



ORIGINAL CONTRIBUTION

Workplace Harassment and Job Satisfaction: A Sociological Study among Female Employees of Quetta (Balochistan)

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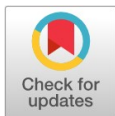
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Abstract— This study focused on the impact of workplace harassment on the job satisfaction of female workers. Harassment is a common issue in every level of employment. Workplace harassment includes verbal, psychological, and physical torture to harass working women. Women face abusive situations at the workplace based on their class, caste, social status, sexual direction. Workplace bullying affects women's level of job satisfaction. Job Satisfaction is the behavior of employees towards their experiences related to the services. This study aims to examine the effects of harassment on the job satisfaction of working women in Quetta (Balochistan). Therefore, the sample was selected from higher educational institutes and educational directorates of Quetta. The structured questionnaire was distributed among 500 female workers. The sample was drawn with the help of simple random sampling. The Statistical Package for Social Sciences (SPSS) version 24 was used to analyze the data. The results show a significant negative association between harassment and job satisfaction of females. The results of the study indicate that workplace harassment affects the level of satisfaction of women at the workplace. Harassment affects their mental and physical health and workplace performance. Working women turnover their jobs due to workplace bullying. This research will be helpful for legislation bodies, NGOs, different women development programs, economists to get information about the effects of workplace harassment on women's job satisfaction.

Index Terms— Harassment, Workplace bullying, Job satisfaction, Male domination, Work stress

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Introduction

Globally, workplace harassment is a burning issue in present days. Most of the studies discussed that workplace harassment affects the performance of employees. Workplace harassment decreases the level of job satisfaction of victimized workers. This act also affects the mental and physical health of the person, which may cause increased stress, anxiety, and depression among female employees (Hutagalung & Ishak, 2012; Alrawadieh, et al., 2021; Cortina & Areguin, 2021). In the workplace harassment, creates dangerous consequences for both organization and employees. Verbal and physical sexual favor is known as harassment. Sexual favor is made directly or indirectly in a type of employment; such acts interfere with work performance and generate a threatening, aggressive, or violent work atmosphere. The pressure of workplace harassment is a threat to job-related satisfaction. Several types of research documented the effects of harassment experiences that contained within decreasing self-confidence and increase employees' absenteeism. Harassment signifies a hazard to an employee's psychological and physical well-being (Spector, 2021; Johnson et al., 2018; Shaw, Hegewisch & Hess, 2018). It is examined

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by researchers that workplace harassment has a negative association with job satisfaction. The job-related outcomes are significantly connected with employees' level of satisfaction. The female's organizational performance and productivity affected, who are victimized of workplace harassment, it also responsible for mental disturbance, depression, anxiety, these factors automatically decrease job satisfaction. Nonattendance, lateness, sickening leave, and turnover are also the consequences of workplace harassment. Women suffer more incidences of vulgarity than men. The effects of harassment lead the employees towards job withdrawal and abandonment of their professional careers (Merkin & Shah, 2014; Akbar, Mohezar & Jaafar, 2021).

In addition, cultural perceptions may have different approaches of report as a response to sexual harassment. Pakistan has a male-dominated culture where women consider submissive of them. Clear necessities are present in both Islam and the 1973 Pakistani Constitution to give equal honor, respect, protection to women (Cortina & Wasti, 2005; Chen, Kwan & Ye, 2021). Workplace harassment and job satisfaction have a significant relationship with each other female employees who face the incidents of harassment also face issues related to mental and physical health. Depression decreases job enthusiasm and increases tensions about career development and financial independence of victimized by harassment. This mental condition sometimes leads them to suicide (Shahid & Farooq, 2020; Prasanty et al., 2018). Though societies have been promoting gender equality and eliminating gender inequalities but still in the workplace harassment is an issue for women to achieve their career bath. Many authors highlighted the effects of workplace harassment on women's job satisfaction in different aspects. The current study is conducted on those working women who are living in the tribal system of Quetta. The research will explore the existing situation of workplace harassment, which affects the work efficiency of working women.

Female employees face workplace bullying and workplace harassment that caused mental disorders which, directly hits their job satisfaction. The occurrences of workplace harassment are based on color, race, gender, nationality, creed. Workplace harassment contains systematic harmful actions imposed into a situation where employees feel powerless to be safe from harm. This condition occurs because those at the upper have more commanding influence finding it easy to misuse their power in the name of organizational efficacy (Tangem, 2017; Alam et al., 2021).

Justification of the study

In the light of the existing literature review related to the above research title, it has been observed that workplace harassment affects the level of job satisfaction of female employees. Many studies have been discussed the cases and effects of harassment on female employees (Rhead et al., 2021). In the current study, the researcher focused on the effects of harassment on job satisfaction of female employees who belong to the tribal system. There is no study on the above topic related to Quetta city (the capital of Balochistan). The current study aims to explore the association between workplace harassment and job satisfaction among female employees of higher educational institutes and directorates of education in Quetta. The objective of the study developed, which is based on previous literature, is as follows;

- To know the effects of workplace harassment on the job satisfaction of female employees.

Literature Review

Workplace harassment defines repeated, awkward movements of a person or group focused on an employee or group, which is threatening and generates a hazard to the health and safety of the employees. Organizational competition is another reason to create the situation of workplace harassment and bullying. It may happen against the working women by the co-workers for career development and promotions (Tangem, 2017; Jan Alizadeh et al., 2014; Yean et al., 2016). In Pakistan, workplace harassment is usually practiced, which affects the performance of working women and decreases job satisfaction. Harassment is an act that tortures an individual mentally and physically. The harasser harasses the working women verbally, physically, psychologically. Mostly, the women who are victimized by harassment avoid reporting the case against the harasser because the families think it will bring defame for us (Sadrudin, 2013; Yasmin, 2018).

It is observed in previous studies that women face gender discrimination in the economic sector. They have fewer chances of appointment. Males supremacy in the workplace creates many issues for working women, such as fewer chances of career development, fewer chances of selection, no work appraisal, fewer opportunities for promotion, and face workplace harassment (Pervez & Iraqi, 2018; Shah et al., 2019). No doubt, the working woman is more empowered than a woman who stays with four walls of the home, but at the workplace, if she faces workplace harassment, this fare discourages her to apply for the jobs. In Pakistan, 24119 cases were reported related to violence against women from 2008 to 2010. Among them, 520 cases were related to workplace harassment. Besides these cases, many of them are not reported by the newspapers and electronic media. It means the workplace is not safe for working women in Pakistan (Naveed, 2011; Sadrudin, 2013; Tarar & Pulla, 2014).

Workplace harassment refers to the mental and physical torture by a boss, administrator, worker. Harassment is unwelcomed action that affects the dignity, self-confidence, and work efficiency of employees. Sometimes the authoritative parties at the workplace interfere with the women's work performance in unreasonable manners and create a scared or unfriendly atmosphere for them or expose the victim to an impolite, immodest, and painful work situation (Johnson, 2003; Foster & Fullagar, 2018). Women perform a significant role

in male-dominated occupations. Perhaps they face prejudices and hurdles related to their career advancement workplace harassment is one of the most pervasive barriers. Sometimes co-workers harass the women to have sexual favor. To maintain power at the workplace, the boss, manager, and employers discourage the women's performance in a form of rejecting their ideas and experiences related to their job (Johnson, 2018; Rosenthal et al., 2016).

Harassment is a severe issue in the world of the workplace. The victim of harassment faces many problems related to their profession and health. Several studies have been discussed that harassment negatively affects the mental and physical health of victimized persons and hinders their workplace performance (Mushtaq, Sultana & Imtiaz, 2015; Thurston, 2019). There is a negative association between workplace harassment and mental health, which includes depression, anxiety, psychological distress, disorder, and fatigue (Conway et al., 2021).

There is a connection between the workplace environment and the performance of employees. A supportive and peaceful environment increases job satisfaction during the services of workers. Harassment is one of the most effective factors that decrease job satisfaction among female employees (Swarnalatha & Sureshkrishna, 2012; Mohamad & Suhaimi, 2020). The organizational achievement involved with workers' holding in today's economy and satisfaction related to job services is a state in which workers share their experiences towards their professional activities. The level of job satisfaction among employees increases when they have organizational benefits. In the workplace, several factors decrease the level of satisfaction, such as fewer chances of appointment, males-dominancy, non-supportive behavior of organization and co-workers, fewer chances of promotion. Workplace harassment is one of the most effective factors that disturb the mental and physical health who is abused of this. This condition negatively affects the job satisfaction of that employee (Kim & Yu, 2020; Lee et al., 2017).

The demanding organizational work environment with high incomes encourages organized work and employees' professional performance. Worker preservation is an important factor to the uniformity of the organizations towards improvement of performance, executions of maintenance policies comprise employee requirements, job satisfaction, and employee enthusiasm (Ibrahim, Ali & Zumrah, 2019; Ishaq Ibrahim, 2019). Organizational success is connected with human resources. On the other side, the behavior of employees is also considerable, how much they are satisfied with their work environment. Employees preservation is a priority for organizations. The workplace environment is the most powerful element that leads employees to stay or turnover from the organization (Iqbal, Ahmad & Akhtar, 2017; Yousuf & Saqib, 2021).

Mental and physical stability, self-esteem, supportive behavior of co-workers are motivational factors that provide job satisfaction among employees and increase working capability. In the middle of several hazards, conditions, and damaging factors present in the workplace, harassment is the greatest risky and damaging one. The victim of harassment loses self-confidence and enthusiasm for work (Malik et al., 2014; Widiana & Budiono, 2021).

The evolution in industries and adaptation of the world into a universal community has increased the competition between the trades and organizations. Organizations giving more chances to women make a pool of talented personnel that guides them to retain a good workforce. Women face numerous socio-economic-political restrictions to perform a role in organizations. The work-related stress affected 400,000 employees out of a total working population of 23,530,000 in 2000. According to the World Health Organization, 4.4% population faces stress and depression, and the ratio is higher in female workers, which is 5.1%, and in men's is 3.6% (Arif et al., 2017; Rasheed et al., 2021).

Many authors highlighted the effects of workplace harassment on the job satisfaction of working women globally. The studies have not been conducted in this domain in Pakistan and especially in Quetta city. The city of Quetta is the capital of the province of Balochistan. The people of Balochistan are still restricted by its strong traditional and tribal values, which it has been hereditary from ancestral times. So, the issue of workplace harassment is not much spoken widely by any panel. In fact, in the workplace, the victims of harassment become the patient of stress, depression, anxiety, which leads them to quit their jobs. An organizational non-supportive environment is evident of displeased and low self-esteem of employees, which leads them to leave the job (Razzaghian & Ghani, 2014; Coetzee & Oosthuizen, 2017).

Because of having diverse cultural values across the different countries of the world, the conceptions regarding workplace harassment and bullying is also changed in the working situation. Unrelatedly, the incidence of workplace harassment is undisputable in higher education sectors. If the workplace environment is not a supporter of employees, they are tortured by harassment and workplace bullying, this situation generates chronic diseases such as mental disorders, anxiety, depression leading them to attempt suicide, etc. This situation affects the performance of employees as well (Meriläinen, Kõiv & Honkanen, 2019; Ubudiyah et al., 2021).

The male-dominated organizations and especially the professions that are occupied by males are reinforcing destructive categorizes and generating a non-supportive atmosphere for women to work. Pakistan is a male-dominated society where the men are considered bread earner of the family. Women are not accepted to work with men in the economic sectors. Because of this woman in the workplace face incidents of harassment, it is declared by "Alliance Against Sexual Harassment" that 93% of working women face harassment who are working in private or public segments (Zia, Batool & Yasin, 2016; Saeed, Saleem & Khan, 2021). In the light of mentioned literature review researcher developed the hypothesis that there is a relationship between workplace harassment and job satisfaction of female employees.

Methodology

The current study aimed to investigate the effects of workplace harassment on the job satisfaction of working women in Quetta (Balochistan). So, the quantitative method was adopted to collect the data from the female employees of higher educational institutes regarding the above issue. The structured questionnaire is a close-ended list of questions that provide comprehensive information about the selected social problem (Kothari, 2004). In quantitative research, the researchers adopt the technique of probability sampling, in which everyone has equal chances of selection randomly. The current study used a sampling technique, a ‘simple random sampling technique’ for selecting the respondents to collect the data about the research objective. The 500 respondents were selected to have information related to the research title. Workplace harassment mentions numerous sorts of terrorizations meant at troubling somebody in several ways. Therefore, the study has largely considered workplace harassment as an act that affects the job satisfaction of female employees, which creates a panic situation for them to perform their workplace activities. The data of the study analyzed by using the SPSS (Statistical package for social sciences) version 24. The chi-square test was applied to distinguish the relationship between workplace harassment and job satisfaction of female employees.

Data Analysis and Results

After the data collection, the researcher cumulated the information and discussed the results.

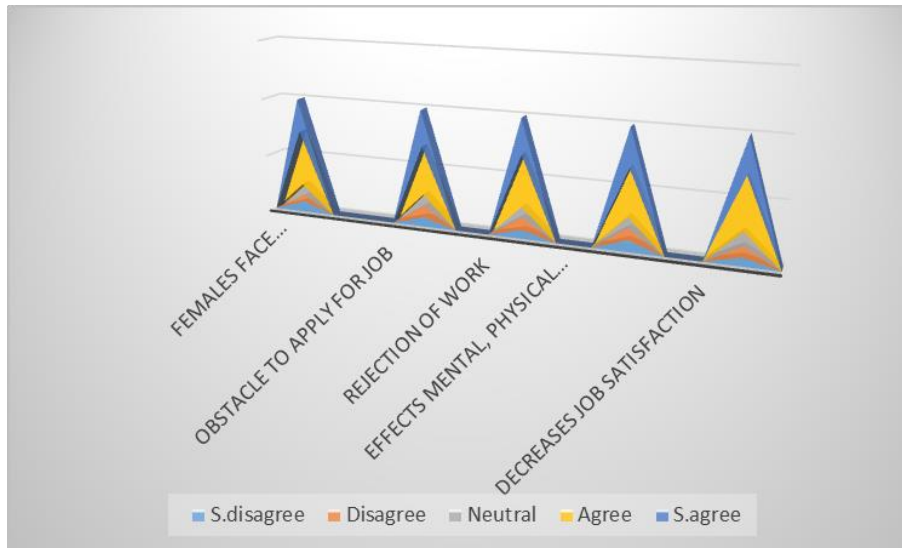


Fig. 1. Indicators

Fig 1 shows that 47% of respondents agreed that they face incidents of harassment at the workplace, while 28.2% strongly agreed. 41% of respondents agreed that workplace harassment is an obstacle for them to apply for the job, 30.6% strongly agreed. In the male-dominated workplace, the rejection of work is a sort of harassment 43% of respondents agreed, whereas 30% of respondents strongly agreed. Workplace harassment affects the mental and physical health of employees 41% of respondents agreed with the given statement 33.4% strongly agreed. Victim of harassment loses job satisfaction the 43.2% respondents agreed, and 29.4% strongly agreed.

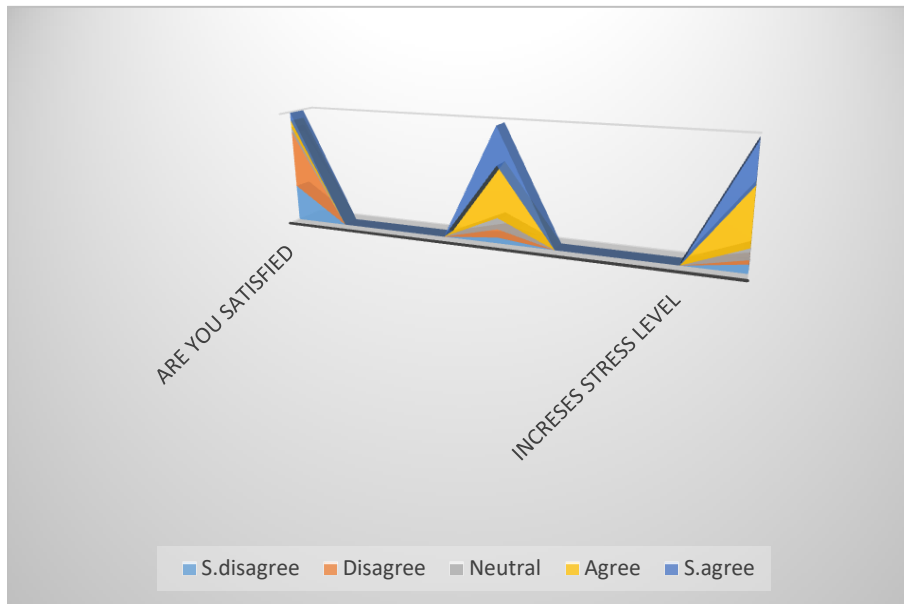


Fig. 2. Indicators

Fig 2 indicates 49.4% of respondents disagreed that they are satisfied with their work environment, 31% strongly disagreed. Incidents of work harassment affect the self-confidence of victims 44.4% of respondents agreed, whereas 32.6% strongly agreed and it increases stress 47.2% agreed, while 32.8% strongly agreed.

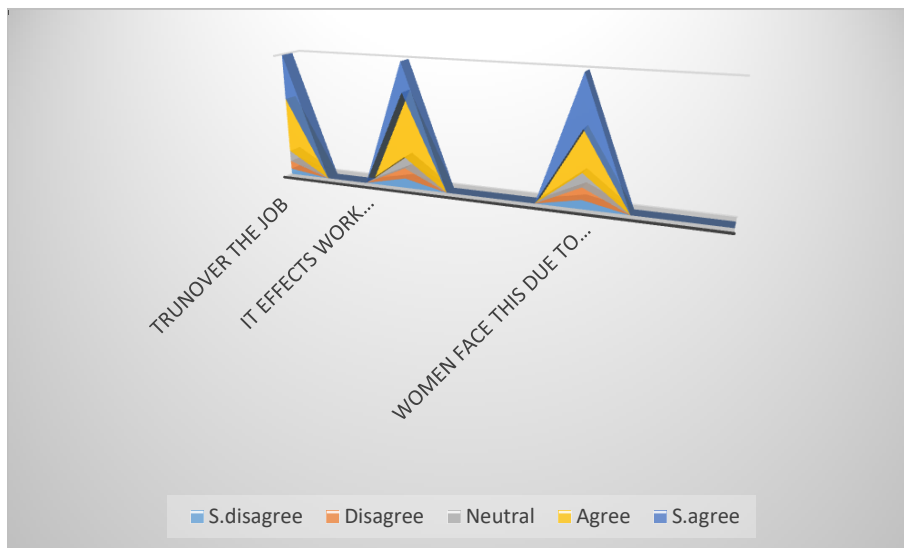


Fig. 3. Indicators

Fig 3 shows most employees who are victimized by harassment turnover their jobs. Data shows 43.8% of respondents agreed, 36.2% strongly agreed. Workplace harassment affects work performance. The responses show that 51% agreed, 23.6% strongly agreed. Women face harassment due to male dominance in the workplace, and 39.4% of respondents agreed, whereas 33.2% strongly agreed.

Table I
Chi-Square Tests

	Value	Df	Asymp. Sig. (2 - sided)
Pearson Chi-Square	2402.942 ^a	6	.000
Likelihood Ratio	1292.284	6	.000
Linear-by-Linear Association	9.001	1	.000
N of Valid Cases	500		

The p-value of the chi-square table shows that there is a strong association between workplace harassment and job satisfaction of female employees. Working women face incidence of harassment during their work-life, which affects their self-esteem, dignity, work performance, and damage their mental and physical health too. The panic situation of the workplace generates fear among female workers, which forces them to leave their jobs. Job satisfaction is an attitude of workers, whether negative or positive related to their job experiences. Job satisfaction is a key to achieving individual and organizational goals.

Discussion

Workplace harassment defines awkward activities of an individual or group focused on a worker or group, which is hostile and produces a threat to the well-being and protection of the workers. Organizational competition is another reason to create the situation of workplace harassment and bullying. It may happen against the working women by the co-workers for professional development and promotions (Tangem, 2017; Jan Alizadeh et al., 2014; Yean et al., 2016). In Pakistan, workplace harassment is usually practiced, which affects the performance of working women and decreases job satisfaction. Harassment is an act that tortures an individual mentally and physically. The harasser harasses the working women verbally, physically, psychologically. Mostly, the women who are victimized by harassment avoid reporting the case against the harasser because the families think it will bring defame for us (Sadrudin, 2013; Yasmin, 2018). Therefore, the current study was conducted to survey the situation of female workers. The result of the study shows that 47% of the majority of female workers of higher educational institutes of Quetta agreed that they face workplace harassment. While 28.2% of respondents strongly agreed with the above statement.

It is analyzed in earlier studies that women face gender discrimination in commercial areas. They have fewer chances of employment. Males' sovereignty in the workplace generates numerous problems for working women, such as fewer chances of career development, fewer chances of selection, no work appraisal, fewer opportunities for promotion, and face workplace harassment (Pervez & Iraqi, 2018; Shah et al., 2019). The working woman is more empowered than a woman who stays with four walls of the home, but at the workplace, if she faces workplace harassment, this fear discourages her to apply for the jobs. In Pakistan, 24119 cases were reported related to violence against women from 2008 to 2010. Among them, 520 cases were related to workplace harassment. Besides these cases, many of them are not reported by the newspapers and electronic media. The workplace is not safe for working women in Pakistan (Naveed, 2011; Sadrudin, 2013; Tarar & Pulla, 2014). The result of the present study revealed the same condition workplace harassment is an obstacle for women to perform the role in the economic sector. 41% of respondents agreed that the fear of workplace harassment does not courage them to apply for the job, 30.6% of respondents of the study strongly agreed.

Harassment is an action that affects the dignity, self-confidence, and work efficiency of employees. Sometimes the authoritative parties at the workplace interfere with the women's work performance in unreasonable manners and create a scared or unfriendly atmosphere for them or expose the victim to an impolite, immodest, and painful work situation (Johnson, 2003; Foster & Fullagar, 2018). The results of the present study showed that 43% of female workers agreed that the rejection of work generates a scary environment to oppose the power of another group. While 30.4% strongly agreed that women perform a significant role in male-dominated occupations. Perhaps they face prejudices and hurdles related to their career advancement workplace harassment is one of the most pervasive barriers. Sometimes co-workers harass the women to have sexual favor. To maintain power at the workplace, the boss, manager, and employers discourage the women's performance and reject their ideas and experiences related to their job (Johnson, 2018; Rosenthal et al., 2016).

Harassment is a serious matter in the world of the workplace. The victim of harassment faces many difficulties linked to their profession and health. Several studies have been discussed that harassment negatively affects the mental and physical health of victimized persons and hinders their workplace performance (Mushtaq, Sultana & Imtiaz, 2015; Thurston, 2019). Thus the results of the current study showed that 39.2% of respondents agreed that workplace harassment affects their mental and physical health. On the other side, 34.5% strongly agreed. There is a negative association between workplace harassment and mental health, that includes depression, anxiety, psychological distress, disorder, and fatigue (Conway et al., 2021).

There is a connection between the workplace environment and the performance of employees. A supportive and peaceful environment increases job satisfaction during the services of workers. Harassment is the most dangerous factor that decreases job satisfaction

among female employees (Swarnalatha & Sureshkrishna, 2012; Mohamad & Suhaimi, 2020). The results of the current study showed that 43.2% of respondents agreed. While 29.4% strongly agreed that several factors decrease the level of satisfaction, such as fewer chances of appointment, male dominance, non-supportive behavior of organization and co-workers, fewer chances of promotion. Workplace harassment disturbs the mental and physical health who is abused of this. This condition negatively affects the job satisfaction of that employee (Kim & Yu, 2020; Lee et al., 2017).

The challenging organizational environment with high incomes encourages organized work and employees' professional performance. Worker preservation is an important factor to the uniformity of the organizations towards improvement of performance, executions of maintenance policies comprise employee requirements, job satisfaction, and employee enthusiasm (Ibrahim, Ali & Zumrah, 2019; Ishaq Ibrahim, 2019). The results of the study revealed that 31% of respondents strongly disagreed that they are satisfied with their workplace environment, while 49.4% disagreed. Employees preservation is a priority for organizations. The workplace environment is the most powerful element that leads employees to stay or leave the organization (Iqbal, Ahmad & Akhtar, 2017; Yousuf & Saqib, 2021).

In the middle of several hazards, conditions, and damaging factors present in the workplace, harassment is the greatest risky and damaging one. The victim of harassment loses self-confidence and enthusiasm for work (Malik et al., 2014; Widiyana & Budiono, 2021). The results of the study showed the same situation 44.5% of respondents agreed that workplace harassment affects their self-confidence. Whereas 32.6% strongly agreed. Women face numerous socio-economic-political restrictions to perform a role in organizations. The work-related stress affected 400,000 employees out of a total working population of 23,530,000 in 2000. According to the World Health Organization, 4.4% population have stress and depression, and the ratio is higher in female workers, which is 5.1%, and in men's is 3.6% (Arif et al., 2017; Rasheed et al., 2021). The result of the study also showed that 47.2% of female workers of higher educational institutes of Quetta have work-related stress. Whereas 32.8% strongly agreed.

In the workplace, the victims of harassment become patients of stress, depression, anxiety, which leads them to resign from their jobs. An organizational non-supportive environment is evident of displeased and low self-esteem of employees, which leads them to leave the job (Razzaghian & Ghani, 2014; Coetzee & Oosthuizen, 2017). The result showed in the current study that 43.8% of females leave their jobs because of having several issues in the workplace, though 36.2% strongly agreed.

If the workplace atmosphere is not a supporter of staff, they are tortured by harassment and workplace bullying, this situation generates chronic diseases such as mental disorders, anxiety, depression, etc. This situation affects the performance of employees as well (Meriläinen, Kõiv & Honkanen, 2019; Ubudiyah et al., 2021). 51% of respondents of this study agreed that harassment affects their workplace performance. Whereas 23.6% strongly agreed.

The male-dominated organizations and especially the professions that are occupied by males are reinforcing destructive categories and generating a non-supportive atmosphere for women to work. Pakistan is a male-dominated society where the men are considered bread earner of the family. Women are not accepted to work with men in the economic sectors. Because of this woman in the workplace face incidents of harassment, it is declared by "Alliance Against Sexual Harassment" that 93% of working women face harassment who are working in private or public segments (Zia, Batool & Yasin, 2016; Saeed, Saleem & Khan, 2021). The result of the current study showed that 39.2% of female workers agreed that in male-dominated occupations, they face the incidence of harassment compared to female professions, though 33.5% strongly agreed.

Conclusion

The current research article ratifies that workplace harassment affects the job satisfaction of female employees. There is a significant association between workplace harassment and job satisfaction. This study will provide ground realities related to workplace harassment in educational institutes of Quetta city. The mental and physical health issues are connected with workplace harassment, which increases the stress, depression, anxiety, mental disorder of victimized by workplace harassment. These factors affect the work performance of female employees and the ratio of absenteeism increase which lead them to turnover their job. Women in male-dominated occupations face more incidents of harassment as compared to allocated professions of women, which are known as pink professions.

Implication of the Study

The workplace harassment negative effects the women work efficiency at workplace. It is huddle for them to prove their professional capability. Given roles of man and women take far away women's independent and strong financial life. Harassed working women leave their jobs due to the job dissatisfaction. The incidents of harassment can never be finished completely but the organizational strategies can overcome the cases of workplace harassment (Fapohunda, 2014). The male supremacy at workplace effects women's competences, self-confidence and dignity which generate the health issue among employees.

The study emphasizes the influence of workplace harassment on women's job satisfaction, particularly in feudal system of society. The present study will be great helpful for (ILO) International Labor Organization, NGO's who works for women development. The research will provide information to sociologists, economists, social workers.

Limitations and Suggestions

The sample was taken from the higher educational institutes of Quetta city for this study; in the future, this study can be conducted from all government and public sectors of Balochistan. The structured questionnaire was distributed among female employees to collect data. In the future, the researchers can be gathered the data qualitatively and from both genders. The in-depth interviews can be more helpful to understand the effects of harassment on the job satisfaction of employees. Researchers can investigate other variables that affect the job satisfaction of workers like fewer chances of promotion, low salary, less availability of professional benefits.

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