

THE PHENOMENON OF ABUSE IN MANAGEMENT

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One of the important spheres of management of any firm and organization is psychological aspects, as in this type of activity communication is constantly taking place, which provide all management processes. Psychological problems in management are of great importance because they are connected with interaction of people in the process of communication, their behavior in the working environment. One of the major issues in the field of management psychology is the phenomenon of the abusing. The issue of the application phenomenon is very topical now, since in the world after 2020, after the virus pandemic of the COVID-19 virus, relations of people in workplaces and in personal space and life changed. The coronavirus pandemic COVID-19 forced to adapt quickly to new, quarantine realities. Restrictions on the work of small and medium-sized businesses have led to a deterioration of the financial situation in families where this business was the main source of wages, frequent conflicts and psychological violence, in particular, the abuse.

Abuse in psychology is considered to be a disimportant or contemptuous attitude to the partner, a certain psychological pressure. In general, the abuse is an attempt of one person to dominate another. It can be found in the form of physical, psychological, sexual and economic violence [1, p.379].

Humiliation and psychological violence pose a serious threat not only to the health of employees. For the company, they turn into a significant decrease in efficiency and staff turnover.

Abuse as a type of psychological manipulation and social influence is carried out with the purpose of hidden introduction in the psyche of personality, which is a victim of the abuser, certain attitudes which are not actual needs of the victim.

This phenomenon can be "horizontal" or "vertical". In the first case, the employee is under pressure from his colleagues. This is quite difficult for the psyche. But the same pressure can be on the part of the head.

Abuser is a member of the society that systematically performs blackmail, jealousy, manipully, humiliates, offended, tries to undermine self-esteem or influence the emotional state.

The victim is a person who may sometimes not be suspected of being in a violent environment.

It is also worth emphasizing that it is necessary to distinguish the authoritarian style of management from the abuse. The actions related to the abuse are different in that they are always aimed at demoralization of the personality and its adductions.

The management of the company is the case when the leader acts in such a way as to maneuver the control sphere for the sake of personal benefit at the expense of the followers, while avoiding the main managerial responsibility. Managers of firms, organizations or certain departments are frightened by their employees, love control and are led by two phenomena: Emotional behavior (reaction of the employee to his toxic actions) and attention [2]. If an employee has a sense of fear, disappointment before entering the office, or is afraid to see his boss, it means that he will have a negative influence from the manager. According to the research of the Workplace Bullying Institute under the abuse working place, they understand "...multiple brutal, negative behavior on the part of one or more colleagues or chief; threats, humiliation, intimidation or verbal image at work" [2]. In the American management system, 61,0% of employees are subject to recruitment, with 65,0% of staff losing their jobs after their manager or colleagues are opposed to the abusing behavior. An important point is that almost 40,0% of people who have been affected by the abusing have health problems, are in a state of constant stress, exhausted anxiety, under the attack of panic and clinical depression [2].

The most common signs of abuse presence in management are:

- humiliation of employees before others, accusing them of incompetence;
- lies to employees, sexual harassment of employees;
- constant warnings to employees that their work is under threat;
- public attacks and images;
- swallowing and sarcasm;
- underestimating professional qualities;
- transfer of responsibility;
- emotional manipulations [3,4].

The following reasons of behavior of managers are caused by two phenomena: First, by the requirement of psychological violence in the family and the inability to manage own emotions; secondly, by the threat of successful employees. Most managers use the same behavior as their subordinates because of their low productivity, integrity and diligence, and little effort in carrying out tasks. But some leaders have a biased view of this problem.

In order to identify the abuser at work (in particular, the manager), it is important to take the following measures:

- 1) recognize the apparent negative behavior of those who influence illegal abuse (discrimination and sexual harassment);
- 2) know how to recognize the models of abusive behavior, psychological violence (constant, systematic verbal images directly or out of the back);
- 3) to monitor and test their health, especially in the presence of stress;
- 4) according to the American practice to make records of the behavior of the manager and his feelings as a result of negative influence.

After identifying the behavior of the employees, it is important to talk about this problem, to communicate with colleagues or with those who have become a victim of the behavior of the employees: emotions should be excluded, as emotional negative behavior promotes aggravation of conflicts and does not contribute to their resolution; it is desirable to look at the situation from the point of view of his manager, in order to understand his behavior; to be an active listener, that is, in the process of communication it is necessary to ask clarifying questions and comments, which will testify to understanding of one another; search of general points of view, common language for discussion of problems at work [5].

More often than all such conflicts are resolved by the involvement of a third party, usually an HR specialist. Less for all – by using official fines.

Table 1.
The reasons for the abuse appearance in management

№	Cause	Essence
1	Abuse of office	Contrary to the interests of the service use by the official person of their own powers and opportunities related with a busy position
2	Closed society	Society characterized by trends toward implementation control in all spheres of life.
3	Establishment of authority at the expense of others	Desire to harm others in order to increase their social company status
4	I do not want to see personal limits	Deliberate washing of personal boundaries of a person

Source: The authors have formed on the basis of the elaboration of literary sources

Having identified the main reasons, it is possible to conclude that the abusive specialists can be the employees with a great experience, who are on the verge of professional training, but also young specialists who, due to their professional competence, whether the complete absence of proper work experience tries to gain authority among their colleagues in a incorrect way.

The main ways to solve this problem can be attributed to the following:

1) establishing a strict policy against employees who take part in the cruel treatment of other employees;

2) conducting regular inspections of the work of the company's managers and authoritative persons;

3) implement a secure and anonymous communication channel in your organization to manage employee complaints and reporting, which will protect employees by providing anonymity [6, p.57].

To take care of the change of the situation in the team should, first of all, leaders.

Thus, it is possible to conclude that the reason of psychological abuse is covered by deep human psyche, therefore it is necessary to work first of all with self-consciousness. not to become either a victim or a rapist. After all, with a general social background that can both ignore the manifestations of violence and vice versa, eradicate this phenomenon.

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