Abstract

The importance of this paper lies on the identification of the components of mobbing behavior at the maquila industry. Although the mobbing factor has been widely studied, studies made in the outsourcing industry in Mexico are scarce. The aim of this research was to diagnose the degree of mobbing that the surveyed employees showed as well as individual differences among the employees that suffered this problem. This paper applied the Cisneros inventory. The authors tested the original 43 item version with data collected from a sample of 150 direct employees working at a maquila production center for Radars and GPS Instruments in Ensenada, Baja California. Even though results show low levels of mobbing since only 8% of the surveyed employees experienced high degree of the harassment, 138 of the surveyed employees have suffered at least one of the mobbing behaviors from coworkers in the last six months. Correlations showed high significance between the variables of the model.

Keywords

mobbing, bullying, harassment, workplace violence, workplace aggression.