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Workplace bullying and its relationship with job satisfaction and psychological well-being

Javier Fiz Perez and Gabriele Giorgi
European University of Rome, Italy

Purpose: The purpose of this study is to examine the prevalence rate of workplace bullying in a sample of Italian and Spanish employees, and its differential consequences on employees' job satisfaction and psychological well-being. The effects of workplace bullying on job satisfaction and psychological well-being were explored taking into account a contextualized approach.

Design/Methodology/Approach: Cross-sectional study was adopted, in which a sample of 1,151 employees in Italy and 705 in Spain completed a questionnaire. We hypothesized that the relationship between exposure to bullying behaviors and psychological well-being is mediated by job satisfaction, and that this simple mediation model is moderated by the country (moderated mediation).

Findings: Results suggest that no particular differences exist in bullying prevalence among Spanish and Italian employees. However, we found scientific confirmation of our hypothesized moderated mediation model.

Research limitations/Implications: Nevertheless the limitations of the sample studied, findings capture contextual differences in the bullying phenomenon, which may have several implications for further research in this domain, as well as for designing interventions to deal with workplace bullying.

Originality/Value: Although this study explores bullying in different cultural contexts without investigating specific cultural values, it establishes the roots to evaluate workplace bullying from a contextualized perspective.

javier.fizperez@unier.it

From empathy to innovation- Humanistic psychology driving innovation through a user experience design research methodology

Heather Renée Barker
California State University, USA

Design is optimization. Whether designing a treatment, therapy, object or city, the goal is to discover the most efficient means to use resources, time and energy while generating the most effective result; all responsive to a particular condition. This work demonstrates situational responses to complex adaptive systems through case-studies that have employed a design-thinking research methodology. Rooted in phenomenology, this method leverages empathy as the first step to develop novel solutions. Human-centered design is iteratively adapted to a social, interactive dynamism by applying concepts described in humanistic, behavioral and systems psychology. The projects described here, developed in collaboration with industry, show the application of this process to the design of interfaces, spaces and city services. Human-centered design is a service and does not assume pathology. Disorder is viewed as an opportunity to adapt and accommodate. The research methodology described here simultaneously studies responses to interactions with objects and within environments. This research focuses on contextual behavior in order to anticipate and affect behavioral change to changed conditions. As a human-centered design research approach, the intent is to develop an action-research strategy that will generate valuable results. Developing this procedural, contextual and experiential intelligence (XI) assumes a body-mind connection and requires acquiring domain-specific knowledge, concepts and skills that then translate to higher-order thinking skills; from making things to making meaning. This work describes the skills, tools, methods and results of an empathy-driven, human-centered process to deliver inclusive and innovative solutions.

heather.barker@csulb.edu