



King's Research Portal

DOI: 10.1016/j.nedt.2016.03.014

Document Version Peer reviewed version

Link to publication record in King's Research Portal

Citation for published version (APA): Tee, S., Özçetin, Y. S. Ü., & Russell-Westhead, M. (2016). Workplace Violence Experienced By Nursing Students: A Uk Survey. *Nurse Education Today*. Advance online publication. https://doi.org/10.1016/j.nedt.2016.03.014

Citing this paper

Please note that where the full-text provided on King's Research Portal is the Author Accepted Manuscript or Post-Print version this may differ from the final Published version. If citing, it is advised that you check and use the publisher's definitive version for pagination, volume/issue, and date of publication details. And where the final published version is provided on the Research Portal, if citing you are again advised to check the publisher's website for any subsequent corrections.

General rights

Copyright and moral rights for the publications made accessible in the Research Portal are retained by the authors and/or other copyright owners and it is a condition of accessing publications that users recognize and abide by the legal requirements associated with these rights.

•Users may download and print one copy of any publication from the Research Portal for the purpose of private study or research. •You may not further distribute the material or use it for any profit-making activity or commercial gain •You may freely distribute the URL identifying the publication in the Research Portal

Take down policy

If you believe that this document breaches copyright please contact librarypure@kcl.ac.uk providing details, and we will remove access to the work immediately and investigate your claim.

Accepted Manuscript

Workplace Violence Experienced By Nursing Students: A Uk Survey

Stephen Tee, Yeter Sinem Üzar Özçetin, Michele Russell-Westhead

 PII:
 S0260-6917(16)00120-9

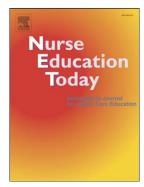
 DOI:
 doi: 10.1016/j.nedt.2016.03.014

 Reference:
 YNEDT 3239

To appear in: Nurse Education Today

Received date:1Revised date:9Accepted date:1

19 October 2015 9 March 2016 15 March 2016



Please cite this article as: Tee, Stephen, Özçetin, Yeter Sinem Üzar, Russell-Westhead, Michele, Workplace Violence Experienced By Nursing Students: A Uk Survey, *Nurse Education Today* (2016), doi: 10.1016/j.nedt.2016.03.014

This is a PDF file of an unedited manuscript that has been accepted for publication. As a service to our customers we are providing this early version of the manuscript. The manuscript will undergo copyediting, typesetting, and review of the resulting proof before it is published in its final form. Please note that during the production process errors may be discovered which could affect the content, and all legal disclaimers that apply to the journal pertain.

WORKPLACE VIOLENCE EXPERIENCED BY NURSING STUDENTS: A UK SURVEY

Stephen TEE¹ Yeter Sinem ÜZAR ÖZÇETİN², Michele RUSSELL-WESTHEAD³

¹ Prof. DClinP, MA, PGCEA, BA, DPSN, RMN, PFHEA, Executive Dean, Bournemouth University, Faculty of Health and Social Sciences

Principal Fellow of the Higher Education Academy and National Teaching Fellow

Bournemouth University, Royal London House, Christchurch Road, Bournemouth

Tel: 01202 962114. stee@bournemouth.ac.uk www.bournemouth.ac.uk Stephen Tee is Assistant Editor of Nurse Education Today

² MSc, PhD Student, Research Assistant, Hacettepe University Faculty of Nursing Psychiatric Nursing Department

Hacettepe University Faculty of Nursing, Psychiatry Nursing Department 06100 S1hhiye-Ankara/TURKEY

Tel: +903123051580

sinem_uzar@hacettepe.edu.tr

³Professor, EdD, MSc, PGCE, PFHEA

King's Teaching Fellow, Principal Fellow of the Higher Education Academy

Professor of Clinical Education (Northumbria University), Vice Principal (Education and Research) Pearson College London Academic Lead Educational Development

Florence Nightingale School of Nursing and Midwifery King's College London. James Clerk Maxwell Building, 57Waterloo Road, London, SE1 8WA

> Tel: 020 7848 3071 michele.westhead@kcl.ac.uk

> > Word Count: 4456

Acknowledgement

The authors are grateful to all participants who agreed to participate voluntarily in this study and to all Heads of Nursing Schools who sent the survey link to their students.

INTRODUCTION

Bullying is a major problem in nursing in the United Kingdom (UK) (Lowenstein, 2013; Carter et al, 2013). Workplace violence is defined as violent act(s) directed toward workers and can include physical, psychological or verbal behaviour (Gacki-Smith et al. 2009). Violence against nurses has been an increasing problem in many societies (Jackson et al. 2002) often because nurses on the frontline are more at risk of workplace assault than other health professionals. Bullying is perhaps the most frequently encountered form of work-related violence (Cooper et al. 2011) and is a form of harassment reported by nurses, including students, all over the world (Cooper et al. 2011; Ozturk et al. 2008; Randle, 2003; Magnussen & Amundson 2003). The psychological impact is not limited to a particular culture or context. A point illustrated in a recent systematic review of studies into agression showing that despite differences in countries, cultures and settings, nurses' responses to aggression were consistent (Needham et al. 2005).

Bullying causes victims work-based stress that effects not only individual nurses but also the quality of patient care (Cooper et al. 2011). It is behaviour that makes someone feel intimidated or offended. The nature of bullying means it can cause not only physical but also psychological harm (Cortine & Magley 2003; Kivimaki et al. 2003) and can result in increased staff turnover, lowered morale and reduced loyalty (Quine 1999). In some cases the effects of bullying for the person may lead to short or long-term mental health issues (Birks et al, 2014; Gregor, 2004). The resultant psychological distress can include anxiety, depression, loss of confidence, mood swings, irritability and post-traumatic stress disorder (Birks et al, 2014; Cortine & Magley 2003; Gregor, 2004). These psychological responses can appear immediately after the event or can persist for months or years after the event has occurred (Gerberich et al. 2004).

Given the prevalence of the problem, nursing students on clinical placement, who are learning about professional behaviours are likely to be exposed to such workplace violence. Exposure to this behaviour could have a detrimental effect on their professional identity, values and expectations if inadequate support is provided. The professional and academic literature on this subject has tended to focus on the qualified workforce with little attention being paid to the experience of students. This is a significant gap given the potential impact on the individual student, the attrition rate from the programme and the financial costs of such failure. This study therefore sought to highlight the current prevalence of workplace violence through a national survey exploring student experiences in practice in order to identify and strengthen support strategies within organisations involved in nurse education.

BACKGROUND

Bullying, harassment and violence has gained increasing importance in nursing literature, partly because it is so widespread but also because it has become normalized as acceptable (Hutchinson et al. 2006). When bullying is instigated or goes unchecked by nurses, such activities and behaviors become culturally normalised (Steven 2002). Although single acts of aggression or harassment occur in the workplace, bullying is a form of repeated behavior that occurs over time (Einarsen & Mikkelsen, 2003). Although there is no legal definition of workplace bullying in the United Kingdom (UK), ACAS (2014) state that 'Bullying may be characterized as offensive, intimidating, malicious or insulting behavior, an abuse or misuse of power through means intended to undermine, humiliate, denigrate or injure the recipient'.

Harassment is however unlawful in the UK under the Equality Act 2010, being defined as 'unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating and intimidating, hostile, degrading, humiliating or offensive environment for that individual'. Recent literature indicates that bullying can be seen both in the nursing workplace and academic settings. Thus, it has a negative impact on nurses and nursing students and the culture of practice and education (Cooper et al. 2011; Jackson et al. 2002; Kolanko et al. 2006; Lewis 2002, McKenna et al. 2003, Randle 2003). Many nurses consider themselves powerless as a result of bullying (Anderson 2001).

Student nurses and new graduates entering the workforce are particularly vulnerable and at high risk as they are often younger, less experienced and less aware of cultural norms and care (Lewis 2006). They do not have a well-defined and approved social role, a salary, a career and a stable bond with a specific type of nursing work. Thus, bullying whatever the type, can easily undermine their self-esteem and morale (Magnavita & Heponiemi, 2011). In the UK the Nursing and Midwifery Council (NMC) stipulate that fifty per cent of an undergraduate student nurses program must be in clinical practice therefore they can be exposed to this type of uncivil behavior on clinical placement in healthcare facilities. Nursing students can be victims of this aggression and this may be one reason for nurses leaving and the subsequent shortage of younger nurses in the workforce (Laschinger et al., 2009). Some studies show that nursing students are exposed to physical, sexual and verbal abuse in clinical settings (Celik & Bayraktar 2004; Curtis et al. 2007; Grenade & MacDonald 1995). Whilst others have found that aggressive behaviours like bullying, violence, harassment can come

from a range of sources including educators, patients, patients' kin, other nurses and health care providers. (Bartholomew 2006; Celik & Bayraktar, 2004; Thomas & Burk 2009). Also a study undertaken by Randle (2003) with nursing students found that 95% perceived themselves as anxious, depressed and unhappy at the end of the 3-year nursing education period (Randle 2003).

Such negative experiences can have a direct impact on the development of future professional skills and may determine whether an individual victim decides to remain within the profession. In fact it is likely that the experience of bullying and uncivil behaviour leads directly to the attrition of students during their degree or from the profession as new nursing graduates. As there are currently around 60,000 student nurses in the university system in the UK at this time with 21,000 new students enrolled each year and with each costing a minimum of £50,000 to train a nurse on a three-year program this must be an issue of concern. Universities have a clear duty of care to support students during their studies, indeed the NMC (2008) has published standards for mentorship establishing a set of competences to mentor and assess students in practice. Universities must ensure regular updating of clinical mentors and quality-assure placement settings to see that standards are maintained. However implementation of standards relies on people recognizing there is a problem.

Considerable effort has been targeted at workplace cultures in recent years, with initiatives that include awareness raising and the introduction of new policies on harassment and whistle-blowing. This might suggest the situation is improving however anecdotal evidence from student evaluation of clinical placements and the variety of blogs maintained by students would suggest that workplace violence remains a problem. Whilst there have been no recent studies in the UK, Australian studies have indicated that more than fifty per cent of nursing students have witnessed or have been bullied and/or harassed in the workplace (Birks at al, 2014, Cleary et al. 2010, Queensland Nurse Union, 2012).

In order to understand the scope and nature of the issue in the UK, this paper reports on a national survey conducted across a sample of nursing schools/faculties and mirrors a similar study conducted in the Australia (Budden et al, 2015).

The Study

This study uses a survey approach to identify the incidence, type and effect of bullying and other uncivil behaviours experienced by UK nursing students during their clinical placements in healthcare settings. It also provides indications of impact and as such lays the foundation for future work addressing the problem of bullying and/or harassment of nursing students to enable universities and placement providers to fulfill their duty of care.

Study Objectives

The aims of this study are:

- To explore and describe the incidence and experiences of uncivil behaviours such as bullying and/or harassment of undergraduate nursing students during clinical placement on programmes in 2015
- To recommend strategies universities can implement to successfully manage uncivil behaviors, minimize the effects on students and increase their professional resilience.

METHOD

This study employed a survey design with questions being uploaded in the format of a commercial internet survey provider (SurveyMonkey.com). A convenience sample of UK Higher Education Institutions with nursing schools/faculties were identified and invitations to participate were send to the Heads of Schools asking for their participation. Once agreed, an email was sent containing a brief explanation of the research and a link to the survey.

On accessing the survey, the student participants were presented with a Participant Information Sheet (PIS). The PIS facilitated a process of informed consent by asking participants to confirm that they had read the statement. Consent was therefore assumed by their submission of the survey. Participation was entirely voluntary and students could choose not to participate or withdraw without any impact on them or their studies. Completing the survey took no longer than 15 minutes.

Ethical Considerations

Ethical approval was obtained from King's College London (KCL) Research Ethics Committees (CREC). The participants received an information sheet detailing the scope and purpose of the study with clear guidance indicating they could proceed with the survey or exit at that point. No individually identifiable data was requested in the survey and where participants included any such data, such as names of organisations or individuals, all data was anonymised.

Survey design

This study employed a cross-sectional survey design utilising an instrument adapted from the work of Hewett (2010) who developed and tested the tool with 218 undergraduate nursing students in South Africa. The original survey comprised five sections with 66 individual items based around workplace violence including intimidation, bullying or verbal abuse, non-physical violence, and reporting and management of workplace violence. The

questionnaire used mainly closed-ended questions that were rated using a 4-point response scale on frequency, with opportunity for respondents to provide textual descriptions (Hewett 2010). Content validity of the original tool was established via a pilot study and adapted by researchers in James Cook University, Australia (Birks et al 2014). Minor changes were made to language and several items were added. The revised survey comprised 13 main questions with a total of 83 items, most using the same response scale on frequency of [1] 'Never' (0 times); [2] 'Occasionally' (1-2 times); [3] 'Sometimes' (3-5 times) and [4] 'Often' (>5 times). There were also 10 socio-demographic questions that sought information such as age, gender, program of enrolment and year. Respondents were not required to answer all questions.

Participants

Whilst the total student population enrolled in a nursing degree in the UK across 72 schools of nursing is approximately 60,000 students, time and cost constraints prevented inclusion of all schools and so a convenience sample of one third of the total were contacted. Of those contacted, several declined to support participation but of those that agreed this allowed access to approximately 12,000 students.

Selection Criteria

The research team sought to ensure there was a sample of universities across all four nations of the UK. The instruction to each Head of School was that ii should only be targeted at current nursing students.

Data Analyses

Data coded and analysed using a computer-based data management system and then exported to the SPSS 21 statistical software (IBM SPSS Statistics v21); Figures and percentages were used in the presentation of the findings depending on the data.

RESULTS

This article reports on the quantitative data including descriptive statistics to reveal trends and relationships.

Demographic Findings

Table 1 below reveals that 657 nursing students responded to the survey. The majority were female (88.3%), 65.9% were 18-27 years old. Most were attending university in the southeast (45.7%), the majority were UK-born (84.8%), 75.6% of the respondents ethnic group was white (English/Scottish/Northern Irish/British), and their first language was

English (89.6%). Most were enrolled on BSc Nursing (86.6%) with 38.4% enrolled in 2014 and 36.2% were in their 2^{nd} year (See Table 1).

Experiences of bullying and/or harassment

In the past year while on clinical placement, 42.18% (n=232) of the participants reported feeling personally bullied and/or harassed with a further 16.55% (n=91) being unsure whether it was bullying or harassment. One quarter has witnessed such incidents in a hospital setting (25.4%; n=167). One-third (30.4%; n=200) had witnessed bullying/harassment of other nursing students and 19.6% reported that incidents involved a registered nurse (n=129) (See table 2).

Types of bullying and/or harassment

Students reported having experienced different types of bullying/harassment including physical, sexual, verbal and nor-verbal abuse, with 7.6% being related to class, 5.8% sexually related, 5.8% race related and 7.6% gender related (See Table 3).

Impact on work/care

The unwanted and negative behaviours made some students consider leaving nursing (19.8). Some called in absent (10.2%) whilst others were afraid to check instructions when they were not sure (20.1%) with the consequent risk to patient safety. 12.3% reported that the standard of patient care was negatively affected and that their work with others was also negatively affected (25.9%) (See Table 4).

Impact on feelings

There were also significant impacts on the feelings and mood of the students with respondents feeling angry (26%), embarrassed (28.3%) and anxious (26.8%) (See Table 5).

Reporting bullying and/or harassment

Whilst it was reassuring to note that the majority of the participants knew where/how to report bullying (51.4%), only one in five (19%) had actively reported an episode of bullying and/or harassment. Those that did report did so to the university (12.8%), to the clinical facility (11.1%) or to the police (0.2%). After reporting, some indicated that no action was taken (10.8%). When asked about the cause of not reporting, one fifth (21.3%) thought that bullying was a necessary part of the job or an occupational hazard (see table 6).

Discussion

The data reveals almost half of the sample had experienced what they believed to be bullying or harassment with a further significant number being unsure. Even if the incidence

has been over exaggerated, the results still suggest an unacceptable prevalence and should raise alarm bells for those delivering nursing programmes, as an area in need of attention.

Given the incidence of workplace violence reported by qualified staff around the world it is perhaps not surprising that such a significant number of students on placement, experience similar events. The fact that students encounter such bullying or harassment against themselves will inevitably impact on the retention of students trying to develop professional skills in order to become members of a respected profession.

Not surprisingly the workplace violence encountered caused a range of reactions amongst students. They reported feeling vulnerable and unsafe, embarrassed and humiliated, confused, anxious, angry and depressed. If sustained it is highly likely to lead individuals to question their commitment to their training and profession and may even cause them to project their feelings onto the delivery of nursing care, negatively impacting on patient outcomes.

The personal impact of workplace violence on the individual, in terms of mental wellbeing, should not be underestimated, as students will often need additional support to cope with and manage challenging situations. As well as the personal cost, there are also resource implications for higher education having to devote time and effort to resolve these complex issues.

Perhaps the most concerning finding was the proportion of respondents who did not consider it worth reporting of believing nothing would happen if they did. This may suggest something about the culture of nursing that tolerates such incidents going unchecked. It has been known for some time that student or novice nurses may come up against high rates of negative behaviour during their time in practice (McKenna et al. 2003). Laschinger et al (2009) suggest negative work experiences may result in new graduates assimilating such behaviour and displaying the same toward others.

One theory that helps illustrate how such practice behaviour, irrespective of whether this is positive or negative, becomes embedded into the day-to-day work of an organization is Normalisation Process Theory (NPT). NPT has three core elements; 1, bringing a practice into action (implementation), 2, practice become routinely incorporated in everyday work (embedding) and 3, practice being reproduced and sustained among the social matrices of an organization (integration) (May and Finch 2009, May et al. 2009). The prevalence of workplace violence and failure to address the problem revealed in this study might suggest that bullying and harassment has become routinely embedded and accepted and sustained as

'normal'. Whilst, as Papp et al (2003) point out, clinical placements remain the most effective environment for developing nursing students' clinical skills it may also be a breeding ground of negativity and disturbing team dynamics leading to increased burn out and alienation and potentially poorer patient outcomes (Becher & Visovsky 2012).

Critical to addressing bullying and harrassment in practice is to raise awareness of its existence and for university's delivering nursing programmes and placement providers to work together to develop systems and processes for reporting and investigating the problem. This should include a joint strategy that conveys a clear message that bullying and harassment will not be tolerated, with details of how to raise concerns contained in each student programme handbook. The strategy should be comprehensive and include the following five elements:

- 1. A shared commitment to acknowledging the problem and awareness raising
- 2. A joint and consistent message that incidents of workplace violence will not be tolerated
- 3. Effective policies and procedures that will ensure incidents are fully investigated and addressed in a timely manner.
- 4. University support mechanisms including counseling and mentorship for students experiencing bullying and harassment
- Training for mentors, supervisors and teams who are providing placements for students to include self-awareness skills, student-centred approaches and managing difficult conversations

For the student the process of awareness raising needs to start when they are being prepared for their clinical placements. This should include information to help them understand and identify workplace violence and to have access to clear information on how to report incidents. Students will need to have confidence that incidents will be handled appropriately with post-incident support being provided to include counseling and debriefing. Universities and placement providers should also provide training to mentors, assess the learning environment through audit and post-placement evaluation and provide debriefing sessions with students to explore their experiences.

Partnerships between academic institutions and service providers are critical to creating excellent learning environments for students and building capacity for tomorrow's workforce (Beal 2012). Nurse education institutions and health service providers need to work together to better prepare nursing students and develop shared policies and procedures which can increase understanding and awareness of the consequences and management of bullying/harassment (Birks et al. 2014). Only then will we achieve a shared culture of zero tolerance toward such behaviours and build learning environments in which everyone feels valued.

CONCLUSIONS

The unpalatable truth revealed by this UK survey is that an unacceptably high proportion of nursing students experience bullying and harassment whilst on clinical placement. Throughout a nursing student's training many factors will influence their professional aspirations and their level of satisfaction with the work but undoubtedly negative experiences, such as bullying and harassment, will cause doubt and disillusionment and may ultimately lead to students leaving the profession.

The negative impact of bullying and harassment on personal welling and clinical learning needs to be acknowledged and addressed by nurse education providers in partnership with organisations providing clinical placement opportunities. The incidence revealed may expose symptoms in an organization of a wider problem culture of bullying and intimidation that has become normalised and accepted. By working together organisations can develop a joint strategy that acknowledges and raises awareness of the problem as well as providing effective policies and procedures to manage this unacceptable behaviour. Targeted training for individuals and teams that help challenge negative cultures, raise awareness of the impact and management of bullying/harassment, as well as building student resilience so that they have the confidence to act against such behavior, will go some way to addressing the problem.

It needs to be acknowledged that those entering nurse education are the nurses and leaders of the future and will have a key role in shaping the culture and expectations of generations to come. Nurse educators and placement providers have a responsibility to tackle this problem in order to avoid bringing the nursing profession into disrepute. Whilst recognizing the limitations of a self-reported survey method, we do believe that the results are significant enough to raise real concerns for UK nurse education providers to increase

vigilance for this phenomena in order to challenge and demonstrate that such behaviors are not tolerated in a caring profession.

Conflict of interest

None declared.

REFERENCES

Anderson, C., 2001. Defining the severity of workplace violent events among medical and non-medical samples. Gastroenterology Nursing 24 (5), 225-230.

Bartholomew, K., 2006. Ending nurse to nurse hostility: why nurses eat their young and each other. Marblehead, MA:HCPro.

Beal, J.A., 2012. Academic-service partnerships in nursing: an integrative review. Nursing Research and Practice 2012, 1-9.

Becher, J., Visovsky, C., 2012. Horizontal violence in nursing. MEDSURG Nursing 21 (4), 210-232.

Birks, M., Budden, L., M., Park, T., Simes, T., Bagley, T., 2014. Addressing bullying of student nurses on clinical placements: The ARRCA resolution model. In Emerson T.S. (Ed.), New developments in nursing education research. New York: Nova Publications.

Budden, L.M., Birks, M., Cant, R., Bagley, T., Park, T., 2015. Australian Nursing Students Experience of Bullying During Clinical Placement. Unpublished survey.

Carter, M., Thompson, N., Crampton, P., Morrow, G., Burford, B., Gray, C., Illing, J., 2013. Workplace bullying in the UK NHS: a questionnaire and interview study on prevalence, impact and barriers to reporting. BMJ Open 3:e002628. doi:10.1136/bmjopen-2013-002628.

Celik, S.S., Bayraktar, N., 2004. A Study of Nursing Student Abuse in Turkey. Journal of Nursing Education 43 (7), 330-336.

Cleary, M., Hunt, G.E., Horsfall, J., 2010. Identifying and addressing bullying in nursing. Issues Mental Health Nursing 31, 331-335.

Cooper, J.R.M., Walker, J., Askew, R., Robinson, J.C., McNair, M., 2011. Students' perceptions of bullying behaviours by nursing faculty. Issues in Educational Research 21 (1), 1-17.

Cortine, L.E., Magley, V.J., 2003. Raising voice, risking retaliation: events following interpersonal mistreatment in the workplace. Journal of Occupational Health Psychology. 4, 247–265.

Curtis, J., Bowen, I., Reid, A., 2007. You have no credibility: nursing students' experiences of horizontal violence. Nurse Education in Practice 7, 156–163.

Einarsen, S.E., Mikkelsen, E.G., 2003. Individual effects of exposure to bullying at work. In bullying and emotional abuse in the workplace. International perspectives in research and practice, eds. Einarsen, S.E., Hoel, H., Zapf, D., Cooper, C., 127-44. London: Taylor&Francis.

Gacki-Smith, J., Juarez, A.M., Boyett, L., Homeyer, C., Robinson, L., Maclean, S.L., 2009. Violence against nurses working in US emergency departments. Journal of Nursing Administration 39, 340-349.

Gerberich, S.G., Church, T.R., McGovern, P.M., Hansen, H.E., Nachreiner, N.M., Geisser, M.S., Ryan, A.D., Mongin, S.J., Watt, G.D., 2004. An epidemiological study of the magnitude and consequences of work related violence: the Minnesota Nurses' Study. Occup Environ Med. 61, 495–503.

Gregor, S., 2004. Fighting back: Workplace bullying in Australia, InPsych. Australian Psychological Society.

Grenade, G., MacDonal, E., 1995. Risk of physical assaults among student nurses. Occupational Medicine 45 (4), 256-258.

Henderson, A., Cooke, M., Creedy, D.K., Walker, R., 2012. Nursing students' perceptions of learning in practice environments: a review. Nurse Education Today 32, 299–302.

Hewett, D., 2010. Workplace violence targeting student nurses in the clinical areas. (Master of Nursing), The Stellenbosch University, South Africa.

Hutchinson, M., Vickers, M., Jackson, D., Wilkes, L., 2006. Workplace bullying in nursing: towards a more critical organisational perspectice. Nursing Inquiry 13 (2), 118-126.

Jackson, D., Clare, J., Mannix, J., 2002. Who would want to become a nurse? Violence in workplace- a factor in recruitment and retention. Journal of Nursing Management 10, 13-20.

Kivimaki, M., Virtanen, M., Vartia, M., Elovainio, M., Vahtera, J., Keltikangas-Ja⁻rvinen, L., 2003. Workplace bullying and the risk of cardiovascular disease and depression. Occup Environ Med. 60, 779–783

Kolanko, K.M., Clark, C., Heinrich, K.T., Olive, D., Serembus, J.F., Sifford, S., 2006. Academic dishonesty, bullying, incivility and violence: difficult challenges facing nurse educators. Nurse Education Perspectives 27 (1), 34-43.

Laschinger, H., Finegan, J., Wilk, P., 2009. New graduate burnout the impact of professional practice environment, workplace civility, and empowerment. Nursing Economics 27, 377-383.

Lewis, M., 2006. Nurse bullying: organizational considerations in the maintenance and perpetration of health care bullying cultures. Journal of Nursing Management 14 (1), 52-58.

Lowenstein, L.F., 2013. Bullying in nursing and ways of dealing with it. Nursing Times 109 (11), 22-25

Magnavita, N., Heponiemi, T., 2011. Workplace violence against nursing students and nurses: an Italian experience. Journal of Nursing Scholarship 43 (2), 203-201.

Magnussen, L., Amundson, M.J., 2003. Undergraduate nursing student experience. Nursing and Health Science, 5, 261-267.

May, C., Finch, T., 2009. Implementing, embedding, and integrating practices: an outline of Normalization Process Theory. Sociology 43 (3), 535–554.

May, C.R., Frances, M., Finch, T., MacFarlane, A., Dowrick, C., Treweek, S., Rapley, T., Ballini, L., Ong, B.N., Rogers, A., Murray, E., Elwyn, G., Legare, F., Gunn, J., Montori, V.M., 2009. Development of a theory of implementation and integration: Normalization Process Theory. Implementation Science 4 (129), 1-9.

McKenna, B.G., Smith, N.A., Poole, S.J., Coverdale, J.H., 2003. Horizontal violence: experiences of registered nurses in their first year of practice. Journal of Advanced Nursing 42 (1), 90-96.

Needham, I., Abderhalden, C., Halfens, R.J., Dassen, T., Haug, H.J., Fischer, J.E., 2005. The Impact of Patient Aggression on Carers Scale: instrument derivation and psychometric testing. Scandinavian Journal of Caring Science 19, 296–300.

Nursing and Midwifery Council, 2008 Standards to support learning and assessment in practice NMC standards for mentors, practice teachers and teachers, NMC: London

Ozturk, H., Sokmen, S., Yilmaz, F., Cilingir, D., 2008. Measuring mobbing experiences of academic nurses: development of a mobbing scale. Journal of the American Academy of Nurse Practitioners 22 (9), 435-442.

Papp, I., Von Bonsdorf, M., 2003. Clinical environment as a learning environment: student nurses' perceptions concerning clinical learning experiences. Nurse Education Today 23, 262–268.

Peterson, C., Seligman, M.E.P., 1983. Learned helplessness and victimization. Journal of Social Issues 2, 103-116.

Queensland Nurses' Union, 2012. Inquiry into Workplace Bullying: Submission to the House of Representatives Standing Committee on Education and Employment.

Quine, L., 1999. Workplace Bullying in NHS Community Trust: Staff Questionnaire Survey. BMJ: British Medical Journal 318, 228-232.

Randle, J., 2003. Bullying in the nursing profession. Journal of Advanced Nursing 43 (4), 395-401.

Steven, S., 2002. Nursing workforce retention: challenging a bullying culture. *Health Affairs.* 21 (5), 189-193.

St-Pierre, I., Holmes, D., 2008. Managing nurses through disciplinary power: a Foucauldian analysis of workplace violence. Journal of Nursing Management 16, 352–359.

Thomas, S.P., Burk, R., 2009. Junior nursing students' experiences of vertical violence during clinical rotations. Nurs. Outlook 57 (4), 226-231.

Table 1: Demographic variables

Source	Frequency	
	n	%
Gender		
Female	580	88.3
Male	77	11.7
UK-Born	, ,	11.7
Yes	557	84.8
No	71	10.8
English is the first language	/1	10.0
Yes	589	89.6
No	40	6.1
Ethnic Group		0.1
White: English/Welsh/Scottish/northern Irish/	497	75.6
British	497	75.0
White: Irish	46	7.0
Any other white background	20	3.0
Asian/ Asian British: Indian	4	6.0
Asian/ Asian British: Pakistani	8	1.2
Asian/ Asian British: Pakistani Asian/ Asian British: Bangladeshi	5	0.8
Asian/ Asian British: Chinese	1	0.8
	7	1.1
Any other Asian background Black/ African/ Caribbean/ Black British:	12	1.1
Caribbean	12	1.8
Any other Black/ African/ Caribbean	3	0.5
background	5	0.5
Black/ African/ Caribbean/ Black British:	26	4.0
African	20	4.0
Other ethnic group: Arab	8	1.2
Geographical area of attend university	0	1.2
North East	14	2.1
Midlands	68	10.4
South East	300	45.7
South East	81	12.3
South west	24	3.7
Wales	24	0.3
Northern Ireland	104	15.8
	104	13.8
Enrolled programme BSc	560	965
Other (Midwifery, PG,)	568 56	86.5 8.5
	30	8.3
First enrolled year of the current program 2010	Λ	0.6
	4	0.6
2011	10	1.5
2012	150	22.8
2013	211	32.1
	252	38.4
Enrolled year of the current program	210	22.2
1 st year 2 nd year	219	33.3
ard	238	36.2
	161	24.5
4 th year	3	0.5

Source	Frequency	
	n	%
Registered nurse(s)	129	19.6
Healthcare Assistant(s) (nursing)	50	7.6
Other	35	5.3
Preceptor/Mentor	34	5.2
Patient(s)	32	4.9
Nurse manager(s)	28	4.3
Doctor(s)	13	2.0
Auxiliary staff e.g. food services, cleaning	12	1.8
Patients' relative(s) or friend(s)	8	1.2
Other health professional(s)	4	0.6
Clinical tutors/facilitator(s)	3	0.5
Other nursing student(s)	2	0.3
Other health professional student(s)	2	0.3
Administrative staff	2	0.3
Total	354	53.9

Table 2: Sources of bullying/harassment by frequency

Table 3: Type and frequency of bullying and/harassment

Behaviour	Frequency			
	Never Occasionally Sometimes		Often	
	n (%)	n (%)	n (%)	n (%)
Exposed to a racist remark	469 (71.4)	38 (5.8)	14 (2.1)	10 (1.5)
Exposed to a gender remark	451 (68.6)	50 (7.6)	18 (2.7)	14 (2.1)
Exposed to a class related remark	453 (68.9)	50 (7.6)	16 (2.4)	13 (2.0)
Exposed to sexuality related remark	473 (72.0)	38 (5.8)	12 (1.8)	10 (1.5)
Unfairly treated regarding rostering schedules	349 (53.1)	88 (13.4)	56 (8.5)	43 (6.5)
Verbally abused e.g. sworn, shouted or yelled at	354 (53.9)	118 (18.0)	44 (6.7)	22 (3.3)
Given unfair work allocation	278 (42.3)	128 (19.5)	81 (12.3)	49 (7.5)
Ridiculed	363 (55.3)	97 (14.8)	42 (6.4)	29 (4.4)
Denied acknowledgement for good	236 (35.9)	153 (23.3)	83 (12.6)	63 (9.6)
work				
Denied learning opportunities	217 (33.0)	155 (23.6)	90 (13.7)	70 (10.7)
Harshly judged	232 (35.3)	160 (24.4)	86 (13.1)	55 (8.4)
Unfairly criticised	217 (33.0)	165 (25.1)	94 (14.3)	59 (9.0)
Neglected	214 (32.6)	125 (19.0)	120 (18.3)	71 (10.8)
Treated as though I am not part of the multidisciplinary team	179 (27.2)	196 (29.8)	96 (14.6)	70 (10.7)
Ignored	104 (15.8)	175 (26.6)	138 (21.0)	122 (18.6)
Pushed	504 (76.7)	27 (4.1)	6 (0.9)	0 (0.0)
Showed	506 (77.0)	23 (3.5)	0.6 (0.9)	0 (0.0)
Kicked	517 (78.7)	12 (1.8)	5 (0.8)	1 (0.2)
Slapped	512 (77.9)	18 (2.7)	7 (1.1)	0 (0.0)
Punched	510 (77.6)	18 (2.7)	4 (0.6)	0 (0.0)
Hit with an object/weapon	523 (79.6)	10 (1.5)	0 (0.0)	0 (0.0)
Threatened with an object/weapon	511 (77.8)	17 (2.6)	4 (0.6)	0 (0.0)
Threatened with physical violence	481 (73.2)	43 (6.5)	11 (1.7)	1 (0.2)
Shown negative non-verbal behaviour e.g. raised eyebrows, rolling eyes	93 (14.2)	200 (30.4)	146 (22.2)	101 (15.4)

+Scale: [1] Never (0 times) ; [2] Occasionally (1-2 times) ; [3] Sometimes (3-5 times) ; [4] Often (>5 times).

Behaviour	Frequency			
	Never	Occasionally	Sometimes	Often
	n (%)	n (%)	n (%)	n (%)
Negatively affected the way I	271 (41.2)	170 (25.9)	55 (8.4)	30 (4.6)
worked with others	· · ·			
Made me consider leaving	274 (41.7)	130 (19.8)	66 (10.0)	58 (8.8)
nursing	. ,			
Made me afraid to check orders	284 (43.2)	132 (20.1)	72 (11.0)	39 (5.9)
when I wasn't sure	· · ·			
Negatively affected the standard	405 (61.6)	81 (12.3)	26 (4.0)	14 (2.1)
of care I provided to patients				
Caused me to call in absent	401 (61.0)	67 (10.2)	34 (5.2)	23 (3.5)

Table 4: Effect of bullying/harassment on clinical work by frequency

+Scale: [1] Never (0 times) ; [2] Occasionally (1-2 times) ; [3] Sometimes (3-5 times) ; [4] Often (>5 times).

Table 5: Feelings about bullying/harassment by frequency

Feelings		Frequency		
	Never	Occasionally	Sometimes	Often
	n (%)	n (%)	n (%)	n (%)
Angry	176 (26.8)	171 (26.0)	100 (15.2)	82 (12.5)
Depressed	242 (36.8)	133 (20.2)	78 (11.9)	74 (11.3)
Humiliated	229 (34.9)	142 (21.6)	84 (12.8)	68 (10.4)
Embarrassed	176 (26.8)	186 (28.3)	100 (15.2)	65 (9.9)
Anxious	154 (23.4)	176 (26.8)	85 (12.9)	112 (17.0)
Fearful	304 (46.3)	108 (16.4)	54 (8.2)	53 (8.1)
Confused	270 (41,1)	124 (18.9)	70 (10.7)	61 (9.3)
Inadequate	180 (27.4)	163 (24.8)	81 (12.3)	103 (15.7)
Unsafe	378 (57.5)	85 (12.9)	33 (5.0)	28 (4.3)

+Scale: [1] Never (0 times) ; [2] Occasionally (1-2 times) ; [3] Sometimes (3-5 times) ; [4] Often (>5 times).

Table 6: Reporting about bullying/harassment by frequency

Reporting Activities	Frequency			
	n	%		
Have you ever reported an episode of bullying and/or harassment?				
Yes	125	19		
No	404	61.5		
Who did you report the episode of bullying and/or harassment to?				
To the university	84	12.8		
To the clinical facility	73	11.1		
To the police	1	0.2		
Was action taken in response to your reporting?				
Yes, and the issue was resolved to my satisfaction	49	7.5		
Yes, but the issue not resolved to my satisfaction	33	5.0		
No action was taken	71	10.8		
Unsure if action was taken	35	5.3		
I have never reported an episode of bullying and/or harassment because				
I have never been bullied or harassed	204	31.1		
It is part of the job	86	13.1		
Nothing will be done about it	183	27.9		
I am afraid I will be victimised	232	35.3		
It is not important enough to me	94	14.3		
I do not know where/how to report	65	9.9		

HIGHLIGHTS

- Nearly half of the nursing students surveyed had experienced work-based violence
- Workplace violence causes nursing students to consider leaving the programme
- Nursing students need to know how to report and respond to workplace violence
- Collaboration between universities and practice providers has an important role reducing the incidence of workplace violence

A CLAR MAN