reflexively with emotions, and, as a theory, gives insights into irrational behaviours, defences and motives used by individuals and groups.

The phrase 'applied psychoanalysis' is taken from Armstrong (2005) who argues that when psychoanalysis is used outside the clinical setting it is no longer in a 'pure' form but applied; the 'pure' form being the emotional experience between two people in a consulting room where there is a specific conjunction of theory and method.

2) How to select organisations

Given the sensitive nature of the research, I decided that personal contact from within organisations would be more successful than 'cold calling'. A consultancy report on findings would be offered as a 'thank you incentive' for 'buying-in' to the research.

3) Risks involved

As the method was new and had not been tried and tested, a risk analysis was carried out. Risks included:

- focussing too much on seeking dysfunctionality and losing the broader picture
- collating lots of historical data about the organisation, whilst preparing to negotiate access, and this over impacting on primary data collection
- being excessively anxious about the innovative nature of the method and losing my way
- failing to find sufficient data specifically on bullying.

4) How to gather data and analyse it

It was decided that data could come from organisational observations, semi-structured interviews and emotional responses within three organisations. The observations would be wide ranging and include, for example, first impressions, and artefacts such as sculptures and paintings. In line with psychoanalytical ways of working - the odd, the out of place, the significant exception would provide insights. Field notes would be kept. Requests would be made for interviews with employees from teams in which the HR managers considered bullying to be occurring. Rather than asking direct questions about bullying, it was envisaged that the topic of interviews, e.g. sources of stress, would be negotiated with HR and fit in with the organisations' projects at the time.

Themes would develop in an iterative way, shifting from theory to data and from data to theory in a free-flowing manner. There would be an acceptance that the interpretations would be subjective and as such open to ambiguity and contradiction and subject to review and reconsideration by others.

5) Ethics.

As there were few ethical guidelines available from the university at the planning stage, I based my ethical stance on two sources. Firstly, debates about ethics for psychoanalysts in clinical practice. These included issues of confidentiality, the need to safe guard identities in writing up cases and restrictions on publication of material. Secondly, debates on the pros and cons of Bentham's utilitarianism versus Kant's formalism. My stance was that of a moderate utilitarian.

Did you consider using other methods?

Yes. Social constructionism was considered as a method of exploring shared meanings but rejected on the grounds that it would provide insufficient depth to the data to answer my research questions.

What were the advantages and disadvantages of the method?

Advantages

It worked very well as a means of capturing the deeper dynamics of organisational life. There was richness to the data which gave considerable insights into how bullying arises from within organisations.

It was easy to replicate and gave consistency across both case studies.

Psychoanalysis provided a strong theoretical basis.

Disadvantages

Time: It was very time consuming. Although access to the first organisation, a civil service, was gained quickly, finding a second organisation was more problematic. It took a few years to gain access. Eventually permission was granted to interview support staff from a university. I abandoned the idea of using a third organisation because of time and cost constraints.

Considerable time was also taken in transcribing the data and data analysis, partly because of its quantity. Time was need for reflection on the themes. It was only by holding and accepting ambiguity and uncertainty within the process, that the complex reality of organisational life could be explored and meanings emerge to build a consistent, albeit subjective picture of the deeper dynamics at work in the organisations. This couldn't be rushed.

Cost: As it was innovative research there was no funding. I was self-funded.

Validity of data: It would have been helpful to have had more discussions on the field work with supervisors and other researchers. As with any ethnographic study, there is an issue of external validity regarding the transferability of the findings of the research to other settings.

Innovation: The method wasn't tried and tested beforehand. It evolved as the research progressed and was only consolidated in the writing up stages. Being a subjective study, in a mainly positivistic field, there have been challenges in getting the research published.

What would you do differently next time?

I would have done two doctorates. The first developing a method for understanding the unconscious/subconscious life of organisations and the second applying the method to a wider sample for a study of the deeper dynamics of bullying.

Have your research questions been answered?

Yes. The main theoretical output is The Life Cycle Theory of Workplace (White, 2004, 2007, 2013). This shows how the interpersonal relationships evolve over time, in stages from embryonic bullies and victims, those who have the potential to take on these roles, to triggers, loyalty and a dance of death. Motives were conceptualised in terms of psychoanalytical defences such as denial, fantasy, envy, and projective identification, and intersubjectively, as a futile search for recognition. Recognition being that response from 'the other' which makes meaningful the feelings, intentions and actions of the self (Benjamin, 1988). Insights were also gained into the organisational contexts e.g. bullying occurs where the most negative aspects of an organisations culture accumulate. It leads to a fragmentation of the group dynamics on the surface and, at a deeper level, unconscious/subconscious collusions create impasses thereby making resolutions difficult to establish.

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Who is... column

In this column, IAWBH members introduce themselves and their work, and then choose another member to do the same in the next newsletter.

In the last newsletter Shayne Mathieson, from New Zealand, invited Imad Al Muala from Jordan



Imad Al Muala

Tell us something about yourself

I am working in academic and research field at Amman Arab University- Jordan as assistant professor in business faculty, since 2016. Before that, I was working in both public and private sectors in Jordan and Saudi Arabia. I got my first degree in administration and financial sciences in 2003 from Yarmouk University in Jordan, and then in 2004, I have started my first career as accountant and public relation employee at government organization in Jordan, during that time I got my high diploma and MBA in 2008. After that, I have moved to Kingdom of Saudi Arabia (KSA), where I started a new path in private sector to hold a position of executive manager of a small film production house. After one year, I got a new position as acting human resources manager for an engineering company in KSA. Then I moved to Malaysia to start my PhD journey, which I got it in 2013. I went back to home (Jordan) in 2013 to start my academic career at Al-Ahlyia Amman University as assistant professor in Business management.

How did you become interested in workplace bullying?

Through my work in During my work in both private and public sectors, and dealing with people from different cultures in Jordan and overseas, I have experienced and witnessed bullying behavior many times. In that time, I thought it was my problem alone, and sometimes I blame the victims. When I have started my PhD journey, I met my supervisor Professor at Northern University of Malaysia (UUM), he talked to me about workplace bully-

ing as a new topic in human resource management, and while he is explaining the difference between violence and bullying, I was reviewing every case I have witnessed during my working days. I agreed to start doing an initial research on workplace bullying, were I found very little research in middle east culture especially in Arab countries. Then I decided to do my PhD thesis in workplace bullying, in aim to do something for the victims who experienced and suffering from these behaviors. This is mainly what has motivated me to be part of workplace bullying research.

What can you tell us about the development of the workplace bullying field in your country?

In last two years, the topic of workplace bullying is a hot cake topic in Jordan. As the global concern of workplace bullying came from education sector "bullying at schools -among children" , the same thing has started in Jordan. Many incidents among students at schools were documented and wide spread through social media, which shed the light to these behaviours at workplace. Unfortunately, the research on workplace bullying in Arab counties is a very new topic and it is not completely understood by policy makers and practitioners. In addition, the legislations in Jordan and many Arab countries have a wide definition of workplace bullying and harassment at work. Research on workplace bullying and harassment in Jordan still in the beginning, and needs more support to get the right and full answers.

What can you tell us about your work?

I work as an assistant professor at Amman Arab University in Amman; this is my 7th year as lecturer in Business Management and Human Resource Management. In all activities I encourage my students to be more open and not to fear to say the truth, to get rid of shame culture. I am interested in negative behaviours at workplace and one of my upcoming researches is about sexual harassment among the workforce in Jordan.

Another new effort, that I have submitted a research proposal to education ministry in Jordan in aim to help them to understand bullying behaviours at schools and to build an actual policy to compact these behaviours at schools, by answering these questions

- Why do students bully each other?
- What kind of behavior are they using mostly?
- Do the teachers and school principles bully each other?

What do you hope to achieve in the field of workplace bullying in the future?

Nowadays, we have to think globally, and we should do more collaborative research on area of workplace bullying and harassment. This may enhance the need of agreed terminology of workplace bullying globally. In addition, scholars should concentrate more on the negative impacts of workplace bullying on employees, organizations, and society. In every organization, we have many different people who are interact face to face or through other communication tools to get job done. Innovation and creativity is the cover page of all organizations and we this diversity is the only way to achieve the organizational vision and mission. This may influence the organizations management to support and create anti-bullying policy to make the work environment more healthy and safe. *“Nobody could be an innovator unless he/she feels safe”*. Finally, I hope to do a handbook in

workplace bullying and harassment in Arabic language to benefit my region.

Question from Shayne Mathieson: Your university appears to be faith-based. Do you think bullying is seen differently in different parts of the world and by different religions? If so, what is the impact of this for research and discussion in an academic environment in a faith-based university?

This is a possible misassumption that Amman Arab University is a faith-based university due to the word “Arab”, being associated with Islam, whereas ‘Arab’ is an identity, and Islam is a religion.

My view is, every religion has contributed to the values and principles we believe in today, as human beings. We cannot deny that religion “any religion” has a role in shaping all types of cultures (national and international culture) or even the organizational culture of each organization. Therefore, the culture has the direct impact on how we see bullying, and how we can combat these behaviors. While, the religion has indirect role in that.

In addition, there are two main categories of culture; collectivism culture and individualism culture. In Jordan, we are mostly, collectivistic; the social support is very high, and at the same level, the shame culture is, for example. Which is not at the same level in individualistic culture?

This question may need a more international effort measure what is mostly impact on understanding workplace bullying, is it the culture or the religion?

For the next “who is...” column, I nominate... Mary Essiaw. My question for Mary is:

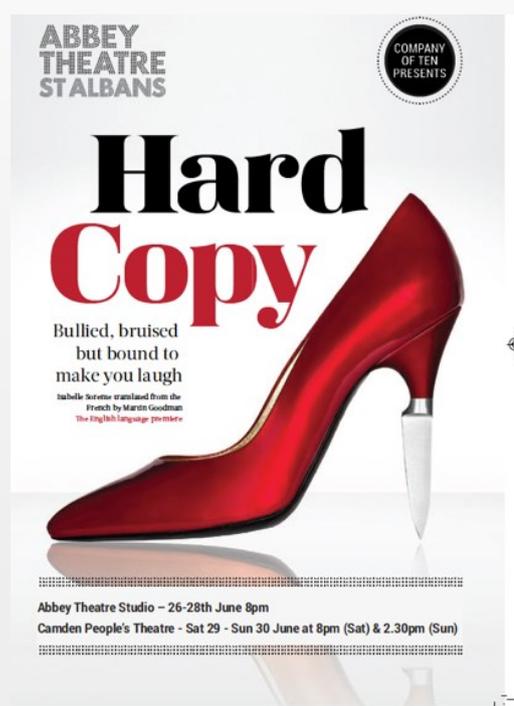
Due to economic transformation in Ghana in the last few years and as the poverty rate slightly decreased. Has this affected the levels of negative behavior (i.e: workplace bullying) among people in Ghana? Which negative behavior workplace bullying, sexual harassment etc is most wide spread in Ghana? What is the greatest challenge you are facing to conduct a research on workplace bullying in Ghana?

Bullying theatrical performance

IAWBH member Martin Goodman is currently in his second year of his PhD at the University of Leeds research representation of workplace bullying in contemporary French storytelling films, novels, plays) under the supervision of Professor Sarah Waters.

He has recently translated a French play about workplace bullying among women by Isabelle Sorente called *Hard Copy* (the French and English title).

This had its English language première in the Abbey Theatre Studio, St Albans, UK before transferring to Camden People's Theatre in London, UK for further performances. The St Albans leg was filmed and this recording will be available on YouTube in the near future.



Practice Matters—call for contributions

We have had a few members express an interest in having some future issues to include case –studies, examples, suggestions and/ or resources that focus on practitioner work. This may be in the form of practitioners describing their work (in a similar way we use Methodology Matters) or the sharing of resources that they are aware of (such as influential articles that they might recommend). If you have any suggestions on this or would like to contribute to future sections around practice, please drop me a line to discuss more neill.thompson@northumbria.ac.uk

Why women aren't welcome on the online platform economy

Iván Williams Jiménez

Online platform work is increasingly attractive to female employees as it is viewed as offering greater autonomy, empowerment, freedom, and flexibility. However, what has been overlooked is how female workers can become increasingly exposed to different forms of abuse within this environment. The specific physical and psychosocial risks associated with the various forms of online platform work remains under-examined (Garben, 2017), particularly in the context of women's economic position, employability and perceptions of how safe and attractive this sector can be.

The nature of the gig economy may contribute to heightened risks to vulnerable female workers. Pillinger (2016) has reported that the risks associated with low-paid, often informal or poorly protected work is growing in developed countries, which in turn allows for increased risk of sexual harassment. At a regulatory level, new proposed international regulations are acknowledging the workplace risks, that are characteristic of online platform work, as the work situation can place employees in especially vulnerable positions (Moore, 2018):

- working in situations that are not protected by law or regulations
- unsocial working hours (for instance, evening and night work);
- working alone or in relative isolation or in remote locations;
- working in intimate spaces and private homes;
- in sectors such as services, domestic work or transport

These risks indicate the potential of abuse being high, for example, jobs related to ride-sharing or delivery activities, cleaning services and others such as Handy, Uber, UberEats, Deliveroo Lyft, Kitchensurfing, GrubHub, Caviar, Instacart and Postmates etc. But also within the so-called creative economy, involving often women participating in professions such as photographers, journalists, event planners or graphic designers. Typically these roles may involve interacting with strangers in settings which may feel are dangerous or unsafe (night shifts, working alone or in areas of higher crime rates). These conditions also neglect the often male oriented aspect associated to the industry, which is further detrimental to developing safe working cultures.

The potential range of negative behaviours can include sexual harassment, and other forms of gender-based violence (inappropriate behaviour and advances) together with non-sexual aggressions that can be both online and offline. Specific examples of violence directed towards women include exposure to verbal abuse (catcalling, getting shouted by pedestrians and drivers); sexual misconduct, harassment and assault by users (being groped, threatened and harassed); fear of violence or intimidation from users and retaliation through the gig platforms (deactivation) and users (bad ratings). Breaches in data privacy of workers can also be a facilitator, as personal data information is readily available (e.g drivers have acknowledged how users of the transport app can gain access to discreet information through various websites, such as Facebook or Instagram).

The experience of female employees can be further compounded through poor employment practices which results in high levels of female workforce attrition. Financially female employees can be disadvantaged (female drivers can earn less than their male colleagues as they try to be selective when choosing clients or avoiding difficult areas and shifts) or can become disengaged, marginalised or put off following negative experiences at work. The socio-economic background could also escalate negative experiences further as vulnerable female workers, who are also black and ethnic minorities, could be further at risk.



Workers often lack awareness about the risks associated to some forms of work in the gig economy as harmful behaviours can be originated from users of these services (e.g. vehicle passengers), co-workers, and the public (e.g. aggression or assault on riders). They can also take place in both online and offline settings. The low-paid, poorly protected nature of this work can result employees unaware of workers risks and rights, so this puts them at an unbalanced position when it comes to their safety protection.

A major obstacle in tackling this area is the disturbing percentage of unreported incidents, despite changes in Apps safety features, the support of 24/7 call lines or the implementation of incident response teams. There is a lack of consistent reporting and accurate data collection on sexual and gender-based violence in the online platform workplaces. The reason behind the lack of accurate statistics varies; at an organisational level factors such as a lack of training of workers on how to handle these situations, the difficulties in setting the boundaries of what constitutes or not harassment, barriers faced when following company procedure or policy established by the company and so on. For the individual employer, there persists a perspective that these forms of abuse must be tolerated in order to earn a living. Collectively there is an impasse with an increasing conflict between the encouraging of reporting verses the continuity of the service provision.

Within online platform sector there are areas of concern as these grey areas risk intensifying gender influenced negative experiences:

- Technology seems to be skewed towards perpetrators and potentially increasing opportunities commit sexual misconduct and discrimination. In some cases, use of the App can pair the worker again with the perpetrator even if an incident has been reported. Uber's "*lost-and-found*" feature reportedly featured such a concern. There's been reported allegations of how this application functionality can be used to get in touch with female drivers once the service is ended for different purposes than what was initially conceived for. Consequently the system fails to protect the worker from potential further harassment.
- Within the gig transport sector there is the possibility for users to deliberately choose a female service driver (this was originally a safety option provided for female passengers to feel more comfortable with drivers of the same sex. Unfortunately, this possibility can also used by perpetrators for the App to match them with female users.
- The number of incidents or claims escalated may differ from the formal process existent in more traditional working environments. In this context many serious offenses are normally tackled by internal response teams and not escalated to the police, or law enforcement. This clearly diminishes the public visibility of the issue as things tend to be resolved internally through mediation mechanisms or forced arbitration agreements that limit the application of regulations and enforcement.

Solutions to improve women experiences in this sector are without a doubt challenging. Up to now, most of the steps adopted from a businesses have tended to focus on the service dimension and not on the person and/or take a gender consideration. While the gig economy companies are prized as being disruptive and how they work is transformed and innovative by radically transforming the way we understand traditional service provision. However, in the context of safety concerns and managing the dignity of users and workers their approach seems to remains reactive. Consequently, how these modern economies improve female employees' safety experiences is something that is still difficult to determine.

Iván Williams Jiménez

Research advisor at Institution of Occupational Safety and Health

PhD researcher at Universidad Carlos III de Madrid

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- Franks, M.A. (2017) Sexual harassment and the sharing economy: the dark side of working for strangers. The Guardian. <https://www.theguardian.com/business/2017/aug/23/sexual-harassment-sharing-economy-uber-doordash-airbnb-twitter>



New members

At the moment the IAWBH consists of members from all over the world. A warm welcome to our 8 new members who have joined since April:

- Deborah Callaghan, Edge Hill University, UK
- Ian Durrant, Canterbury Christ Church University, UK
- Kelly Fairchild, UniFirst
- Orit Gat, Coller School of Management, Israel
- Shannon Hancock, Veterans Affairs
- Katrina Harper-Greenwell, Fair Work Commission, Australia
- Tahli Hilton, BullyZero, Australia
- Pamela Kempa, The University of Southern Mississippi, USA

Upcoming events

The 6th Regulating for Decent Work Conference: Work and well-being in the 21st century

8-10 July 2019. Geneva, Switzerland. <http://www.ilo.org/rdw2019>

The Dark Side of Communication. 2nd International and Interdisciplinary Conference on Discourse and Communication in Professional Contexts 14-19 August 2019. Aalborg, Denmark. <https://www.en.cgs.aau.dk/research/conferences/discourse-communication-2019/>

IAWBH Masterclass: Methodological Advancement in Workplace Bullying and Harassment Research, 29-30 August, 2019, Birkbeck College, London. [link here](#).

IAWBH Masterclass: The dark side of organizations: Causes, consequences and mitigation – an organizational perspective 18-19 September 2019, Kinneret Academic College, Israel : [link here](#)

The 13th International Conference on Occupational, Stress and Health 2019

6th—9th November 2019. Philadelphia, USA <http://www.apa.org/wsh/>

ANZAM 2019 Conference

3-6 December 2019, Cairns, Australia <https://www.anzam.org/events/anzam-2019-conference-cairns-australia-3-6-december-2019/>

IAWBH 2020 12th International Conference on Workplace Bullying and Harassment

8-11 June 2020, Dubai, UAE <https://www.uowdubai.ac.ae/iawbh2020>

Literature update

The list of literature on bullying and related issues is expanding. Between April 2019 and June 2019, Bevan Catley identified XX new publications. They range from:

A

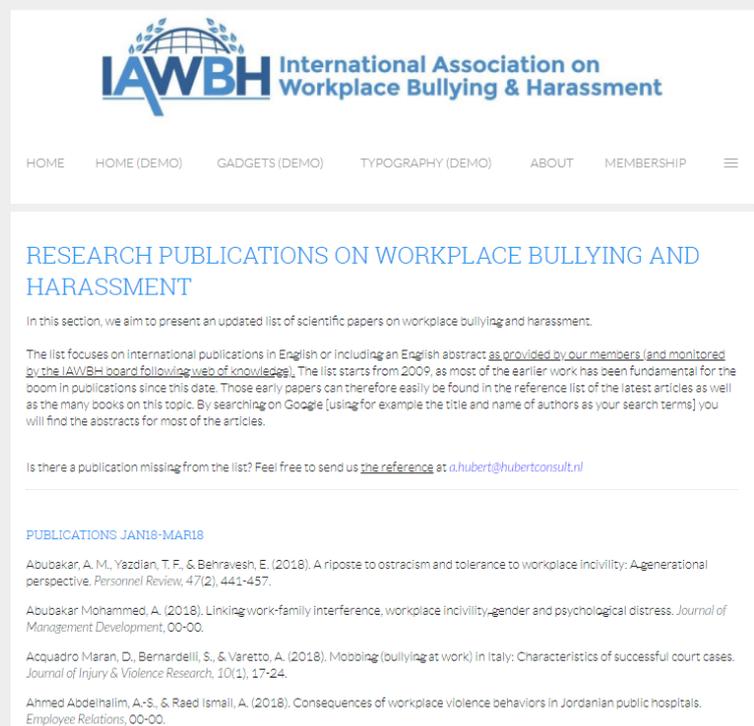
Afkhamzadeh, A., Mohamadi Bolbanabad, A., Moloudi, B., Safari, H., & Piroozi, B. (2019). Workplace violence against physicians and medical students in west part of Iran. *International Journal of Human Rights in Healthcare*, 12(2), 116-123.

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Y

Yumi, S., & Sun Wook, C. (2019). Abusive Supervision, Psychological Capital, and Turnover Intention: Evidence from Factory Workers in China. *Supervisión abusiva, capital psicológico e intención de dejar el empleo: estudio de la situación de trabajadores de fábrica en China.*, 74(2), 377-404.

To access the whole new literature list, log-in to the IAWBH website.



The screenshot shows the IAWBH website's navigation menu and a section titled "RESEARCH PUBLICATIONS ON WORKPLACE BULLYING AND HARASSMENT". The page includes a description of the research list, a call to action for missing publications, and a list of recent publications from January to March 2018.

RESEARCH PUBLICATIONS ON WORKPLACE BULLYING AND HARASSMENT

In this section, we aim to present an updated list of scientific papers on workplace bullying and harassment.

The list focuses on international publications in English or including an English abstract as provided by our members / and monitored by the IAWBH board following [web of knowledge](#). The list starts from 2009, as most of the earlier work has been fundamental for the boom in publications since this date. Those early papers can therefore easily be found in the reference list of the latest articles as well as the many books on this topic. By searching on Google (using for example the title and name of authors as your search terms) you will find the abstracts for most of the articles.

Is there a publication missing from the list? Feel free to send us [the reference](mailto:a.hubert@hubertconsult.nl) at a.hubert@hubertconsult.nl

PUBLICATIONS JAN18-MAR18

Abubakar, A. M., Yazdian, T. F., & Behravesh, E. (2018). A riposte to ostracism and tolerance to workplace incivility: A generational perspective. *Personnel Review*, 47(2), 441-457.

Abubakar Mohammed, A. (2018). Linking work-family interference, workplace incivility, gender and psychological distress. *Journal of Management Development*, 00-00.

Acquadro Maran, D., Bernardelli, S., & Varetto, A. (2018). Mobbing (bullying at work) in Italy: Characteristics of successful court cases. *Journal of Injury & Violence Research*, 10(1), 17-24.

Ahmed Abdelhalim, A.-S., & Raed Ismail, A. (2018). Consequences of workplace violence behaviors in Jordanian public hospitals. *Employee Relations*, 00-00.

Next newsletter and guidelines



We are delighted that a lot of our members contribute to the IAWBH newsletter. To ensure the quality of contributions, the Board of IAWBH has prepared some guidelines.

If you intend to write a contribution for the newsletter please first check the guidelines at our website: <http://www.iawbh.org/Newsletterguidelines>.

The next IAWBH newsletter will appear in September 2019. Please inform us about:

- your published work,
- international conferences on workplace bullying,
- special issues on workplace bullying and harassment,
- research breakthroughs,
- new research projects or challenging hypothesis,
- international cooperation and funding, and
- any news that may be relevant to a significant number of our members.



If you would like to contribute or discuss ideas, please get in contact: neill.thompson@northumbria.ac.uk

Disclaimer:

The viewpoints in contributions other than those communicated by Board members in their capacity as office bearers do not reflect the position of the IAWBH or its Board but of the author. Authors must necessarily ensure accurate referencing and citations and the IAWBH and its Board are not responsible for plagiarism within contributions.

Purpose of the IAWBH

The purpose of the IAWBH is to stimulate, generate, integrate and disseminate research and evidence based practice in the field of workplace bullying and harassment, and to promote fairness, justice and dignity at work for all.

A full description of the IAWBH purpose is available: <https://iawbh.org/Purpose-IAWBH>