

## MOBBING KROZ PROSTORNI DISKURS MOBBING THROUGH SPATIAL DISCOURSE

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### Sažetak

Mobbing, iako u svojoj biti postoji od kako postoji i organizirana društvena zajednica, još uvijek je nedovoljno istražen. Cilj rada je dati znanstveni doprinos kroz povezivanje dosada nedovoljno istraženih uvjeta radne sredine koji mogu utjecati na poticanje pojave mobbinga. U ovom radu mobbing se promatra kroz prostornu prizmu. Naime, autorica je pokušala kroz dosadašnja istraživanja, kako o mobbingu, tako i o ponašanju općenito, dati novi kut gledanja na ovaj problem. Posebno je pokušala povezati teorijske postavke tzv. "okolišne psihologije" i pojedinih istraživanja o eventualnom utjecaju arhitektonskih rješenja na ponašanje pojedinaca u radnim organizacijama (prvenstveno na učinkovitost i kreativnost), kako bi se i u tom segmentu sagledali mogući etiološki temelji ovog problema. Prostor je u ovom radu gledan iz nekoliko kutova. Prvo je korišten tipično geografski pristup, u kojem su izneseni podaci iz različitih država, uzimajući u obzir kulturološke značajke. Potom je problem sagledan s aspekta odnosa urbano-ruralno, te na kraju mikro-prostorno, kroz fizionomiju radnog prostora. S obzirom da se dosada nitko nije konkretno bavio baš takvim vezama, u ovom radu postoje ograničenja, koja se svode na potrebu izvođenja dijela zaključaka i na temelju istraživanja koja se nisu konkretno odnosila na mobbing nego na druge oblike društveno neprihvatljivog ponašanja. Većina istraživanja pokazuju kako je mobbing službeno najzastupljeniji u državama s visoko razvijenom svijesti o tom problemu i s jakom neformalnom socijalnom kontrolom (zemlje sjeverne Europe), što posljedično dovodi do veće stope otkrivanja i prijavljivanja. Također, istraživanja pokazuju da su u urbanim sredinama veće mogućnosti za pojavu raznovrsnih stresora, a da jača socijalna kontrola u ruralnim sredinama onemogućava pojavu pojedinih vidova suvremenih devijacija u većoj mjeri. I sam dizajn, arhitektonska rješenja, boje, oblici u radnom prostoru, kroz o(ne)mogućavanje komunikacija i interakcije, prema različitim studijama, mogu utjecati na ponašanje pojedinca. Razmatranje svih prostornih varijabli moralo bi biti ozbiljnije razmatrano prvenstveno u smislu prevencije pojave mobbinga kako kroz državne strategije, tako i do samog planiranja strukturnih rješenja pojedinih radnih organizacija. Ovaj rad može tomu dati poticaj jer problemu mobbinga i dosadašnjih istraživanja pokušava dati novu dimenziju.

**Ključne riječi:** mobbing, etiologija, prostor.

### Abstract

Mobbing (or bullying), although essentially part of society since the onset of organized community, is still insufficiently explored. The aim of this work is to give a scientific contribution by linking the thus far insufficiently explored conditions of the working environment which may in affect give the appearance of encouraging bullying. In this paper, mobbing or bullying is seen through a spatial aspect. Specifically, the author has tried through previous studies, both with regards to mobbing, and behavior in general, give a new perspective on this issue. The author has especially attempted to link the the so-called theoretical assumptions of „environmental psychology“ and individual research on the possible impact of architectural decisions on the the behavior of individuals in the workplace (primarily on efficiency and creativity), in order to comprehend the possible etiological foundations of this problem in this sector. The area in this paper is viewed from several angles. The first is from a typically geographic approach, which represents data from different countries, taking into account cultural characteristics. The problem is then observed in terms of urban-rural relations, and finally of the micro-spatial through the physiognomy of the workplace. Considering that thus far no one has distinctively dealt with these specific connections, in this paper, there are limitations which reduce the need for conducting conclusions and on the basis of studies that were not specifically related to mobbing than other forms of socially unacceptable behavior. The majority of studies show that mobbing is officially most common in countries with a highly developed awareness of this problem and with strong, informal social control (countries of Northern Europe). This consequently

leads to higher rates of detection and reporting. Similarly, research shows that in urban areas, greater opportunities arise for the emergence of a variety of stressors and stronger social control in rural areas prevents the occurrence of certain aspects of modern deviation to a greater extent. Also, by pure design, architectural solutions, colors, shapes in the workplace, the (un)communicability and interactions, according to various studies, can influence the behavior of certain individuals. Reviewing of all spatial variables would have to be seriously considered primarily in terms of preventing mobbing through national strategies, as well as the planning of structural solutions to individual occupational organizations. This paper can give impetus because the problem of mobbing and previous research attempt to give a new dimension.

**Keywords:** mobbing, etiology, spatial.

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