

论文

职场攻击行为多视角整合研究

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摘要:

职场攻击行为指个体对组织成员故意实施身体或心理伤害的行为，它与公民道德建设及和谐社会建设相违背。职场攻击行为与反社会行为、越轨行为、社会破坏、不文明行为、职场暴力和虐待管理等其他伤害行为在概念范围上存在明显区别。职场攻击行为涉及攻击方、受害方和第三方等角色，角色之间既相互联系又相互转化，从不同视角研究职场攻击行为能更系统地反映职场攻击行为的特征。攻击方、受害方和第三方都有可能实施攻击行为，存在相同的触发路径，即触发事件—认知评价—攻击行为。三种角色针对职场攻击行为会作出相应的行为反应，反应类型包括非攻击型行为反应和攻击型行为反应。当受害方和第三方采取攻击型行为反应时，则出现攻击方、受害方和第三方相互攻击的成对结构。职场攻击行为多视角整合模型综合反映了职场攻击行为的触发路径、反应形式和成对结构。

关键词： 职场攻击行为 攻击方 受害方 第三方 触发事件 认知评价 攻击反应 多视角整合研究

An Integrated Study of Workplace Aggression: Combining the Multiple Dimensions

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Abstract:

Workplace aggression refers to any behavior that is intended to harm an employee psychologically or physically within an organization. It not only damages the health of the victim directly, but also brings negative impact on the individual's work and life indirectly, so it is an important issue in organizational management. In previous studies, scholars focused on influencing factors and outcomes of workplace aggression from different perspectives: the perpetrator, the victim and the third party. However, research on workplace aggression from a single perspective isolates the three parties and consequently overlooks the fact that they are interchangeable. Firstly, this paper defines workplace aggression and distinguishes this notion from antisocial behavior, social undermining, deviant behavior, incivility, workplace violence and abusive supervision. Secondly, it deeply analyzes the triggered path, the response style and the dyadic construct of workplace aggression, based on the perspectives of the perpetrator, the victim and the third party. Lastly, it establishes an integrated model to systematically reflect the dynamic relationship among the three parties. The perpetrator, the victim and the third party are all likely to conduct aggressive behavior. Therefore the triggered path is the same: the triggering event leads to the cognitive evaluation which in turn brings about the aggressive behavior. The aggressive behavior itself may function as the triggering event which may trigger another round of aggressive behavior conducted by the victim or the third party. All of the three parties may address the workplace aggression with same behavioral responses, either aggressive or non-aggressive. When the victim and the third party adopt aggressive behavior response, it will produce the dyadic construct, which involves the three parties attacking each other on a one-to-one basis and can be influenced by both the individual and situational characteristics. The integrated model of workplace aggression not only integrates the triggered path, the response style and the dyadic construct, but also reflects the workplace aggressions' traits as a spiraling cycle. This paper provides a new perspective for the study of workplace aggression. However, there is no quantitative data analysis or case studies presented in this research. A follow-up empirical research on this subject is thus needed.

Keywords: workplace aggression the perpetrator party the victim party the third party trigger event cognitive evaluation response to aggression integrated multi-view research

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