

Psychoeducation on *Workplace Bullying* at Pondok Pesantren al-Kholafiyah Lumajang

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Abstract

Bullying is one of the prevalent social phenomena often perpetrated by individuals in our surroundings. This behavior can range from physical violence to psychological abuse. Bullying can occur in various environments, including the workplace, often referred to as workplace bullying. Victims of bullying can experience various issues, such as becoming more introverted, having reduced social interactions, and experiencing decreased self-confidence. Workplace bullying is a recurring act of hostility, aggression, both verbal and non-verbal violence, carried out with the intent to torment, thwart, provoke, intimidate, causing discomfort to the recipient. This consideration is the basis for providing psychoeducation related to workplace bullying. The psychoeducational program aims to enhance the awareness of Al Kholafiyah students regarding the impact and how to respond when cases of workplace bullying occur. The community service is conducted using the Asset-Based Community Development (ABCD) method. The activity proceeds smoothly by presenting real cases and delivering materials on the impact of workplace bullying. Participants gain an understanding of the dangers and consequences of workplace bullying.

Keywords: *Bullying, workplace bullying, psychoeducation.*

Abstract

Bullying is a social phenomenon that is often committed by people around us. This action can take the form of physical to psychological violence. Bullying can occur in various environments, one of which is the work environment or often referred to as workplace bullying. Victims of this bullying will experience various problems, such as being more quiet, lack of social interaction, and feeling insecure. Workplace bullying is an act of hostility, aggression, verbal or non-verbal violence, which is repeated and carried out with the aim of tormenting, thwarting someone, provoking, intimidating so that it brings discomfort to the recipient. This is a consideration in providing psychoeducation related to workplace bullying, the psychoeducation program aims to increase insight for Al Kholafiyah students regarding the impact and ways that can be done when workplace bullying cases occur. The service was carried out using the asset-based community development (ABCD) method. Activities are carried out with psychoeducation with the results of the service running smoothly by conveying cases that occur and delivering material on the impact of workplace bullying. Participants gain an understanding of the dangers and impacts of workplace bullying.

Keywords: *Bullying, workplace bullying, psychoeducation.*

Introduction

The occurrence of technological developments in world civilization has its own impact on individual life, one of which is in the aspect of behavior. The existence of these changes certainly causes various dangerous deviations. One form of deviation that is increasingly penetrating is bullying. *Bullying* is a social phenomenon that is troubling at various levels of education and social environments. In the last few decades, there has been a significant increase in the issue which negatively affects the psychological and emotional well-being of the victims. Physical violence is not the only form of *bullying*, but it also involves verbal behavior to psychologically degrade others.

Bullying is one of the problems that is rarely realized by individuals in everyday life such as in the school environment to the work environment. This kind of problem is a social phenomenon that often receives attention from various audiences such as educators, work environment organizations, researchers, and the wider community. Bullying can be grouped into several categories, including: Direct physical contact, direct verbal, direct non-verbal, indirect non-verbal, cyber bullying, and sexual harassment. The targets of this phenomenon are not only children, even when in the work environment there are still many victims who are targeted by bullying. One of the factors that cause bullying is the power gap that arises from physical aspects, social media access, popularity factors, and the desire to hurt others.

Bullying is a terrible case in Indonesia and occurs from the lowest level, namely elementary school. In the last few decades, the Indonesian Child Protection Commission (KPAI) recorded a total of 53 cases of bullying that occurred in the school environment, while in cyberspace there were around 168 cases in 2021. Data obtained in 2022, there were 226 cases of physical and mental violence of which 18 of the total were bullying cases. From January to August 2023, the Indonesian Education Monitoring Network (JPPI) noted that 379 school-age children were victims of physical violence and bullying in their educational environment. A psychologist from the Putik Psychology Center community named Iban Safwan said that based on a survey there are 3.5 million students in Indonesia who are victims of bullying every year. Of course, based on this data, it shows that Indonesia is experiencing a bullying emergency which is increasing every day.

Bullying is part of an act of aggression committed by someone who feels that they are stronger so that they hurt weaker people both psychologically and physically. Bullying behavior is often done on the basis of jokes, insults, and disputes. It is often verbal, psychological or even a combination of all aspects. Bullying can occur in various educational environments, one of which is in pesantren. Whereas pesantren is a place to instill moral values and teach Islamic values that will shape and build a nation with *akhlaqul karimah* based on religious understanding. However, there are many cases of violence such as bullying.

Along with the times, there has been a lot of news about bullying carried out in boarding schools. The bullying is carried out by students who feel they have the authority to bully students who are considered weak. Generally, pesantren with the concept of students who still adhere to the principle of seniority, often bully new or junior students. This bullying action is certainly caused by several factors such as family, peers, and seniority. Based on research conducted by Sigit Nugroho et al, bullying in pesantren is often considered a joke and pesantren tradition where it is said to be compensation for seeking entertainment due to the busy learning activities and lack of learning facilities. Another study conducted by Nindya Alifian Muliastari revealed the impact of bullying on the victim's mental health where the victim becomes more quiet, weak, afraid to meet the perpetrator, and has no enthusiasm for learning.

Often when bullying occurs in schools, the institution tends to ignore the perpetrator. This can be seen from the absence of clear rules for bullying perpetrators, which of course will strengthen the assumption that bullying is a normal thing to do. Many parties agree that the bully does this to seek the attention of other adults. That way, he will get attention that was initially difficult to get. Based on observations made at one of the boarding schools in the Lumajang area, precisely at the Al Kholafiyah Islamic Boarding School, there are several students who bully their friends. They think that it is just a joke.

The existence of bullying cases like this will certainly have a long-term impact on both the perpetrator and the victim. For the perpetrator, he will grow into a bully if further treatment and supervision are not immediately carried out. As for the victim, he will experience many problems related to his psychological and physical condition, such as the difficulty of interacting socially for fear of being bullied again. If further treatment is not immediately carried out, it is feared that the perpetrator will continue to feel that he has authority until he is an adult and is in the work environment. In the work environment, this bullying has the term workplace bullying. Bullying in the workplace is defined as negative actions in the work environment that are carried out consistently over a relatively long period of time to physically and mentally harm the victim. This action aims to bring down others such as insulting, providing sarcasm, damaging reputation, and slandering others.

So to reduce the number of bullying, it is necessary to carry out further intervention plans such as providing psychoeducation. The purpose of this activity is given to students so that they do not bully their friends and also so that later they better prepare their conditions to face the world of work. With this they will be more aware of things that should not be done in the world of work such as bullying, slandering, and physical violence. Things like this if done will have fatal effects such as disruption of the psychological well-being of others, loss of confidence, and loss of work.

This service seeks to provide psychoeducation related to bullying which is

often carried out in the surrounding environment, one of which is in the work environment. In addition, it has the aim of providing an understanding of the students at Al Kholafiyah Islamic Boarding School about the impact of *workplace bullying* behavior and to provide students with an understanding of how to do when there is a case of *workplace bullying* in their work environment so that they can prepare themselves when working later.

Service Method

The approach used in this service is *Asset Based Community Development* (ABCD). The ABCD approach in community service emphasizes the use of resources that already exist in the community. In accordance with Maulana's explanation, *Asset Based Community Development* (ABCD) focuses more on community development by utilizing existing assets. By analyzing and using available resources, this can increase the empowerment of the community itself. ABCD seeks to create a social environment where people have a leading role in the changes and development that occur in their environment.

The implementation of this community service goes through several stages, namely, initial observations and interviews related to factors, patterns that occur to the impact due to cases of *workplace bullying* on the perpetrator, after obtaining data by the perpetrator, the service provider makes observations and determines the place that is deemed suitable, namely the Al Kholafiyah female students who have not worked and will work to provide understanding related to *workplace bullying*, followed by making psychoeducation designs, implementing psychoeducation, and conducting evaluations. This is because the The researcher utilizes the potential and needs of the santri to be more active in this psychoeducation activity.

The community service carried out on Al Kholafiah female students is to provide psychoeducation to increase female students's understanding and awareness of the dangers of workplace bullying and the importance of maintaining mental health in the workplace.

Results and Discussion

- **Planning**

The planning of this community service activity begins with conducting interviews in advance with those authorized to be research sources. Since the case raised is related to violence due to *workplace bullying*, the researcher took data from one of the inmates at Class AII Jember Correctional Facility. Before collecting data in the form of interviews and observations, researchers first asked permission from the authorized officer along with a permission letter on Wednesday, May 17, 2023. After getting confirmation from the prison on Tuesday, May 30, 2023, the servant was allowed to collect data through interviews and observations on the perpetrators of cases

of violence due to workplace bullying.

The researcher conducted interviews and observations to obtain data directly by the perpetrators of violence and the experiences gained during work until the perpetrators committed violence against their coworkers, as well as what kind of bullying was obtained during the workplace, besides that what impact was obtained during workplace bullying.

In addition, the researcher planned a psychoeducation program that would be given to the female students of Al Kholafiyah Lumajang, besides asking permission from the female dormitory management.

- **Design**

After obtaining initial data, confirming the time that has been determined, the servant begins to prepare the tools or media used and the material that will be presented to the female students of Al Kholafiyah Lumajang. The selection of Al Kholafiyah female students is also due to the task carried out by these female students to study and read the Qur'an, so it is felt that they are still unfamiliar with the problems that occur in the world of work later, the purpose of this activity is given to them so that later they will better prepare their conditions to face the world of work. With this they will be more aware of things that should not be done in the world of work such as bullying, slandering, and physical violence. Things like this if done will have a very fatal effect such as disruption of the psychological well-being of others, loss of confidence, and loss of work.

- **Implementation**

The implementation of psychoeducation was carried out on Friday, June 02, 2023 at Al Kholafiyah Lumajang Islamic Boarding School, precisely in the women's dormitory and was attended by several female students because it coincided with the pesantren holiday. The material was delivered using the lecture method and continued with discussion or question and answer. The material presented in the form of :

- **Definition of *Workplace Bullying***

Namie explains the meaning of *workplace bullying* as a form of interpersonal hostility that is intentional, repeated, and under certain conditions can jeopardize the health and economic status of the targeted individuals. In this case, there are categories of *workplace bullying* which include the following:

- Gender. Different and unfair treatment based on gender.
- *In group* or *out group*. Different treatment because of position status, different cultures, or because they are members of certain groups.
- Religion. There is different behavior because the religious beliefs are not the same.
- Education. Assuming that people with less education are not worthy of equal treatment.

Workplace bullying includes three main aspects: the behavior is repetitive,

occurs frequently, and occurs in a work environment where there is an imbalance of power between individuals.

- **Factors Affecting Workplace Bullying**

Hudson revealed that the factors of *workplace bullying* can occur due to the organizational system in the work environment. These factors are very important to know so that later you can find how preventive steps are handled. These factors include:

- *Leadership style*. This is one of the factors that dominate the occurrence of *workplace bullying* cases by using their authority to bully those they feel are weak. It often depends on the strength of conditions to intimidate the victim.
- *Organizational culture*. This kind of culture is often shown through norms. Beliefs, to behaviors that are considered normal. It is usually caused by mismatched team performance, poor communication, and lack of individual skills. Therefore, individuals with such characters will be easily bullied by those who feel that they are more capable.
- *Self-esteem*. Often other people drop their colleagues just to maintain their self-esteem without thinking about the backward consequences that can cause problems. This is usually done to boost confidence and overcome feelings of helplessness.

Meanwhile, according to Hoel and Cooper, there are other factors that cause cases of *workplace bullying*, including:

- Leadership style. This main factor reveals that the existence of a hierarchical leadership system is the cause of *bullying* such as an imbalance of authoritarian attitudes that show a positive relationship with the phenomenon of *bullying*.
- Educational status. Employees with a lower educational status than the perpetrator can become victims of *workplace bullying*. This is because the perpetrator assumes that the victim is a less educated person who deserves discrimination.
- Organizational culture. An unhealthy organizational culture can lead to intensive and repeated outbreaks of *workplace bullying*.

- **Aspects of Workplace Bullying**

Hiding information related to the work system that should be conveyed is one of the aspects of *workplace bullying* proposed by Razzaghian and Ghani. aspects of *workplace bullying*:

- Giving work targets under pressure. This is usually done by superiors to subordinates on purpose to intimidate their subordinates.
- Ostracized. Victims of *workplace bullying* often experience ostracization by their perpetrators, which makes them feel uncomfortable at work.
- Stabbing comments. Often done by superiors or people with power over the victim to put the victim down, which can be very damaging.

- Spreading false rumors. Perpetrators tend to slander or spread vague rumors to others about things that the victim did not do. As a result, the victim is ostracized and their psychological well-being is compromised.

- **Types of Workplace Bullying**

According to Nur Aini, *workplace bullying can be* divided into several types, including:

- Direct Physical Contact. Such as making threats, biting, grabbing, locking someone in a room, and damaging other people's property.
- Direct Verbal Contact. Such as Making threats by hurling hurtful words, humiliating, intimidating, and spreading false rumors.
- Direct Nonverbal Behavior. Evidenced by the behavior of looking sarcastically, displaying mocking facial expressions, accompanied by physical and verbal bullying.
- Indirect Nonverbal Behavior. Can be packaged in the act of silencing someone for no apparent reason, manipulating friendships, ostracizing, and ignoring.

- **The impact caused by workplace bullying cases**

Workplace bullying has a significant impact not only on employee performance but also on the organization and society. Quoted from the Hershcovis research journal, there are 3 negative impacts of *workplace bullying*, including: ¹⁹

- *Human Cost*. Due to the decline in employee performance caused by *workplace bullying*, companies experience a decline in human resources. Many reported psychological distress, burnout, and emotional exhaustion such as anxiety that led them to decide to resign from their place of work.
- *Organizational Cost*. The more the number of human resources decreases, the more organizational costs will decrease. Indirectly, the organization will need more expensive costs to return to the welfare of its employees who have experienced emotional and physiological disorders but still decided to work.
- *Crossover Cost*. The occurrence of a workplace bullying case that results in the performance of its employees deteriorating, will certainly make it easier to allow employees to resign. Employees who experience this will ignore their superiors and get upset.

- **Patterns of Workplace Bullying**

Perpetrators of *workplace bullying* generally have negative personality traits such as narcissism, anger, vindictiveness, and anxiety. Some say if the perpetrator has a history of being a victim, they want to take revenge on others. Even the perpetrators of cases like this are those with low self-confidence. Even so, there are several things that must be considered more deeply to be able to accurately identify the perpetrator. This relates to the obstacles in finding out who the perpetrator really is.

- There are employees who find it difficult to be honest about what they do

through the attitudes that are tracked.

- The company's organizational system tends to accept the wrong people or is unable to weed out individuals with undesirable characteristics.
- The existence of an organizational system that focuses more on the context of fostering the organizational environment than exploring the personality of its employees.

Discussion

One example of *workplace bullying* is spreading rumors with the aim of worsening the victim's image in the work environment. Like the case of a convict who persecuted his coworker, the convict experienced a case of false rumors by one of his coworkers so that his image became bad. Not only in his work environment, but socially he also received a bad label because he went to prison. His social environment considers that he is problematic and ends up being disliked by the surrounding community.

The approach uses a process of observation and interviews with victims of *workplace bullying* who are currently in detention for committing persecution or physical violence against the perpetrators of *workplace bullying*. Through the interview process, the service provider had the opportunity to obtain the reasons that the perpetrator committed against the victim so that the victim became a prisoner at Class AII Jember Correctional Facility. The victim admitted that he often received bad treatment from his friends as when a false rumor was spread that he had stolen the perpetrator's cellphone. From there the victim felt annoyed and very emotional until finally he committed acts of persecution or physical violence against the perpetrator.

Based on the results of observations and interviews, it was concluded that why the prisoner was able to commit acts of persecution against his friend because it was still closely related to the phenomenon of *workplace bullying* or bullying in the workplace. Where the phenomenon of bullying like this until now still reaches its existence and does not get enough attention from the government. The phenomenon of *workplace bullying* in the workplace like this is a form of interpersonal persecution that deliberately exceeds the limit.

With the case of workplace bullying, it will have a negative impact on the individual who is the victim so that he feels that he is in an oppressive work environment. There are so many impacts that can be caused by this *workplace bullying* phenomenon. The victim will experience a decrease in psychological well-being and can even cause him to take revenge for being hurt.

In connection with research conducted by Ni Luh Gede Yuliana and her friends with the title "The Effect of *Job Insecurity* and *Workplace Bullying* on *Turnover Intention* of Seminyak Garden Hotel & Poll Employees" said that *bullying* in the workplace can be identified by harassing coworkers, offending them socially, to spreading

false rumors as experienced by the inmate.

As a result, many employees in a work environment will feel uncomfortable with *workplace bullying*. So that if allowed to continue without any follow-up, it will have a negative impact on the company's organizational culture system. Employee performance will decrease, profits will decrease, and company goals will not be achieved. Even worse, the company or organization will experience losses.

Therefore, for the implementation of a good organizational culture system, it is necessary to immediately examine and prevent how to create a good system that is free from bullying. It is necessary to establish rules to not violate various types of problems such as bullying that will unconsciously affect the psychological patterns of individuals developing in the workplace.

In accordance with these cases, what exactly do unemployed people need to do to overcome the phenomenon of *workplace bullying*? One thing that can be done is to provide an understanding of *workplace bullying* and its impacts on the physical and mental health of each individual. So that when you understand this, it will be easy to identify the problems that occur. From there, interventions or treatments can be carried out such as reporting to the authorities, helping victims recover their feelings due to bullying, and other things.

Another way is to choose a social environment that has a positive influence on the individual. Each individual can choose to join or be friends with people who support them emotionally. Not only that, as a form of anticipation of *workplace bullying* cases, it can also be done by increasing self-knowledge about criminal laws in Indonesia. To provide this understanding, the researcher was moved to provide psychoeducation related to *workplace bullying* to children who have not yet worked.

Researchers found that the results of the psychoeducation could at least provide an understanding of the female students in understanding the problems that commonly occur in the workplace. Where *workplace bullying* when done continuously can lead to other criminal behavior such as the victim's grudge against the perpetrator. This is in accordance with the case that the researcher took data from at Class AII Jember Correctional Facility a few days ago. By understanding what has been conveyed by the researcher, the students can be prepared emotionally and physically not to do this someday.

Conclusion

Workplace bullying as a form of interpersonal hostility that is carried out intentionally, repeated, and under certain conditions can endanger the health and economic status of individuals targeted to be victims is caused by several supporting factors such as an unstable organizational culture, weak leadership model of a company, and low individual *self-esteem*. This case of workplace bullying can occur anywhere and is packaged in various forms. One of them is the spread of false rumors as happened in the CB case against ER. The existence of *workplace bullying* will be very dangerous especially if it is done repeatedly to the same person. Just like CB who committed *workplace bullying against ER* which eventually led ER to commit a crime in the form of persecution.

In the service activities carried out through psychoeducation to female students

at Pondok Pesantren Al Kholafiyah Lumajang to increase understanding of the dangers of *workplace bullying*, the activities can run smoothly because the audience is able to listen well until the end even though no one asks any questions.

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