



**Exploring the prevalence of bullying and harassment of
workers in pubs and restaurants in Dublin.**

by

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A dissertation presented to the

FACULTY OF LAW

INDEPENDENT COLLEGE DUBLIN

MA in Dispute Resolution

November 2020

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DISSERTATION TOPIC	Exploring the prevalence of bullying and harassment of workers in pubs and restaurants in Dublin.
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WORD COUNT	15356
DUE DATE	02/11/2020

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Acknowledgements

I am really grateful for the conclusion of this work, and I am sure that alone nothing would be possible so that I would like to thank everyone that was involved and everyone that made it possible.

Firstly, I would like to thank god for being my strength and guide in this dissertation, and I believe that without Him, nothing would be possible.

Secondly, I would like to thank mother, my role model, for the person who has never given up on me, the person whom every single day encouraged and believed in the conclusion of this work even when I could not. I also would like to thank my beautiful wife for all support and patience.

Finally, I would like to thank all my lecturers that have supported and encouraged me since day one.

Abstract

This research paper explores the conditions of workers in pubs and restaurants regarding bullying and harassment and discrimination; explores the impact of those conditions have on the workforce, particularly foreign workers.

This dissertation is based on a pragmatic philosophy using a quantitative methodology. The study was conducted with eight six professionals of the pubs and restaurant sectors, where they were surveyed.

The dissertation concludes that employers are not following the legal obligation related to the Employment Equality Act 1998-2015 (as amended) and the most relevant impact on the workforce is a drop of motivation, anxiety, stress, and depression; also it concludes that in the sector of pubs and restaurants in Dublin Immigrants are not more likely to suffer bullying, harassment or discrimination at work.

Introduction

This dissertation aims to discuss workplace bullying and harassment and any other type of discrimination. Also, this research paper aims to explore the conditions of workers in pubs and restaurants regarding bullying and harassment and the impact those conditions have on the employees, particularly foreign workers in Dublin. This dissertation has three main objectives: To identify the legal obligations of the employer about bullying and harassment in pubs and restaurants; To identify the impacts in the well-being of the employees' victims of bullying; To contrast the experience of foreign and native workers related to bullying and harassment or any other discrimination in pubs and restaurants.

Regarding a background related to this subject we have findings in a general context, for example, the CIPD report by Suff R. (2020), conducted in the UK, the author states that conflict is a part of organisation life. According to the finds of the survey made 35% of those participants have experienced interpersonal conflict at work; the report also informs that employees are twice more likely to sufferer bullying behaviour than harassment. According to that study, 18% of those participants have observed bullying at work, and 15% have experienced, which 38 % was related to sex and 23 % Age, 7% Race and Religion. The impacts pointed out in this study related to those conflicts are stress (48%), a drop in motivation or commitment (40%), Anxiety (36) And Depression (22%). In a study made with Norwegian nurses that 10% of the participants informed that they had suffered bullying and demonstrated symptoms of psychological issues, burnout, somatic health problems Matthiesen et al. (1989), in another study also made in with Norwegian assistant nurses, 3% of the participants stated that they had faced bullying behaviours at work, most of them suffered through slanders. In the result, they showed that the assistant nurses that were bullied at work had amplified levels of burnouts in contrast with those assistant nurses that were not bullied. Also, they explain that those bullied workers experienced psychological issues (irritability, anxiety and depression).

Accordingly, they state that related to white and blue-collar workers; the result showed that bullying behaviours were responsible for problems such as musculoskeletal (6%), psychosomatic (6%) issues and psychological complaints (13%).

Regarding the Irish Context , According to the University of York report, Ireland has 7400 pubs and "makes to the economy with 50,000 employed by Irish pubs" and according to the economist Power J. (2019) "There are over 3,500 restaurants in Ireland, employing over 70,000 people." O'Neill S. (2019) state in her article that "in 2014, IRELAND was named the 7th worst country in Europe for workplace bullying" According to the Irish equality and discrimination (Q1 2019) report states that 18% of persons aged over 18 years have already experienced discrimination which 26.7 % of those who experienced discrimination are no-Irish; also the report shows that 17.1 % from that 18% of persons that suffered such behaviour informed that it occurred at work. Regarding this report, 33.2 % of those people who have suffered discrimination were identified as LGBTI+, and 33.1% were from a non-white ethnic background. The Equality and Discrimination report also informs that just one-third of those persons who experienced discrimination were aware of their rights. In a recent study conducted by Russel et al. (2016) shows in the Irish perspective that the proportion of workers that experience stress at work increased from 8% in 2010 to 17% in 2015. The findings of the study showed that the stress found to be related to high levels of emotional demands, bullying, harassment, violence, and discrimination.

Regarding the Employment and Equality Act 1998-2015 In Ireland, all employers have an obligation to prevent bullying and harassment in the workplace. Bullying and harassment are types of conflicts that can be risen in the work environment. "Conflict is a process present in human nature, and it is part of history" Iglesias and Vallejo, (2012). Also, "conflict is a process considered natural and inevitable" Kunaviktikul et al. (2000); McConnon and McConnon (2008). Differences among individual may not be simply the reason to define conflict as

inevitable; cases of conflicts may be more connected with actions related to what the individual says or Do to each other rather than differences such as goals, culture, ideals and beliefs.

McConnon and McConnon (2008). However, researchers state that conflict is a condition that may occur as a result of present differences among individuals. They say that it is a natural aspect of a relationship which can arise when two or more persons have some discrepancies, disagreements or incompatibility between them, which can be related to differences such as opinions, experiences, goals, backgrounds, values, desires of the outcomes and interdependence. Iglesias and Vallejo (2012); Barki and Hartwick (2004); Tillett and French (2006); De Dreu et al. (1999); Folger J. et al. (2005). "Conflict is a word and concept that do not fallow a singular definition and an agreement among specialists" Burton (1993). However, among some of them, there is a consensual understanding of the different conflict levels and the knowledge that conflict can escalate more and more depending on the management of the conflict McConnon and McConnon (2008); Podro and Suff (2013); Glasl (1982); Tillett G. and French B. (2000); Lulofs and Cahn (2000). Usually, when we debate about the conflict theme, the connotation of the word and its meaning may make us define it directly as a destructive, which also this consideration over the definitions is shared among the researchers. However, conflict for some specialists can be considered constructive, even more, when the discussion is related to a workplace environment. For instance, conflicts at work may be sometimes welcome; it may create the best solutions for some issues; it may hence the creativity, dynamism and energy of the group. Disagreements, stressful meetings caused by different opinions; arguments may not produce unsatisfactory results; it may be favourable to the work creating a healthy relationship, better communication, increase in the trust between members and also solutions for future conflicts. Rude and Flanagan (2013); McConnon and McConn ON (2008); Tjosvold D. (2006)

Workplace conflict. Likewise, conflict is a natural process workplace conflict is not wholly distinct from our personal life. Workplace conflict has a vital characteristic; it tends to be an impersonal conflict, which means that the conflict may arise between people Eizen D. and Desivilya H. (2003); Wall J. and Callister R. (1995); De Wit, Greer, and Jehn (2012). "Workplace conflict is the demonstration of behaviour over the environment" McConnon and McConnon (2008). Workplace to be defined may be more complicated than expected. While some researchers describe that workplace conflicts may arise due to some differences between co-workers such as (opinions, ideas, interests, desire to deliver the project to the other way, and point of view related to how one individual wants to take the work or project in a different direction from where the other colleague understand to be the right one) Mitchell and Gamlem (2015); Eizen D. and Desivilya H. (2003). Alternatively, we have some disagreement among the researchers where some of them describe that workplace conflict is "part of the employment relationship", and it may be connected to a perceived or real pressure or because nowadays companies are more dynamic and complex Rude and Flanagan (2013); Podro and Suff (2013). Workplace conflict can contain a particular variety over this theme, such as leadership conflict, interdependency conflict, work style differences, cultural base dissection, personality clashes, creative idea conflict, discrimination, and so ever. Over this paperwork, we are going to explore bullying and harassment at the workplace.

"Bullying and harassment have been receiving very modest awareness recently" McMahon L. (2000). "Bullying is a word that is usually related to childhood and conflicts that typically occur in the school" O'Connell (1996); Barlett J. and Barlett M (2011). In this context, bullying can be classified as unwanted and harmful behaviour, which can be verbal, psychological or physical This actions and behaviours usually can be may by an individual or group against another individual McMahon L (2000); Leymann, H. (1996); Leymann H. (1990). Researchers explain that this type of behaviour is usually more likely to occur in public situations"

McMahon L (2000). This type of behaviour usually includes "offensive, intimidating, malicious or insulting behaviour, abuse or misuse of power through means that undermine, humiliate, denigrate or injure the recipient"; by Acas (The Advisory, Conciliation and Arbitration Service) Stuff R. (2020). Also, another characteristic of bullying is that bullying does not usually fallow one solo action, but frequent occurrences over time, DES. (2013); Saunders P. at al. (2007); Einarsen S. and Skogstad A. (1996).

Saunders P. at al. (2007); explain that bullying behaviours among employees in organisations are now an issue that word wide organisations are facing.

Background of the dissertation

Regarding my background, I am an international student, and I am graduated in Production Engineer with around eight years of experience in the process and production field. All these years I have been analysing process, procedures, quality of the products, quality of the process, inefficiency all over the productive process and evidencing the waste to eliminate or reduce them. Also, I had been worked hard to developing new methods and process to enhance the productivity of the production, quality and profits.

Being a Masters student of Dispute Resolution made me observe different aspects and phenomenon over the organisation and understand that conflicts do exist and the solution of such a phenome is possible; also it made me look with more attention to the most crucial resource of organisations which is the workforce in order to develop a scenario with more equality. The course also brought me a consistent understanding of the law, the individuals rights and obligations at work.

This study plus working in a Pub here in Ireland as a Manager and the experiences of discrimination that I experienced and much more witnessed made me concern more about the

employees that work in Pubs and even restaurants especially foreigners that may not be aware of their rights like I used to be.

Having said that regarding the background and the concerned that I have said this research will be based on that, which is Exploring the prevalence of bullying and harassment of workers in pubs and restaurants in Dublin.

Aims and Objectives

This research paper aims to explore the conditions of workers in pubs and restaurants regarding bullying and harassment and the impact those conditions have on the employees, particularly foreign workers.

Objectives:

- To identify the legal obligations of the employer about bullying and harassment in pubs and restaurants.
- To identify the impacts in the well-being of the employees' victims of bullying
- To contrast the experience of foreign and native workers related to bullying and harassment or any other discrimination in pubs and restaurants.

Chapter 1 – Literature Review

1.1 Defining Conflict (interpersonal conflict)

Conflicts, according to Kunaviktikul et al. (2000), are "natural and inevitable". It may occur as a result of different perceptions and experiences held in our personal lives, workplace environments, and interpersonal relationships. McConnon and McConnon (2008) explain that conflict is not inevitable simply because we are "different". They make a clear distinction between people disagreeing at some point and being "in conflict". Accordingly, disputes can take place because of what people "do and say," regarding the differences that appear, "rather than the differences themselves". In other words, the actions made in the scenario of disagreement are what define if the parts are in conflict and if this conflict is destructive or constructive.

Throughout life, everyone may experience conflict. Iglesias and Vallejo (2012) state that throughout history, the conflict has been part of human nature. It is a natural facet of relationships that can arise when two or more individuals have a different opinion, goal, background and so forth.

Conflict, in general, has a variable number of definitions, where specialists do not have an agreement regarding them. Burton (1993) explains that it does not exist a consensual understanding about conflict resolution and it explains why specialists do not have an agreement related to the definition of conflict nor agree with the differences of conflict. Barki and Hartwick (2004, p.234) for instance, explain that conflict has "a dynamic process that occurs between interdependent parties as they experience negative emotional reactions to perceived disagreements and interference with the attainment of their goals". Tillett G. and French B. (2006, p.9) confirm and support it and clarify that conflict occurs "when two or more

people perceive that their values or needs are incompatible". Jehn and Bendersky (2003, p.189) also, supports this definition and defined conflict as "perceived incompatibilities or discrepant views among the parties involved". Cahn and Abigail (2007) highlight that conflict only appears when in the scenario exist a challenging situation, conflicting perceptions, different desired outcomes, interdependence and distinct sense of urgency. De Dreu et al. (1999, p.369) make a clear explanation about what conflict involves; he says that "the tension of an individual or group experiences because of perceived differences between him or herself and another individual or group". Folger J. et al. (2005, p. 4) describe conflict as "The interaction of interdependent people who perceive incompatibility and the possibility of interference from others as a result of this incompatibility".

Even though specialists do not have an explicit agreement regarding the definition of conflict and what it involves in all perspectives, it is possible to recognise that they agree that conflict is connected to an event that occurs between two or more people. It consists of some incompatibility and includes different perspectives related to individuals.

Conflict cannot be simply defined as a problem or dispute between two or more people as we could perceive above. There is no entire agreement among specialist related to differences between conflict, disputes and problems. For instance, Burton (1993) explains that disputes are related to positions that can be negotiables; on the other hand, conflicts are related to non-negotiables positions. Tillett G. and French B. (2000) state that there are not just two levels of difference, but three. They have described problems as a stage that can be treated by the management, disputes that can be resolved and conflicts that are related to human needs and values with a difference that can exist without an individual focus. Lulofs and Cahn (2000) believe that conflict also can be defined in three levels. However, they describe as a scalation

scenario, where starts with a simple disagreement, where the disagreement escalates to an argument, and in turn, the argument escalates becoming conflict.

Even though is not possible to identify a perfect agreement related to the differences of conflict, is likely to perceive that the specialists differ conflict in levels, where depending on the actions at the first contact with the issue it can escalate to a different intensity. Also, we can understand that in this context, the conflict escalation tends to be defined as destructive. However, in the following topics, we are going to review workplace conflict and conflict escalation and understand the discussion over destructive and constructive conflicts.

1.1.1 Workplace Conflict

The reality of conflict in the workplace is not wholly different from that in our personal lives. As in our own lives, "Workplace conflicts tend to be between people—interpersonal conflict" Eizen D. and Desivilya H. (2003). Wall J. and Callister R. (1995) explains that workplace conflict is an interactive process occurring from tensions between two or more people regarding differences of ideas or values. De Wit, Greer and Jehn (2012) agrees that conflict in the workplace occurs due to divergent interests and values, also give a clear description of what conflict can cause in the workplace environment. They explain that conflict can produce dissatisfaction feelings in the workforce, and it can reduce the willingness to work in a group.

"Conflict is behavioural" (McConnon and McConnon, 2008). It can arise when an individual within a team has a different opinion, idea, or interest in any given subject to one or more other members of the group. Eizen D. and Desivilya H. (2003) argue that conflicts may appear among people, "who see things differently or want to take the project or work in a different direction from where their colleague thinks it should go". In the workplace environment, what we usually expect is the right level of communication, which is a valuable material to maintain the

correct information flow to take in turn the right decision. Mitchell and Gamlem (2015) suggest that conflict may occur in the workplace due to differences in communication styles or may be related to people coming from diverse backgrounds. Even the discussion an essential line over the organisation may be a conflict trigger.

Alternatively, Rude and Flanagan (2013) believe that it is not just differences that define conflict. The appearance of workplace conflict is more complicated than it may be expected. Mitchell and Gamlem (2015) explain "Conflicts certainly occur in times of chance or when people are under pressure—whether real or perceived". Similarly, Podro and Suff (2013) say that conflict is "part of an employment relationship", and modern organisations are nowadays likely to be more dynamic and complex, involved with entirely different employees, different culture, opinions, desires, ideas, background, values and expectations. The authors believe in his discussion that organisational complexity added to working under pressure looking for more productivity increase and better quality; all this "continues changes" can lead to conflicts. The authors argue that organisational complexity, as well as the pressure on professionals to increase quality and productivity levels, contribute to "change" and can lead to conflict.

In summary, it is incredibly complex to understand how a conversation, discussion, or difference of opinion can lead to/ trigger a destructive conflict in the workplace. Maravelas (2008) explains that "The trigger for a destructive conflict often lies in an act, a pattern of treatment, or callousness toward another person's loyalty, commitment, or investment".

1.1.2 Constructive and Destructive conflict

According to the (dictionary.cambridge.org) Conflict is "an active disagreement between people with opposing opinions or principles". We could understand in the topic above is that conflict has different meanings, perceptions and concepts about what it involves depending on

the specialist. However, we could not know whether a conflict is constructive or destructive. Tjosvold D. (2006) explains that conflicts still considered destructive. He Argues that in general researchers do not have "paid sufficient attention" to define conflict, and it has impacted the meaning of conflict, creating an understanding that conflict is destructive. McConnon & McConnon (2008) explain that while many people can suggest that conflict is "healthy and constructive", most conflicts in a more complex and more profound understanding over the subject means conflict is destructive regarding time, emotional and health costs.

Rude and Flanagan (2013) describe that conflict sometimes can be welcome into the workplace environment. Still, he states that conflicts may have positive aspects in the workplace, such as best solutions, creativity, dynamism, energy, and enlightenment are. Even though meetings can be stressful, exhausting, argumentative, or hostile, conflict can yield positive results at the end of the day. This process may often be perceived as counter intuitive. However, their research argues that these positive outcomes "may not come to mind as quickly because it takes work to break through the tensions associated with the negative aspects of conflict". Tjosvold D. (2006) explains that team members can disagree with some decisions. It could be regarding conflicting interests, ideas and goals. Nevertheless, a different decision over the subject can be made by a team member differently not due to the difference of interests or goals. Still, he wants better quality and result, which is the same goal of the members.

McConnon and McConnon (2008) Defines that conflict can be considered constructive just if the individual has as a result: strong relationship, better communication, intensification of meet each other's needs, increase in the trust over the members, solution of the source of future conflicts and better perspectives. On the other hand, they describe that if the outcome of the conflict is a richer disappointment, frustration, negative feelings and the increase of hostility, then it is considered a destructive conflict.

1.1.3 Conflict escalation

Conflict escalation is an excellent topic to understand the cycle of conflict when it starts and how it can escalate without any interference or any action to fix the interpersonal conflict between the members of the team or any other individual. Conflict escalation is essential knowledge for any leader, employer, HR sector or any other that has direct involvement in Conflict management. They can map the level of the escalation to take decisions related to how it is going to be solved, creating protocols and defining policies to prevent conflicts.

As we can perceive in our personal life, conflicts not often start with verbal combats or any other extremal behaviours. Conflicts escalate according to the facts related to the discussion, debates and arguments, words that were said and other triggers. Workplace conflict sometimes can have more triggers to escalate conflicts. McConnon and McConnon (2008) Explains that disputes do not have just a standard way to escalate. However, there are several ways for it, generally related to "Blame, Accuse, Interrupt, Patronise, Contradict, Exaggerate, Personal insults, Hostile language, Bring up the past, Make assumptions, Use labels or put-downs, Do not accept what the other person says". Still, according to them, they explain that some "things" such as "tiredness, stress, insecurity, illness, mood and alcohol" that can change common issues into a significant disagreement.

Podro and Suff (2013), explain that conflicts have such a complex structure that is not easy to determine when a disagreement can be considerate a real conflict Since people are not equal and have different ways to perceive and react. However, in their article, they explain that conflict has a lifecycle defined in stages and common behaviours or signs.

1) **Beginning:** at the first stage, some common behaviours or signs are:

- "Incompatible goals";

- "Open or covert conflict";
- "Avoidance of conflict";
- "Tension starts to be noticed";

1) **Early Growth:** at the second stage, some common behaviours or signs are:

- "Confrontation";
- "Polarisation of positions";
- "Seeking allies";
- "More overt signs of conflict";

2) **Deadlock:** at the third stage, some common behaviours or signs are:

- "Conflict at its peak";
- "Blame apportioned";
- "Communications cease between parties";
- "Entrenched positions";

3) **Look for a way out of the conflict:** at the fourth stage, some common behaviours or signs are:

- "An acceptance that the problem needs to be sorted out";

4) **Working together for a solution:** at the last stage, some common behaviours or signs are:

- "Collaborating";

McConnon and McConnon (2008) defines five stages that a relationship can go through until ending in a breakdown.

- 1) **Discussion:** at this stage, the individuals are interested in the other's point of view and have no intention to make the other person to "think or feel different."

Some characteristics described by the author at this stage are:

- i. "respect for each other's viewpoint";
- ii. "acceptance of the other's values";
- iii. "broadening of perspectives";

- 2) **Debate:** At this stage, the individual has a different point of view and try concerning make the other individual think the same way. However, worried about if the thinking is right for the other person.

Some characteristics described by the author at this stage are:

- i. "openness to your ideas";
- ii. "respect for your viewpoint";

- 3) **Argument:** at this stage, the individual wants that the other person "buy" the thinks presented whatever the other person is thinking. At this point, the individual feels that he is right, and the other person is wrong, and he should be doing the way said.

Some characteristics described by the author at this stage are:

- i. "disregard for other's viewpoint";
- ii. "arguing from own perspective only";
- iii. "polarisation";
- iv. "lots of 'yes buts...'";

- 4) **Conflict:** at this stage, the individual not just believe that he is right and the other individual is wrong, but now he insists that the person have to follow and do things his way and wants the other person to act according to his "values and beliefs."

Some characteristics described by the author at this stage are:

- i. "demands that you behave, as I want";
- ii. "highly personalised arguments";
- iii. "lots of 'should' ";
- iv. "blame, accusation, put-downs";

- 5) **Breakdown:** at this stage, the relationship is already broken, painful, and the individual is now protecting himself to recover and act as the other individual does not exist.

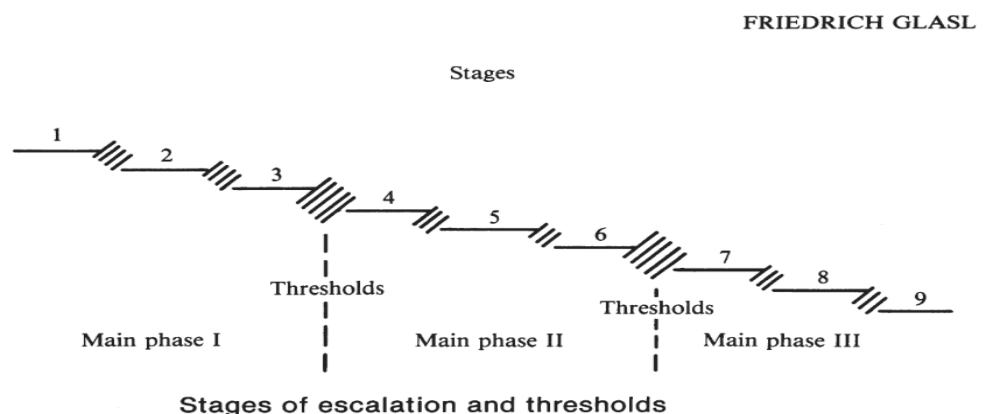
Some characteristics described by the author at this stage are:

- i. "silence";
- ii. "'cold war'";
- iii. "separate lives' ";

As we could perceive, the conflict has a logical way to escalate, and by the characteristics defined of every stage, we can map which stage the conflict is McConnon and McConnon (2008); Podro and Suff (2013) Also, in a more classical escalation theory by Glasl F. (1982) he explains that conflict escalation is processes that move "step by step", which escalates from a "less intense and complex" to a "more intense and increasingly complex" conditions. In his model, the symbolism of scalation is not "compared to climbing up a latter, but as a boat floating more and more quickly down". He explains that conflicts for a space of time show "signs" that permits the identification of a "stage of escalation", where the parties tend not to

risk aggravating the escalation for other stages. He defines that the parties are experiencing a threshold. Glasl F. (1982) explains that the complexity describes the stages of the conflicts and every stage has a specific "qualities", where the conflict can move the more profound a level of violence and in turn move to another stage of escalation, once the party has breached this threshold. Every stage the parties has the same behaviour, stay into a stage for a space of time having some control avoiding escalation until the parties have clarity of the results that can be provoked by the actions breaching the threshold.

Glasl F. (1981) Defines "the stages of escalation" as demonstrated in the image below. The model of escalation contains nine steps divided into three main phases, where the threshold lies. The first step on the top is the stage "less intense and less complex". On the contrast, the last stage (nine) on the bottom lies the "more intense and increasingly complex "phase of the conflict."



Source: Glasl F. (1981) - The Process of Conflict Escalation and Roles of Third Parties

1.2 Defining bullying and harassment and discrimination and the legal aspects

1.2.1 Irish context

Connell P. and Williams J. (2007) state that many are becoming more aware of the impacts of bullying and that workplace bullying may represent the main issue related to the occupational problem, which according to him create many implications for both parties the individual affecting the well-being and the organisation impacting the performance.

Workplace bullying is a new subject discussed in researches, Connell P. and Williams J. (2007), in the US before the 1980s the term workplace bullying was not accepted, and just a few authorities recognised them. The subject "bullying" just entered in a legal discussion in the US after the 1990s. Yamada D. (2013). Connell P. and Williams J. (2007) describe a similar situation in the Scandinavian countries, and they explain that the initial studies about the subject were during the 1980s, However, according to the many this scenario enhanced, and many researchers increased substantially over the 1990s. According to Connell P. and Williams J. (cit. in Costigan, 1999) the Irish context is, on the other hand, is a contrast of those examples, he states that the literature published is minimal.

In a recent study conducted by Russel et al. (2016) shows in the Irish perspective that the proportion of workers that experience stress at work increased from 8% in 2010 to 17% in 2015. The findings of the study showed that the stress found to be related to high levels of emotional demands, bullying, harassment, violence and discrimination.

1.2.2 harassment Under the Irish Law

Harassment occurs from some individual attributes of the individual that suffered unwanted conduct or discrimination, which in turn lead to the different forms of harassment, for instance,

the racial-based on race, sectarian-based on religion and sexual-based on sex. McMahon L. (2000).

Harassment of an employee Under the Employment Equality Acts 1998-2015 in the workplace, which also includes agency labourers and trainees is illegal. According to the Act, harassment is considered unwanted conduct which violates the individual dignity by co-workers, employer, clients, suppliers or anyone that the worker has contact with regarding the tasks defined by the employer.

Harassment according to the employment Equality acts 1998-2015 is well-defined as unlawful related to nine discrimination (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief and sex). Harassment considered is different from sexual harassment that can be defined as unwanted sexual conduct, which can be made verbally, non-verbally or physically. McMahon L. (2000) states that harassment occurs from some individual attributes of the individual that suffered unwanted conduct or discrimination, which in turn lead to the different forms of harassment. For instance, the racial-based on race, sectarian-based on religion and sexual-based on sex.

The Employment Equality act 1998-2015 protects according to the act, full-time, part-time and temporary workers, also the law can be applied to the public and private segment, employment agencies and in determined occasions it can be used to self-employers.

Bullying, on the other hand, "there is no legal definition" Stuff R. (2020). However, he explains that according to the Acas (The Advisory, Conciliation and Arbitration Service) says that it can include: "'offensive, intimidating, malicious or insulting behaviour, abuse or misuse of power through means that undermine, humiliate, denigrate or injure the recipient'."

Likewise, that conflict does not follow a complete equal definition, Bartlett J. and Bartlett E. (2011) Confirm that Bullying also, does not follow the same line regarding the meaning. Field

T. (1997) characterises bullying as mistreatment of power, even though the aggressor is not necessarily superior. DES. (2013) describes bullying as undesirable harmful behaviour by an individual or even group against another person which can be not just an isolated action, but frequent occurrences over time. Still, they make a profound explanation and defines that the same definition can be applied to cyberbullying and identity-based bullying, for instance, homophobic bullying and racist bullying. Leymann H. (1990) explains that bullying is usually linked primarily with harmful behaviours of a psychological type. Some studies concerning bullying targes have shown that in the repertory of violent acts, physically intimidating, physical violence and threat of violence are included in bullying cases. Besides, in his article, he defines that "The connotation of "bullying" is physical aggression and threat" Leymann H. (1996). The code of practice for employers and employees from HAS describes that likewise harassment, bullying can be carried out by "supervisors, managers, subordinates, fellow employees, customers, business contacts or members of the public".

McMahon L. (2000) agrees that bullying may involve physical violence as a concept. Nevertheless, he makes a more comprehensive explanation showing that verbal intimidation also can be applied to bullying as meaning and make an exact point stating that these cases are more likely to occur in public situations.

1.2.3 Workplace bullying:

Barlett J. and Barlett M. (2011) make a clear argument and state that the literature related to bullying and even more workplace bullying do not fallow one specific meaning. It is expected that many connect bullying to childhood and conflicts that are usually risen at the school between "colleagues". O'Connell (1996) confirms this analogy and declares that bullying is generally misunderstood, and many have the fixed idea that bullying is linked just which childhood and school. However, according to him in the past years, the number of research and

studies regarding workplace bullying has increased. Field T. (1997) agrees that bullying has been linked to childhood abuse and complete saying that most time connected an ant-social personality disorder. However, bullying is a phenomenon that can occur not just in childhood and schools, but in a familiar environment and workplace environment, which is a subject that has been in the past year, gain more and more attention.

According to Barlett J. and Barlett M. (2011, p. 72) "In workplace-bullying literature, the bully is referred to as the instigator and the person being bullied is called the target.". Leymann H. (1996) explains that a psychological issue related to the workplace has been revealed, he states that in the early year this issue many had not given the necessary attention. Still, he explains that this phenomenon has been discovered can be defined as "mobbing", "ganging up on someone", "bullying", or "psychological terror. Accordingly, he explains that this type of conflict is more complex, where the victim is subjected to a systematic and stigmatising process rather than a single occurrence and in turn the violation of his or her civil rights. Saunders P. at all. (2007) state that this subject is among Finlandia's researchers wholly similar and highlights that this theme is central among them. Still, they state that researchers define workplace bullying as constant and persistent harmful acts against an individual or more, which over the actions involve a well apparent difference of power between the individual creating in the workplace environment a hostile and harmful atmosphere. Einarsen S. and Skogstad A. (1996) describe that bullying and harassment are defined in a workplace environment as a situation where the workforce or even the supervision is systematically mistreated and abused by team members or management through hostile acts with a harmful connotation. Leymann (1996) states that Workplace bullying can be defined as an event or circumstance where a worker is exposed regularly to unwanted behaviour with a contentious and aggressive definition. Barlett J. and Barlett M. (2011) in their paperwork related to a literature review of workplace bullying they confirm those definitions. They explain that the literature related to

workplace bullying usually suggests that bullying is viewed as an unwelcomed harmful intimidating action and discriminations that can be physical, verbal or psychological and repeated. Still, those literature suggest also that those harmful actions involve criticism and personal degradation aiming to cause fear, anguish or damage to the target from the individual with a supposed source of power against the target that usually has difficulty to defend himself or herself.

Barlett J. and Barlett M. (2011) declare in their studies that workplace bullying can be described as series of repeated and enduring actions from one individual or individuals against another individual or individuals, which in this context does exist an imbalance of power between the victim and the offender. However, in their definition, they make an exact point over this theme and state that regarding workplace bullying, there is a critical analysis to be considered. They say that those actions can sometimes be regarded as subjective, and the impact and effect of the actions will be described and measured based on the victim perspective. Malley C. (2020) argues that while harassment can be defined under de law, bullying itself do not have this benefit. She agrees in her article that may not be simply how to classify some individual actions and behaviours as bullying. Still, she explains that extreme actions and behaviours may be simple to classify as bullying. Accordingly, she says that in some cases, some behaviour may be considered bullying based on one individual point of view. However, in another individual perspective, the action may not be regarded as bullying. In other words, some behaviours may or may not be considered bullying; it will be considered or not based on the victim perspective, which sometimes the victim does not know that that action was bullying or even harassment.

For this reason, Malley C. (2020) explains that as a good practice, the employer should have in their bullying and harassment policies the definition and a list of some actions and behaviours that can be considered bullying and make it available to all employees. For instance, "Spreading rumours about or insulting a colleague; Unreasonable exclusion of an individual; Criticising

an employee without justification or purposefully preventing them from progressing through the organisation's hierarchy; The misuse of a position of power). According to the CIPD article (2020) "Dealing with conflict at work: a guide for people managers." They inform that based on their research, some examples of actions that individual can suffer in cases of bullying at the workplace: "being undermined or humiliated in one's job; persistent, unwanted criticism; unreasonable pressure about job performance; public humiliation; shouting or very heated arguments; verbal abuse; isolation or exclusion from social activities".

According to this section the difference between harassment and bullying is that harassment is considered according to the Irish law Employment Equality Acts 1998-2015 is unwanted conduct made from one individual or individual to other or others, and bullying also is unwanted conduct; however, this conduct is not made in an isolated action Malley C. (2020)

1.2.4 Discrimination Under the Irish Law

Discrimination, according to the employment Equality acts 1998-2015 cited by the Irish Human Rights and Equality commission can be defined in direct or indirect.

Discrimination, according to the Employment Equality Acts, occurs when an individual is mistreated or is treated less favourably than another individual based in the nine grounds related in the Act. Gender (Discrimination regarding, man, woman, transsexual or any other genders); Civil status (Discrimination regarding the status which can be single, married, separated, divorced or widowed) Family status; Sexual Orientation (discrimination regarding the sexual orientation of the individual, that can be heterosexual, gay, lesbian, bisexual or others); Religion (Discrimination regarding belief and culture); Age (over this ground it cannot be applied to an individual under 16); Disability (discrimination regarding people who have any disability, which can be considered not just physical, but intellectual, learning, cognitive or any

other disability); Race (Discrimination regarding the nationality, ethnic origin, race, skin colour) Membership of the Traveller Community

According to the Employment Equality Acts, 1998-2015 guide for trade union Discrimination can be direct or indirect. Still, it will be considered direct discrimination when an individual is mistreated or treated less favourable, and the reason for the discrimination is one of the characteristics protected by the law, or it also can happen in the case that the discrimination is not categorised. However, it cannot be disassociated from the characteristics. For instance, a pregnant woman cannot be treated less favourably since she is pregnant in case it may occur; it can be considered by law discrimination. On the other hand, Indirect Discrimination is linked to an apparently neutral provision, criteria or practice. However, concerning employment, it puts the individual that is protected by the law regarding their characteristics at a disadvantage regarding the work. The example that the author gives in the Employment Equality Acts, 1998-2015 guide is when the employer creates specific requirements regarding specific attributes of height or strength which men are likely to meet than women. In that case, because the average of men is higher than women, it creates a disadvantage to women.

1.3 Impacts that Bullying and harassment may cause on a professional well-being

1.3.1 Introduction

Workplace bullying and harassment as we could perceive in this dissertation, in short, is an interpersonal conflict Eizen D. and Desivilya H. (2003), that many researchers described as unwanted behaviour and discrimination McMahon L. (2000), Leymann (1996). Also, was possible to learn is that conflict is a natural process, Kunaviktikul et al. (2000), where sometimes can be welcome to improve sectors, process, increase the creativity over the team of the company. However, it can sometimes be destructive, decreasing productivity, decreasing

employer attendance and impacting the communication between the employers. Eizen D. and Desivilya H. (2003), McConnon and McConnon (2008), Podro and Suff (2013).

An important point that was not discussed over this dissertation is about the human being, the individual that suffers from the conflict, more specifically, the individual that suffers from bullying and harassment.

Hogh A. et al. (2011). Declare that workplace bullying is a dangerous issue that can impact the health and well-being of the victims; also, it has a harmful impact on the organisations. Quine L. (1991) states that bullying is an issue that due to its relevance has become widespread. McMahon L. (2000) explains that bullying and harassment cases are costly to the organisation but also the victim. Razzaghian, M. (2011). Describes that the organisations often confront harmful behaviours; one of her examples is bullying. However, she explains that such behaviours like bullying when became more persistent it may negatively impact the health of those who suffered the actions. Leymann H. (1990) clarifies that victims of bullying in the workplace tend to lose control; also, those individuals are sometimes not able to deal with the aggressor. Razzaghian, M. (cit. in Brodsky, 1976). Make Clear that the stress felt by the individual is correlated to the aggression suffered, where the individual may feel more stressed once the attack last long and is made frequently. Cox (1991) describes that bullying has the power to impact health as well as the wellbeing of the workers. Razzaghian M. and Shah A. (2011) state that bullying is a chronic issue and has a harmful implication on the worker's well-being. Niedl K. (1996) and Einarsen et al. (1996) describe that usually, the individual that is exposed to harmful behaviours such as bullying can cause some implications in the health of the worker. Still, some of the common complaints related to those implications are in a psychological matter such as anxiety, physical concerns such as corporal problems, also behaviour difficulties such as aggression.

Many pieces of research were made to identify some of the impacts caused in the workplace by bullying. The following topic aims to explore and identify whether bullying and harassment may impact individuals' Well-being.

1.3.2 The impacts in the workers' well-being caused by bullying

Leymann H. (1990) have proved in his cross-sectional work that harmful actions such as bullying have a direct effect on mental health, which produce complaints such as anxiety and depression. Also, it can cause the victims other problems such as psychosomatic and Musculoskeletal complaints. Niedl K. (1996) shows in his study made in an Austrian hospital with 368 employees that the victims of bullying in comparison with the employees that have not suffered bullying, demonstrated a considerable increase in the levels of psychological health complaints, which is related to anxiety and irritation.

Einarsen et al. (1998), In a study conducted with Norwegian assistant nurses, they state that 3% of the participants stated that they had faced bullying behaviours at work, most of them suffered through slanders. In the result, they showed that the assistant nurses that were bullied at work had amplified levels of burnouts in contrast with those assistants' nurses that were not bullied. Also, they explain that those bullied workers experienced psychological issues (irritability, anxiety and depression). Accordingly, they state that related to white and blue-collar workers; the result showed that bullying behaviours were responsible for problems such as musculoskeletal (6%), psychosomatic (6%) issues and psychological complaints (13%).

Matthiesen et al. (1989) show in their study made with Norwegian nurses that 10% of the participants informed that they had suffered bullying and demonstrated symptoms of psychological issues, burnout, somatic health problems. The study was made with 99 nurses. Bowling and Beehr (2006) state in their journal that bullying behaviours can raise the number of complaints of burnout and physical health. Quine L. (1999) in his study related to workplace

bullying conducted in the NHS (National Health Service) community trust with 1100 participants, showed that 421 (38%) of them had suffered one or more types of bullying. Still, the results showed that the workers that suffered bullying at work reported lower levels of job satisfaction; in contrast, they have shown higher levels of job induced stress. This study showed that the staffs in questions presented more wanting to leave the job; also, they have more probability of being clinically anxious and depressed.

O'Moore M. and Crowley N. (2011, p.12) have shown a study made by professional psychologists at The Anti Bullying Research and Resource Centre, Trinity College Dublin. This study was conducted "in response to referrals from solicitors and psychiatrists throughout Ireland who suspect workplace bullying to have played a part in their clients seeking legal action." Still, this study was made with a sample of 100 individual and assessed the physical and psychological health of them. Accordingly, the finds of this study show that the levels of psychological and physical of the participant were considered poor. The score related to physical and mental health from those participants that labelled their bullying experience shows high punctuation and show that many of the individuals that suffered bullying behaviours at work were experiencing severe health and psychological disturbances. Also, the results showed that 91% related to the psychological group reported a loss of energy symptoms and 93% reported a loss of self-esteem, 95% reported sleep disturbances, 98% reported elevated levels of anxiety and 57% of the participants reported that they had suicidal thoughts. Poilpot-Rocaboy, G. (2006). States that research typically, show that the effects related to psychological harassment are reduced levels of well-being (physical and psychological) and increased levels of stress. Also, other effects connected to the victims of harassment psychosomatic symptoms, depression, isolation, loneliness and deterioration of relationship. Also, according to Poilpot-Rocaboy G. (cit. in Einarsen and Mikkelsen 2003), the exposure to

psychological harassment can impact family or friend's relationship, household duties or even sex life.

Poilpot-Rocaboy G. (2006) states that one of the effects that psychological harassment can affect the economic life of the victim, according to him, the loss of income is a real issue in the victim life. Poilpot-Rocaboy G. (cit. in Hirigoyen, 2001) he observed some of the effects related to the victims of the harassment. The study shows that 36% of the cases, the victim leaves the company, 20% of the cases the sufferer is laid off. Accordingly, due to the illness, disability and medical inaptitude, make 30% of the victims of such behaviour stop working and alarming, 66% of the victims are excluded from the work world. He also states that this loss of incomes is not the only effect. Poilpot-Rocaboy G. (2006) explains that other issues that contribute to this victim scenario are the medical expenses, psychotherapeutic costs and the cost related to lawyers.

Poilpot-Rocaboy G. (cit. in Einarsen and Mikkelsen 2003) make a clear statement related to the effects of bullying at work; they explain that bullying behaviours at the workplace not only affects the victims, according to them the effects can be sprawled among colleagues and other witnesses. Still, according to them, the individuals that witnessed cases of bullying at work reported more mental stress reactions than individuals that have not witnessed such behaviours at the workplace. Another statement made for them is that the real or perceived inability to help the victim of the bullying may also make the witnesses suffer more. According to Poilpot-Rocaboy G. (2006), several pieces of research related to psychological harassment have shown that cases of such behaviours can create effects extremely harmful for the victims. Poilpot-Rocaboy G. (2006), states that harassment may affect the health of the victims, which due to the behaviours suffered, the individual can reduce the productivity, performance, lose self-confidence and develop sickness absence.

1.4 To contrast the experience of foreign and native workers related to bullying and harassment in pubs and restaurants.

Bullying as we could learn is a real problem in the workplace environment; also, such behaviour among employees in organisations is now an issue that world wide organisations are facing Saunders P. et al. (2007).

Over this topic, the aim is to understand the exposure of immigrants regarding bullying and harassment or any discrimination at work, understand the real risk of being bullied contrasting with natives according to previous studies over this theme.

Krieger N. and Aventura H. (2001) defines discrimination as a process where one or more individual, which are a member of the socially defined group are treated differently in a negative view on the grounds of belonging to that group. Just a few studies were made regarding the exposure of immigrants or ethnic minority members to bullying in the workplace environment Bergbom B. et al. (2015). Also, not many studies were related to the differences among the ethnic group, and even fewer studies were related to the difference's socio-psychological assimilation of immigrants. Safi, M. (2010). Smith P. and Mustard C. (2008) state that adequate access to employment in Canada for immigrants is a challenge that the participants were having. Svantesson E. et al. (2006). Agree that immigrants have a higher rate of unemployment than immigrants and inform that in his study was found that one of this relation is connected to the skills that immigrants have and are not transferable between national markets. Also, According to Kosny A. et al. (cit. in Schenker 2008), "Globally, the majority of immigrant workers do the "B3D" jobs: dirty, dangerous, and difficult." Salminen S. (2020) shows that the work-life of the immigrant is worse than natives. Kosny A. et al. (2017) states that many studies advocate that discrimination related to the race or ethnicity of the individual can have an impact in the "working conditions", "opportunities for newcomers" and to "find good quality jobs". Gil-Gonza D. et al. (2009) states that discrimination can be

tackled as a health risk for the immigrants regarding workplace environment. Limpangog P. (2014) explains that cases discrimination behaviours can affect the victims in various forms, which he describes that can be for instance stuck career progression, impact the psychological well-being and a negative impact in the self-esteem.

In a study conducted with immigrant nurses, the participants' complaint was of being bullied by co-workers more often than natives Bergbom B. et al. (cit. in Aalto et al. 2013).

In a study from Australia related to racism, ethnic relations, and cultural diversity shows that shops, restaurants and in the workplace are the places more likely to suffer discrimination according to the immigrants' reports. Also, the study shows that verbal abuse in the manner of racial insults is the most likely type of discrimination Kosny A. et al. (cit. in Dunn et al. 2011).

In another study in Australia shows according to Kosny A. et al. (cit. in Diversity Council Australia 2010) in the study made with 2100 Australians shows that in the period of the previous one year 10% of the participants suffered harassment or discrimination at work. Also, the study informs that foreign workers were in contrast with Australian-born workers more likely to report being discriminated. Limpangog, P. (2014). In the study conducted with Filipina immigrant in Australia, show that the participants were facing a varied number of abuse and prejudicial conducts. Accordingly, the participants suffered abuse and prejudicial treatment such as: being stalked, being sworn at with the use of sexual words, having reduced hours and being the target of sexually charged behaviour. The abuses that the participants supported being suffering were repetitious, being made multiple times in a week, Most of these abuses were repetitious, occurring several times in a week, or as part of a series of various forms of abuse sustained over a period of time. Still, a significant few reported one-off small- or large-scale abuses that left them with an unpleasant memory, in another study with Filipina Immigrants in Australia Limpangog P. (cit. in Tibe-Bonifacio, 2003, 2009) shows that the participants pressed for their equal rights once they got discriminated at work. Accordingly, the abuses continued

even after the participants had achieved Australian citizenship. Also, the participants contested that "colour, accent, and qualifications obtained overseas should not be regarded as a badge of inferiority by their white Australian colleagues".

In a study conducted in the UK shows that ethnic minority individuals reported being bullied more often in the workplace; accordingly, those discriminations behaviours were made by colleagues and line managers Bergbom B et al. (cit. in Lewis and Gunn, 2007). Glasø L. et al. (2011), also show in their study conducted with bus drivers in Norway to learn about the exposure of them with bullying and harassment, they state that foreign were more common to suffer bullying at work, which includes bullying from co-workers and superiors.

In a study conducted in the nursing industry, no-western immigrants were more often bullied than natives at work. Also, the study shows that co-workers were significantly more responsible for discrimination against the victims Bergbom B. et al. (cit. in Hogh et al., 2011). Bergbom B. et al. (2015) state that their study showed that immigrant's workforce was twice more likely to be excluded socially than natives. Also, they state that the most common issues that arise between natives and immigrants are related in communication and misunderstandings, which such conflicts may escalate into bullying depending on the frequency of the occurrence. In the two Nordic studies conducted with immigrant nurses shows that immigrants had a higher risk than natives to be bullied by natives' co-workers at work Bergbom B. et al. (cit. in Aalto et al., 2013; Hogh. et al., 2011)

Limpangog P. (2014), in his conclusion, states that multiculturalism requires for a better workplace environment, natives to be more inclusive of and sensitive with immigrant's team forces' communication and interpersonal ethos. Also, he claims that racial and gender discriminations are sometimes subtle; however, those behaviours can inhibit immigrants from claim their rights and accordingly, such behaviour should never be normalised.

Although some researchers agree that does exist a difference regarding the exposure of immigrants with bullying and harassment or any discrimination (abuses, prejudicial conducts, racial insults) in contrast with natives Limpangog P. (2014); Bergbom B. et al. (2015).

Dietz J. (2010) shows a controversial point, where, in his research, he stated that his position over this theme, is that researchers are recommended to conduct a study focusing on a specific group of immigrants instead of focus in the group in general. From his point of view, the focus in one group rather than in general can weak the study as he could demonstrate in his on study cited by him (Petersen and Dietz, 2005). Also, he explains that in another study, they found that variations in the assessment of immigrant job applicants, who were identic except their country of origin. Accordingly, even though discrimination in his view affects the immigrants more than natives, he describes that this phenomenon has to be analysed, according to Dietz J. (2010). One study conducted with Canadian can illustrate this state. The research was based on a survey by Statistics Canada (2007) at first find a job for immigrants was the most challenging task. However, the study showed that over time find a job became a less challenging task. Some of the examples brought are that immigrants employed with the age range of 25 and 44 years grew 14 percentual points in six months from 51% to 65% and after two years it grew to 75%, and in the fourth year the indicator goes to almost 82%. Also, the study shows that 84% of the participants were delighted with the decision that they have made to immigrate; also, they applied that they would not consider moving back.

Some researches show that not just immigrants can be the victim of bullying and any discrimination, for instance, Vans M. and Kelley J. (1986) estate the discrimination was not just with the immigrants; however, the study shows that the prejudices also can impact their descendants, especially in cases where discrimination is related to ethnic groups that still culturally distinct.

Chapter 2 – Methods and Methodology

2.1 Introduction

The methodology can be defined as a "philosophy or the general principle which will guide your research" Dr Dawson C. (2002, p 14). Additionally, the method can be defined as the "tools you use to gather data", such as the use of "questionnaires, interviews, or surveys" as examples of methods to collect data. In other words, methodology refers to the procedure and the approach to be used on paper, which enables you to evaluate the study and guide. Methods critically are the techniques that will be used to obtain and analyse the data.

This chapter intends to introduce and describe the Methodology and Methods that this dissertation will be based on. Also, this chapter has as an objective to explain all steps that have to be followed in order to achieve the process of this investigation to in turn collect consistent and satisfactory results.

2.2 Research Philosophy

According to Saunders et al. (2016, p. 124) "The term research philosophy refers to a system of beliefs and assumptions about the development of knowledge." Still, he describes that even though it may be considered profound, it will be the path that the researcher has to walk once he decided to develop research. Saunders et al. (cit. in Burrell and Morgan, 2016) explain that the researcher has to do in every step of the research some types of assumptions consciously aware of them or not.

Saunders et al. (2016) explain that it is essential to choose the research philosophy on how the researcher sees the worlds; also many assumptions has to be made during the research in which will define your methodological choices, strategies, techniques of collection and analyses.

The study of this dissertation was made by epistemological assumption, which we described by Saunders et al. (2016, p.124) as a "human Knowledge." According to Saunders et al. (cit. in Burrell and Morgan 1979) Epistemology is constituted of assumptions related to knowledge ", what constitutes acceptable, valid and legitimate experience, and how we can communicate knowledge to others." Still, he explains that the epistemological assumption gives the researcher more meaningful choices regarding methods.

The second step after determining the research assumption among ontology, epistemology and axiology is to establish whether the assumption will be objectivism or subjectivism based. Saunders et al. (2016), state that the researcher demands to be able to differentiate between them. This dissertation was based on an Epistemological and objectivist assumption.

Saunders et al. (2016, p.128). Describe that "from an objectivist viewpoint, social and physical phenomena exist independently, being universal and enduring in character." Still, he states that Consequently, it would be more reasonable to make the study likewise natural scientist would stud nature. Accordingly, epistemologically, objectivists researchers are more likely to seek to learn based on their research the truth about the social world, applying methods that may make the researcher able to observe and measure supposed facts, "from which law-like generalisations can be drawn about the universal social reality."

This research will be based on a Pragmatism philosophy. According to Saunders M. et al. (2016 p. 143) "For a pragmatist, research starts with a problem and aims to contribute practical solutions that inform future practice.". Still, for them, a pragmatist is interested in pragmatic results.

2.3 Research Approach

This dissertation is based on a deductive approach, which, according to Saunders M. et al. (2016), it occurs when the hypothesis is created. After that, the strategy is developed to test it. Still, the deductive approach the researcher will use existing theory.

According to Blaikie (2010 cited at Saunders 2016) defines a list of six steps showing how the deductive approach will progress:

- 1 step – present a hypothesis or idea that can be tested
- 2 step - deduce a testable proposition by using existing literature
- 3 step – inspect the assumptions and the arguments used to produce them, evaluating with the existing storeys and evaluate if it may presents understanding to continue
- 4 step – test the assumptions collecting data to measure concepts
- 5 step – in case the results of the analysis are not consistent with the assumptions then the test failed, and the theory may be false and must be rejected or modified
- 6 step - in case the result is consistent them, the theory is corroborated.

2.4 Research Strategies

According to Saunders M. et al. (2016, p.181), Survey strategy is usually used in deductive research approach. Still, this type of strategy is popular in a business field, mostly used to answer 'what', 'who', 'where', 'how much' and 'how many' questions. Accordingly, "It, therefore, tends to be used for exploratory and descriptive research".

According to Saunders M. et al. (2016), survey strategy permits the researcher to collect primary data in a quantitative way which the researcher can analyse the data quantitatively using descriptive and inferential statistics; also this strategy permits the researcher to achieve

sizeable population in a highly economical way; however, to prepare and analyse the data will demand a significant amount of time even using the software.

2.5 Choice

This paper will be based on a quantitative methodology. Saunders M. et al. (2016) explains that quantitative methodology is synonymous "for any data collection technique" such as a questionnaire, or "as a data analysis procedure" such as graphs or statistics which operate as a numerical resource data. Saunders argues that while this methodology is associated with positivism, it is a challenge to structure primary data from opinions that can be collected by surveys, numbers, and graphs. Saunders M. et al. (2016).

2.6 Population

For this dissertation, the population will be a worker that have worked or are working in pubs and restaurants in Dublin

2.6 Ethical Considerations

This dissertation will contain primary data that will be collected by survey directly with the participants. Regarding the ethical considerations of this dissertation, the survey will be provided with a Consent form, inform the participants about the data that will be collected and the protection of confidentiality.

Chapter 3 – Presentation of Data

According to what was discussed in chapter 2 of this dissertation regarding the research strategy, the approach chosen over this research topic in order to produce the findings for this plan was the survey strategy. So that the assumption decided for this dissertation is regarding the strategy was the survey.

The website that was used to generate the survey questionnaire for this dissertation was the surveymonkey.com. The survey made for this dissertation with all questions is available in appendix A.

In fact, due to the worldwide scenario regarding the pandemic moment with many restrictions, over this research to have direct contact with the participants was not possible, the primary data collection chosen for this dissertation was web survey. Due to the fact said regarding not having contact with the participants and in order to seek to comply with the ethical considerations, the survey released include a cover letter. This cover letter was made in order to firstly as said comply with the ethical considerations; also, to inform the participant the aim and purpose of the research. This cover letter that is lied in the top of the web survey also contains a Consent form likewise:

The consent form that is attached in the body of the survey on the top that is also available in appendix B informed the participant that the research study was voluntary and that the participant could choose not to participate. It was also informed that if the participants started, they could withdraw at any time without any penalisation. It was also informed to the participant the procedure, the confidentiality of the data collected, informing that name, email address or IP would not be requested. Over this topic related to confidentiality, it was informed to the participant that the results would be used just for scholarly purposes and it could be shared just with the Independent college Representatives if necessary.

The target population of this dissertation using a survey method to collect data was workers that have already worked in the pubs and restaurants sector or workers that were still working in this sector in Dublin.

It was prepared for this survey seventeen questions. Regarding question two, thirteen and fifteen, the participant could provide information that did not contain in the answer boxes

provided in the survey in order to identify the reality of the participant. The questions of this survey were not marked as a required, which means that the participant could skip questions that the participant was not comfortable to answer so that the findings and discussion will be based on the answers that the participants were willing to give.

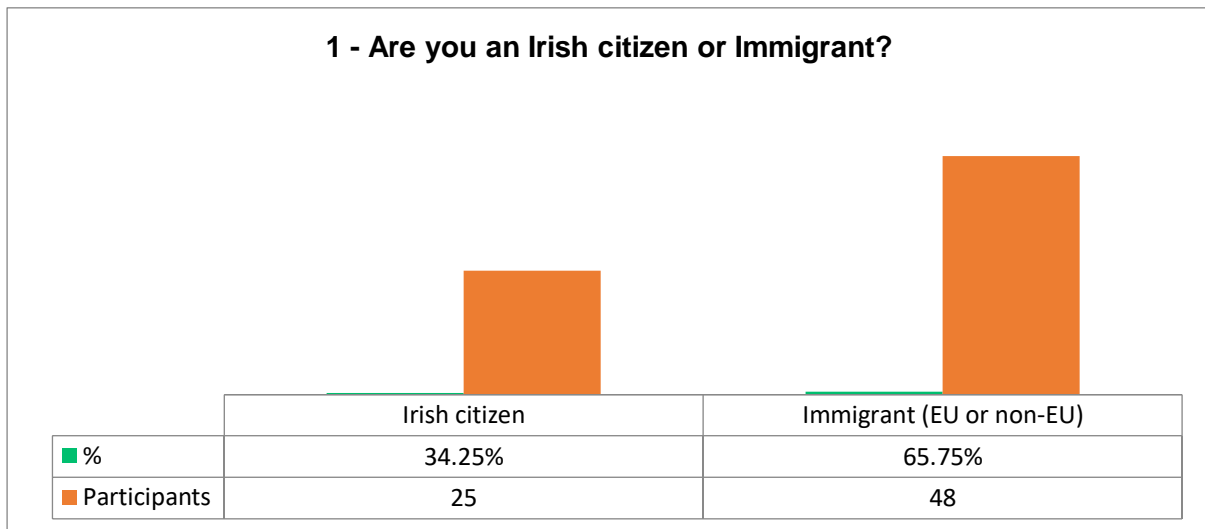
Regarding the purpose and details related to the development of the survey will be described and detailed below.

The purpose of this study was to explore the conditions of workers in pubs and restaurants regarding bullying and harassment and the impact those conditions have on the employees, particularly foreign workers, the objectives are to identify if the legal obligations of the employer about bullying and harassment in pubs and restaurants and identify if the employers are following which in short according to the Employment Equality Act 1998:2015, all employers are legally obliged to prevent harassment or bullying at work. The second objective is to identify the impacts in the well-being of the employees' victims of bullying, harassment or discrimination and contrast the experience of foreign and native workers related to bullying and harassment or any other discrimination in pubs and restaurants.

Having said that the questionnaire survey was created to evaluate those topics with the participants' experience throughout their employment in pubs and restaurants sectors in Dublin.

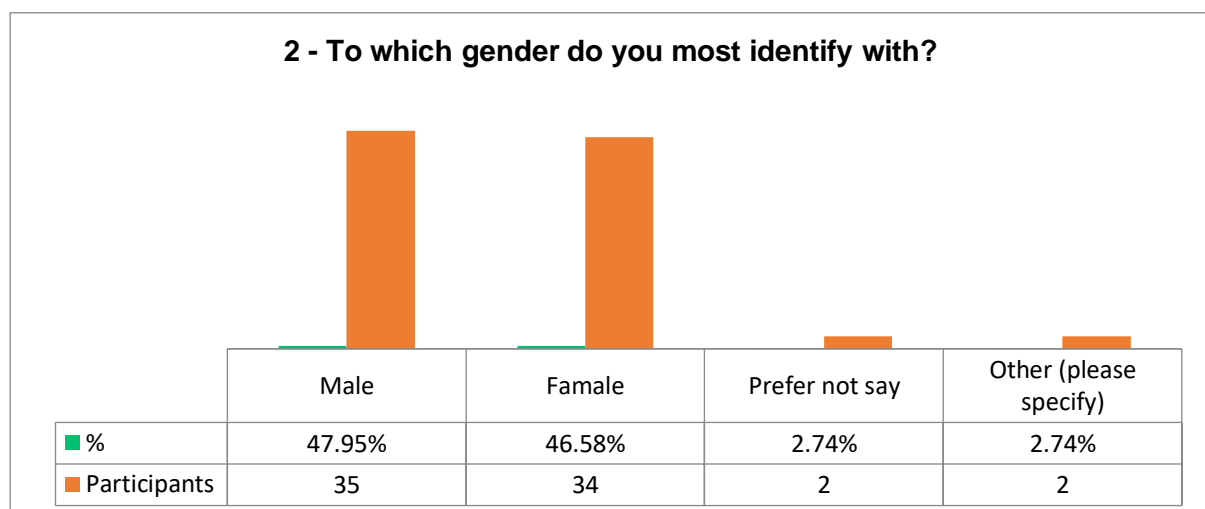
Question 1 - The question one was developed to explore the third objective to contrast the experiences between Immigrants and Irish natives, this question is essential for this research in order to understand whether immigrants are more likely to suffer bullying or not, so that it was essential to create this question to be able to analyse the difference regarding workers experiences

Figure 1



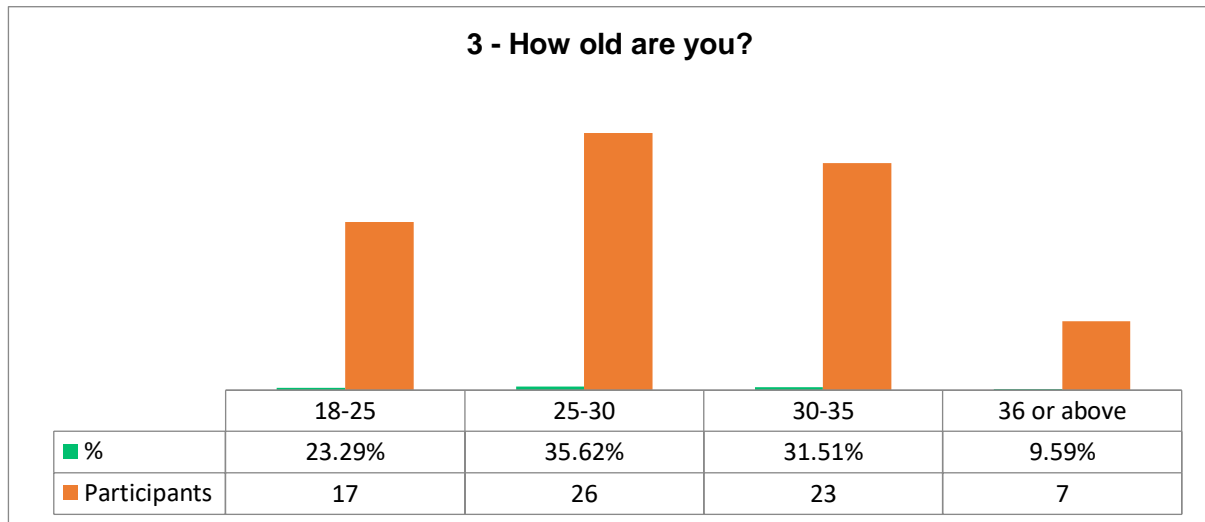
Question 2 - regarding the question two it may, in general, be considered just a demographic question, however, harassment according to the employment Equality acts 1998-2015 is well-defined as unlawful related to nine discrimination (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief and sex) so that gender is also an important topic to be measured and understand the genders more likely to suffer such behaviour.

Figure 2



Question 3- This question was established to understand in which range of age workers are more likely to suffer behaviours such as bullying harassment or any other discrimination.

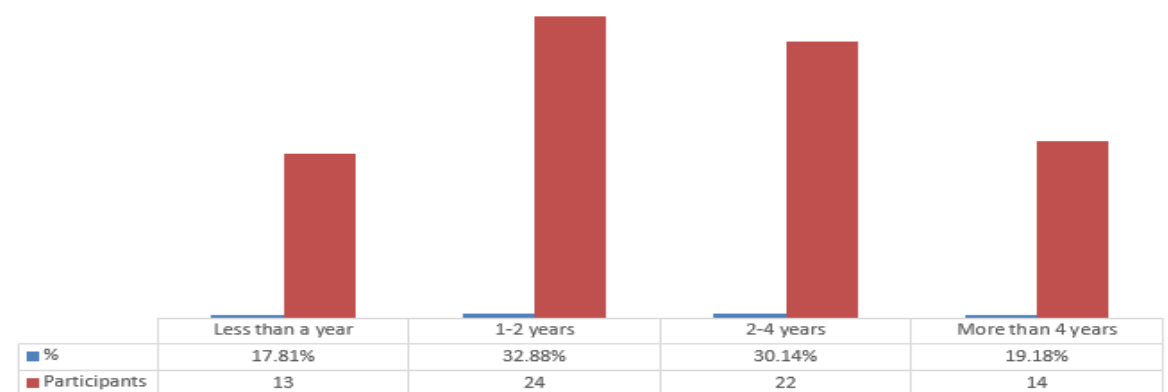
Figure 3



Question 4 - Regarding the question four, it may look just a demographic question. However, this question was to establish firstly to understand how long the participants are working in this sector; also to create one more barrier to exclude whom are not working or have not worked in this sector, so that for the data analysis all participants that answered that they have not worked in pubs or restaurants will be excluded.

Figure 4

4 - How long have you worked or have been working in a Pub or Restaurant in Ireland?



Question 5, 6. 7 – This question was established in order to learn from the participants their knowledge of the Employment Equality 1998-2015. According to the Act, the employer is obligated to prevent bullying and harassment and any other discrimination, one of the best practices presented in this dissertation regarding the legal aspects is that the use of employee handbook with the policies establishing how the company deal with such conflict. So, this question is vital to understand that the employer or management board are accomplishing if the best practices; also, to understand in case of lack of knowledge of the law are similar between immigrants and natives.

Figure 5

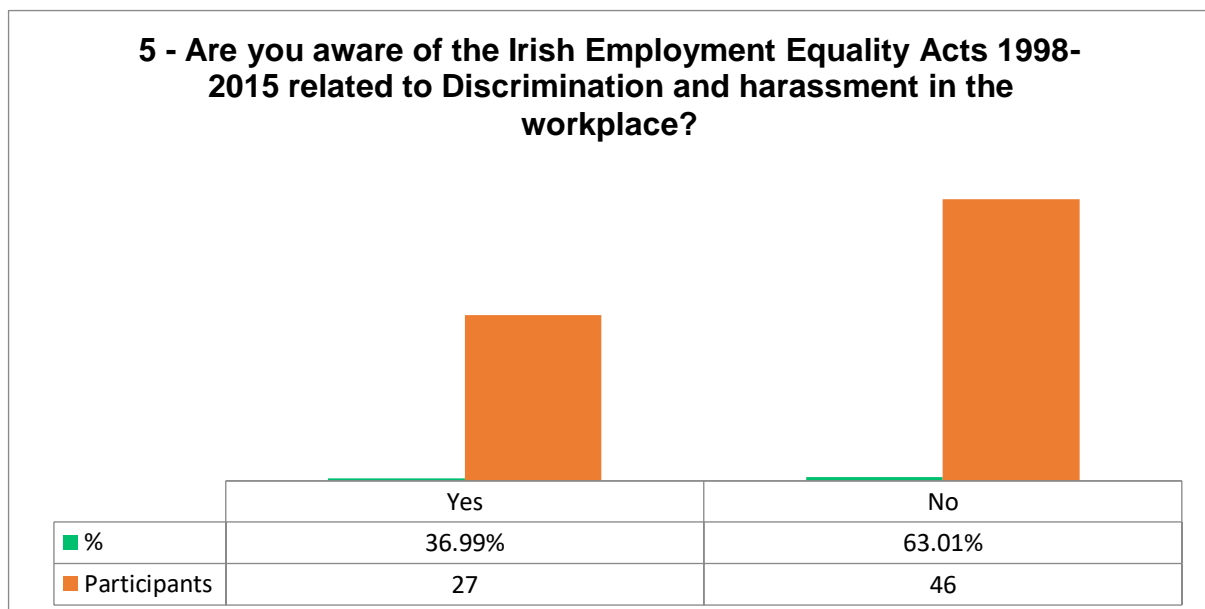


Figure 6

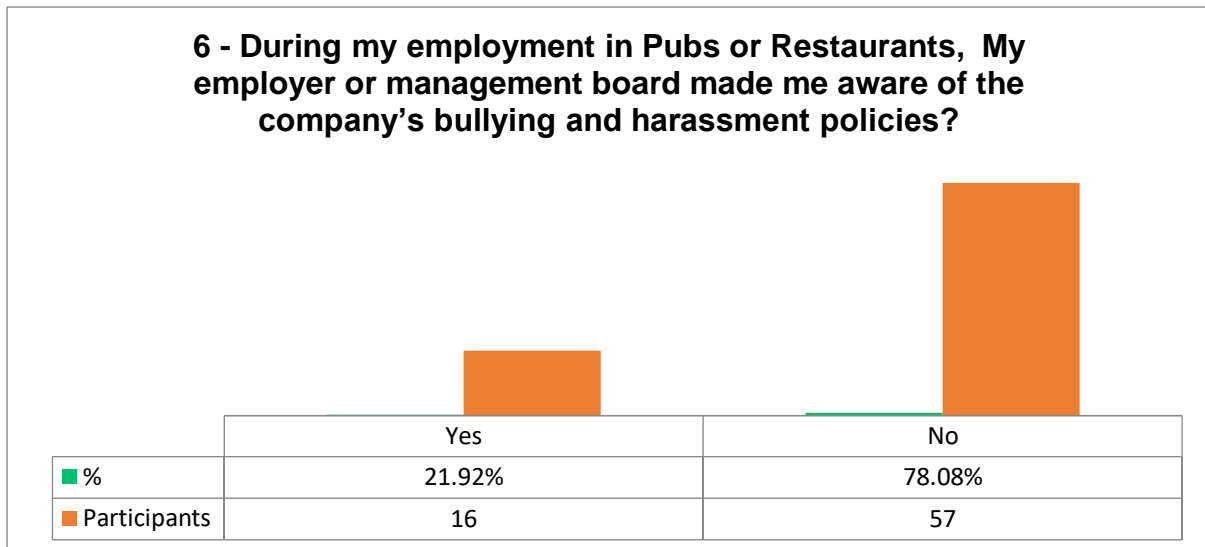


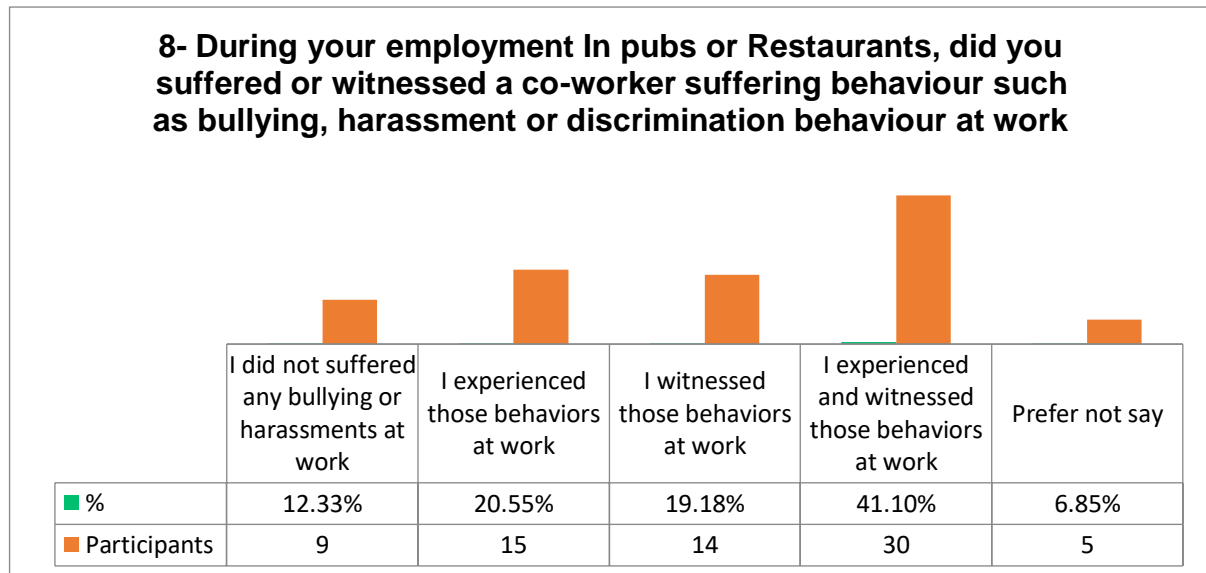
Figure 7



Question 8 - This question was designed precisely to understand and learn from the answer whether the workers have experienced bullying, harassment or discrimination at work. This question, the participant has the option to inform if they have not suffered such behaviour if they have suffered and witnessed. This question is essential also to understand not just if the

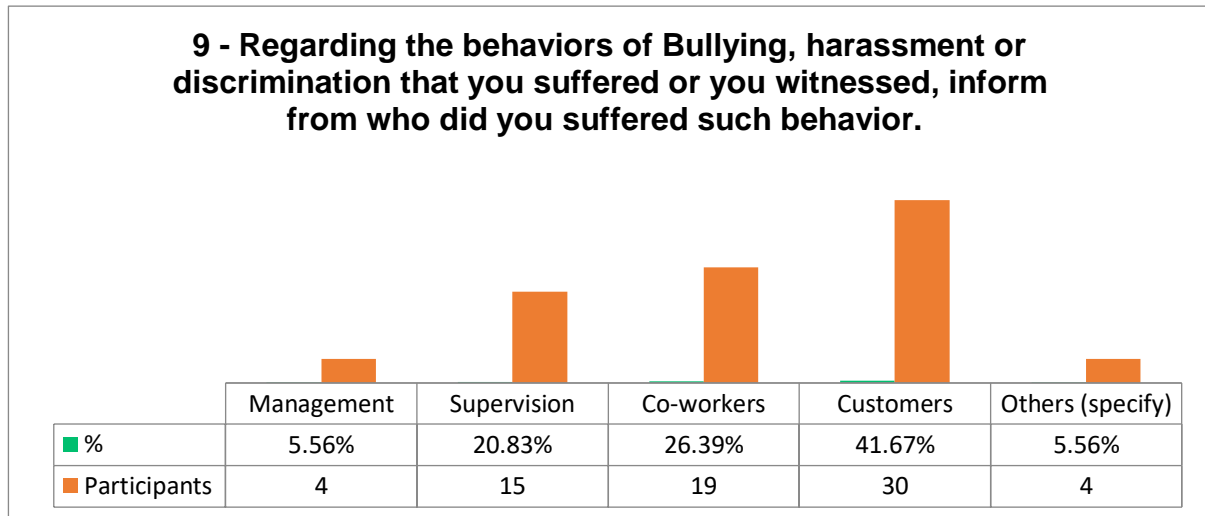
worker has suffered, but how is their perception regarding the co-worker whether they are suffering or not.

Figure 8



Question 9 – This question was designed to learn in case the participant has had suffered or witnessed such behaviour, who was the main harasser. According to The code of practice for employers and employees from HAS “Practice, C. O. F., Employers” describes that likewise harassment, bullying can be carried out by supervisors, managers board, subordinates, fellow employees, customers, business contacts, members of the public or any other individual that has contact with the workers.

Figure 9



Question 10 and 11 – This question was designed to learn from the participants that have experienced or witnessed harassment, bullying or discrimination if the employer or the management board have investigated and solved the conflict; also to learn from their experiences whether the employer or board management is well trained to deal with such procedures and resolution of such conflicts.

Figure 10

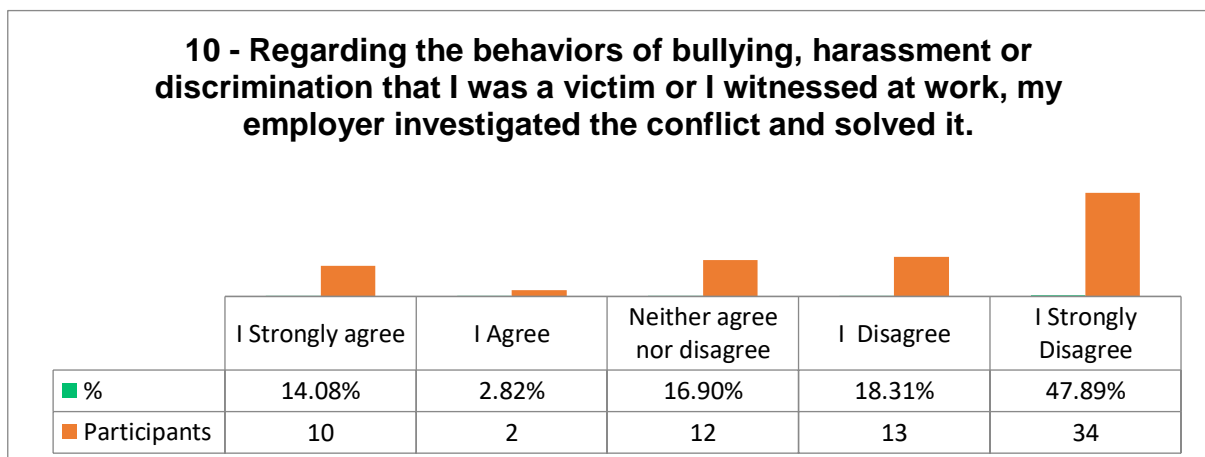
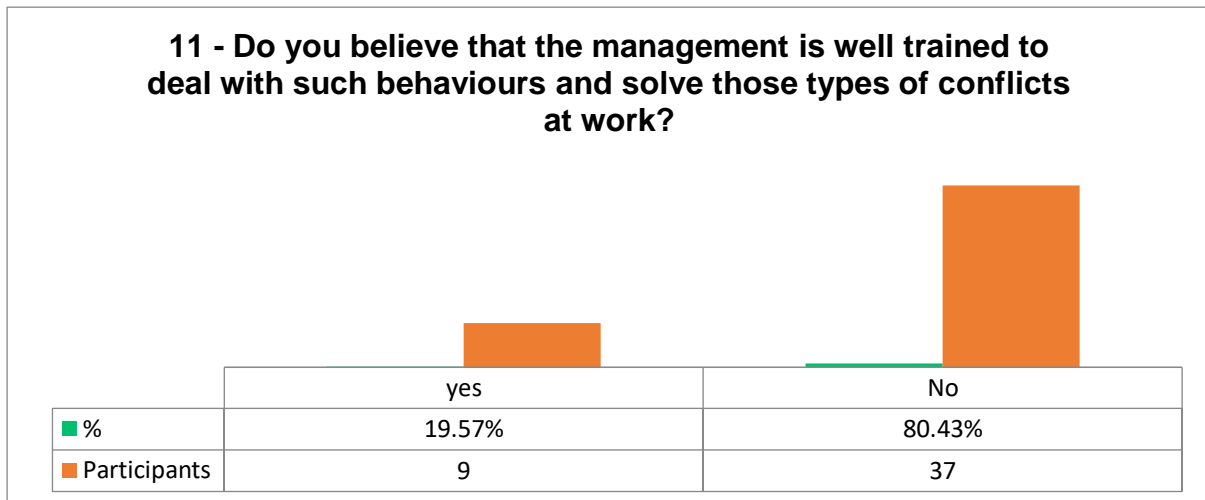
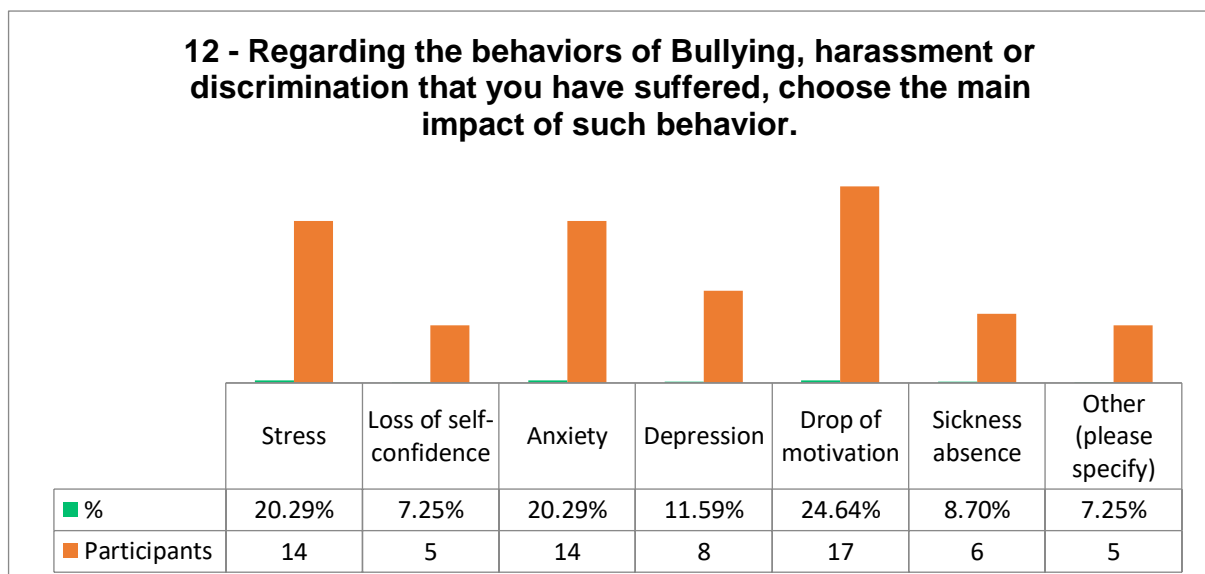


Figure 11



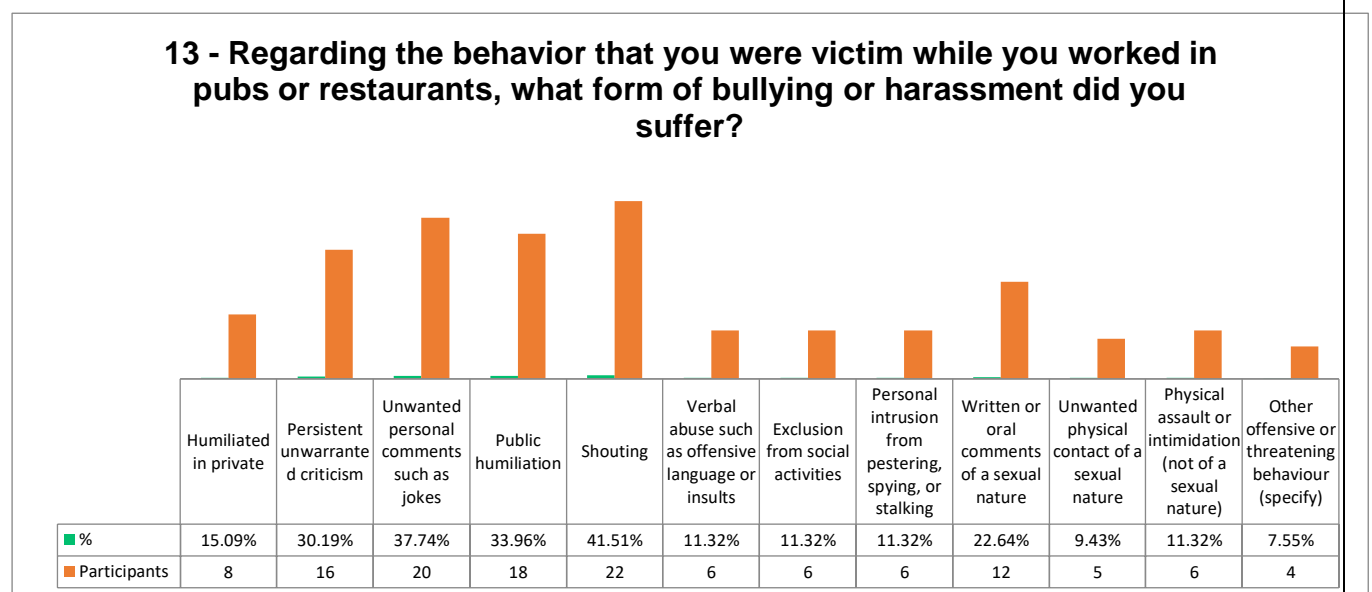
Question 12 – This question was established to learn and understand from the participants that have experienced such behaviours or have witnessed it, what are the impacts that bullying, harassment or discrimination, the participant has options connected to impacts to mental health; however, there is an option for them to inform any other impact that the participant may have had. Regarding question twelve, the participants can choose more than one answer in this case.

Figure 12



Question 13 – This question was made to understand better regarding the victims of such unwanted behaviour, what are the type or the types of bullying and harassment that the participant has suffered was made. Likewise, the previous question, the participants can complement their answer in the case that the multiples boxes do not apply to them, specifying the case that better show their experience. The participants also can choose more than one answer in this case.

Figure 13 –



Questions 14 and 15 – Those questions were formulated to understand and learn from the experiences of the participants which characteristics that the harassment, discrimination or bullying they have suffered was based on. This question was established regarding the types of discriminations related to Employment Equality. Harassment according to the employment Equality acts 1998-2015 is well-defined as unlawful related to nine discrimination (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief and sex)

Figure 14

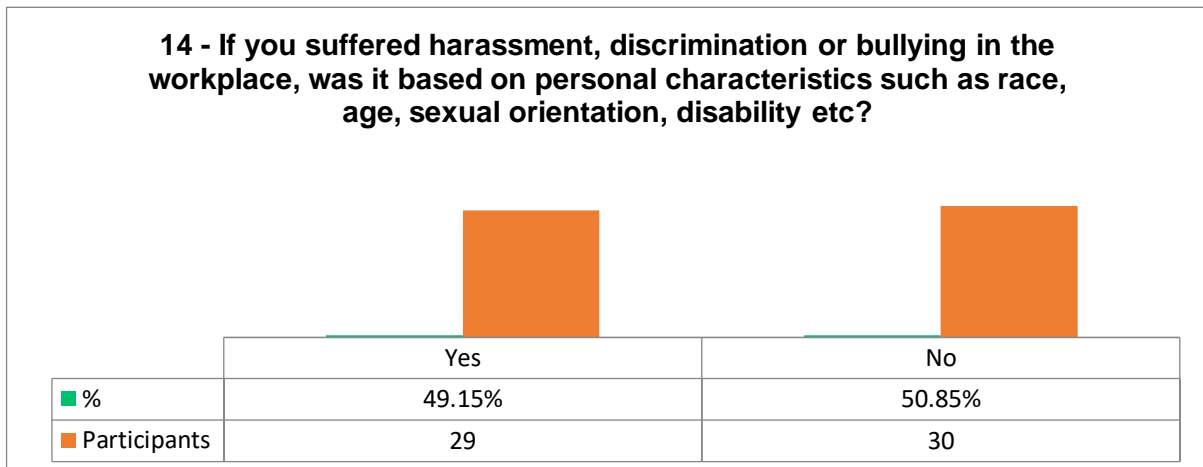
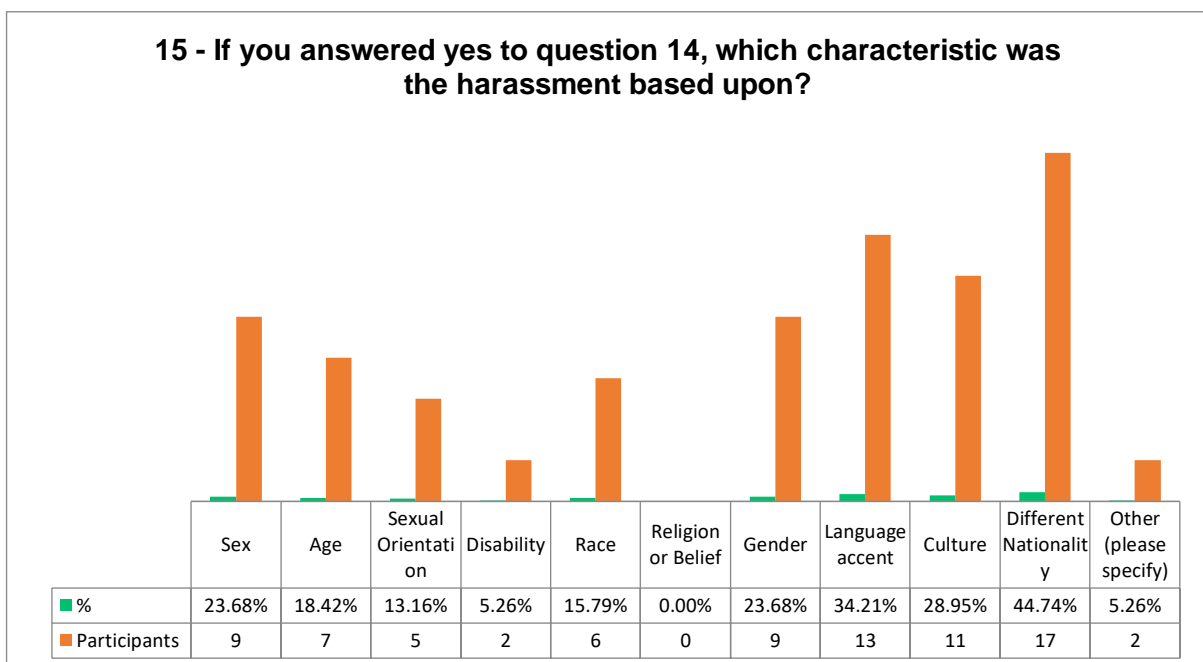
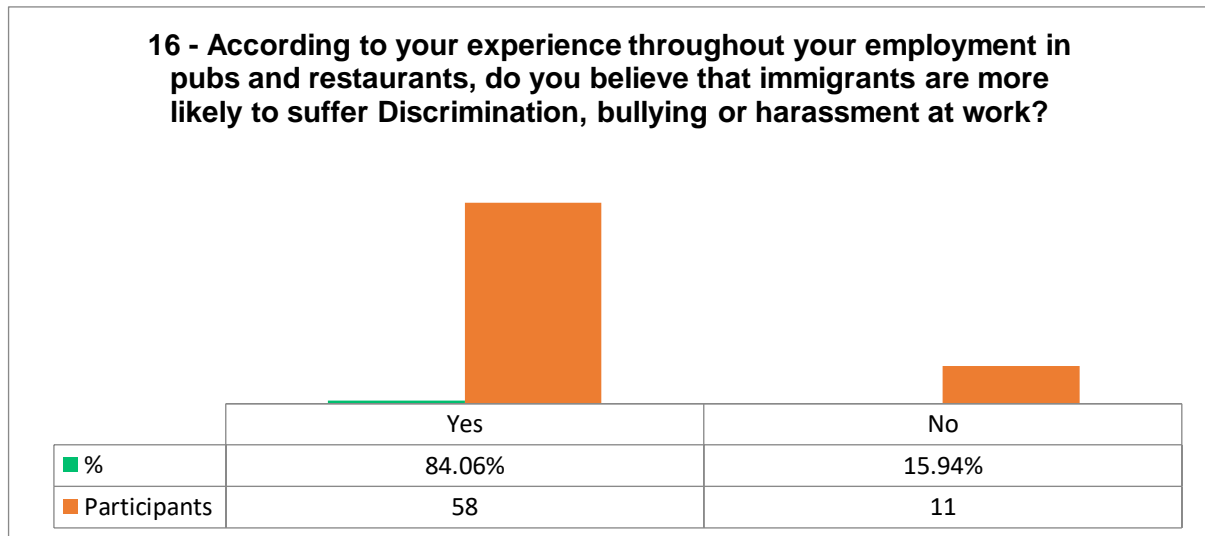


Figure 15



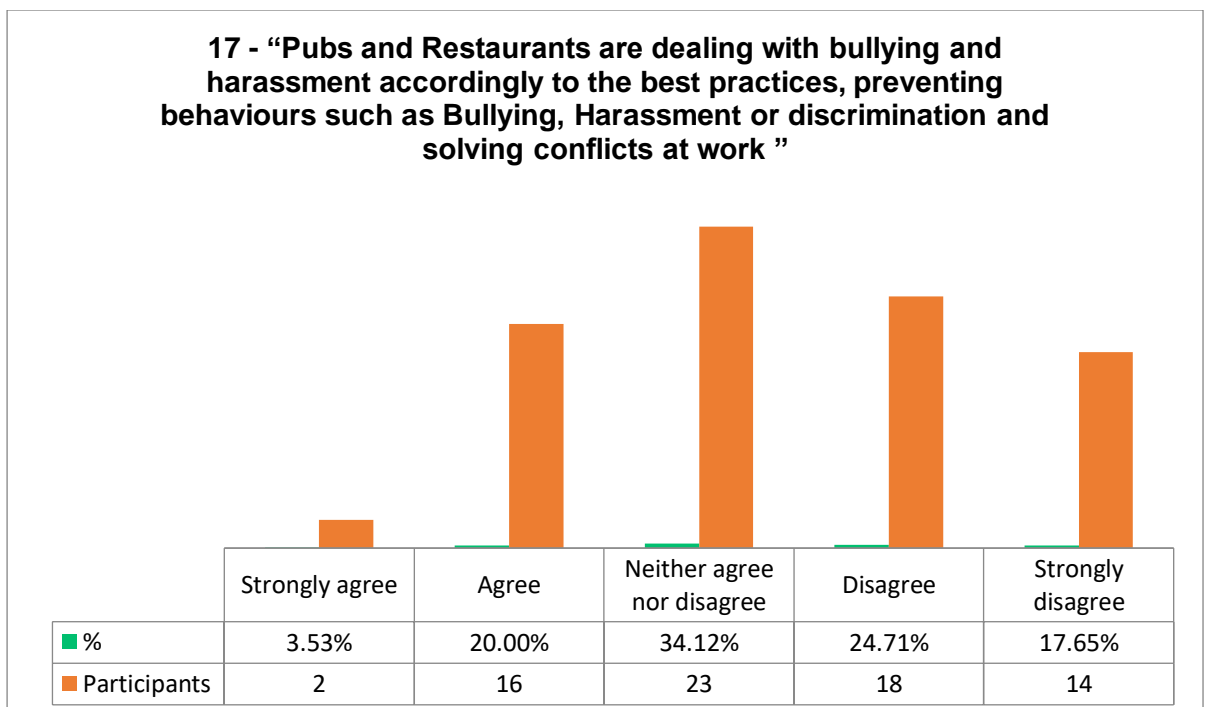
Question 16 – This question was established to learn from the participants based on their experiences regarding their employment in pubs and restaurants if they believe that immigrants are more likely to suffer behaviour such as bullying, harassment or any other discrimination at work.

Figure 16



Question 17 – The last question was established for understanding after the participant have gone thought this survey, and after they have thought to answer all those questions, whether they agree that pubs and restaurants are dealing, managing and solving those types of conflicts accordingly to the best practices.

Figure 17



The survey - surveymonkey.com is a specialised website for creating surveys; the platform is well designed and easy to make the questions and analyse data, with a great function to export all data and analyse in programs such as Excel.

As already discussed and explained in details, for this dissertation was created seventeen questions in order to accomplish with the objectives of the study, the survey obtained 86 responses (figure 18), which 13 of them were excluded due to the participants that have answered in the question 4 that they have not worked in pubs or restaurants (figure 19). Those questions will be analysed in the next chapter – Data analysis and findings

Figure 18

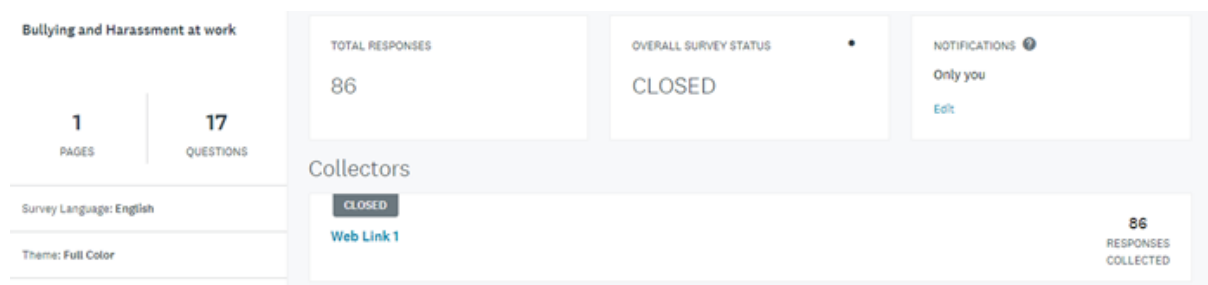
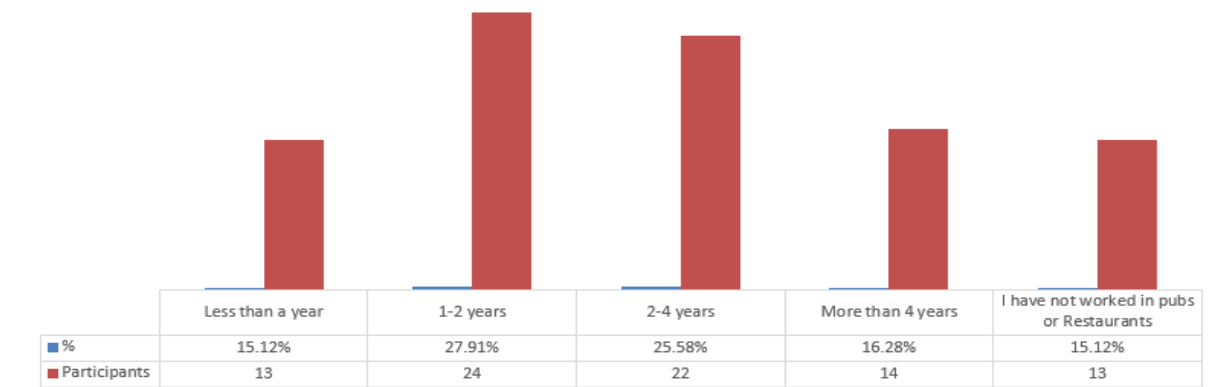


Figure 19

4 - How long have you worked or have been working in a Pub or Restaurant in Ireland?



Chapter 4 – Data analysis and findings

This chapter aims to analyse the responses valid and present the results.

The responses were exported in a file for the excel in order to have more accuracy of the data and also to be able to identify the difference of experiences between Irish native and Immigrants. The survey contained 86 responses, however, as discussed in chapter 3 the question 4 was created as a demographic question to understand how long the participants have worked in this sector; however, also to create a barrier to analyse just people who have worked in this sector. So that the question (How long have you worked or have been working in a Pub or Restaurant in Ireland?) contained five possibilities less than a year; 1-2 Years; 2-4 years; more than four years or I have not worked in pubs or Restaurants. 13 participants have had identified in their responses that they have not worked in pubs or restaurants, in order to create an accurate data regarding the findings those 13 responses were eliminated of the analysis so that the just 73 responses were valid and analyse. Also; some of the questions the participants have skipped such as in the questions: nine (1 skipped); ten (2 skipped); eleven (27 skipped); twelve (4 skipped); thirteen (20 skipped); fourteen (14 skipped); fifteen (35 skipped) and sixteen (4 skipped);

The first question was made to identify if the participant was immigrant or Irish native in order to establish the difference in their experiences regarding those behaviours. The majority of the participants were Immigrants (EU or non-EU) 66% (48 participants) and 34% (25 participants) identified their selves as a native. Most of the participants were female 46.58% (34 participants); also most of them are between 30 – 35 year (23 participants), followed by 31.51% (23 participants) in a range of 30-35 years and 23.29 % (17 participants) in a range of 18-25 years. The survey also informed that most of the participants have worked in pubs or restaurants between 1-2 year (27.91%) followed by 25.58 % of the participants that have worked in this

sector for 2-4 years and 16.28% (14 participants) have worked for more than four years, while almost the same amount of participants 15.12% (13 participants) have worked less than a year.

4.1 Exposure of bullying and harassment at work

One of the objectives of this dissertation was to understand the experiences that Irish natives and Immigrants regarding bullying and harassment at work could have had and understand the difference between them so that the analysis made above was made for it.

Question 8 was established to measure the prevalence of bullying and harassment at work. The participants had the opportunity to answer among five options if they have had experienced, witnessed, witnessed and experienced and never suffered such behaviours or others. According to the survey, 21% (15 participants) have experienced, 19% (14 participants) have witnessed, 41% (30 participants) have experienced, witnessed such behaviour, 12% (9 participants) have not suffered or witnessed such behaviour at work. 7% (5 participants) preferred not to say. This question showed that alarming 62% (45 participants) had already experienced bullying, harassment or discrimination at work and 81% of the participants (59) either experienced or witnessed such behaviour at work. In an in-depth analysis regarding the differences between immigrants and Irish natives proportionally, the numbers are almost equal. 40% (19 participants) that identified their selves as immigrants answered that they have witnessed and have suffered bullying or harassment at work, 21% (10 participants) have just experienced, 19% (9 participants) have just witnessed, and only 10% of the participants have had never suffered or witnessed bullying, harassment or discrimination at work so that 79% (38 participants) of immigrants have suffered such behaviour at work. In contrast, regarding the Irish native's responses, 44% of those participants (11) have witnessed and experienced, 20% (5 participants) have just experienced, 20% (5 participants) have just witnessed, and 16% (4

participants) have not suffered or witnessed bullying and harassment or discrimination at work so that 84 % (21 participants) have suffered such behaviour at work.

4.2 Impacts of bullying, harassment and discrimination at work and the types of discrimination

This topic aims to analyse the answers regarding the questions made to identify the aggressors, the impacts on the participants, and the forms of conflicts that they have experienced.

Regarding those behaviours that the participants have suffered or witnessed in question nine, the participants were asked from whom they have suffered or witnessed such behaviour at work. According to the survey, 41.67% (30 participants) have suffered from Customer 26.39 % (19 participants) have suffered from co-workers, 20.83% (15 participants) have been victims from supervision behaviours, 5.56 % (4 participants) answered that management was the responsible for their experience of bullying and harassment at work and 4 participants (5,56%) were bullied or harassed by others. One valid participant has skipped this question so that just 72 participants have answered this question.

The participants in question 12 were asked to inform the main impact for them regarding the impacts that those types of conflict caused. According to the survey, 24.64% (17 participants) answered that drop in motivation was the most significant impact, 14 participants (20.29%) have answered stress, and also 20.29% have answered anxiety. In fourth place with 11.59 % (8 participants) depression was chosen as the most significant impact for the participants.

Regarding the forms of bullying or harassment took place (this question the participant could choose more than one alternative so that the summation will be over 100%); for 41.51% (22 participants) answered Shouting, 37.74% (20 participants) answered Unwanted personal comments such as jokes, 33.96% (18 participants) answered Public humiliation, 30.19% (16 participants) have answered Persistent unwarranted criticism, 22.64 % (12 participants)

answered, Written or oral comments of a sexual nature, 15.09 % (8 participants) answered Humiliate in private.

Likewise, the participants were asked in question 15 what were the characteristics of the behaviour that the participants have experienced at work (also, the participants had the option to choose more than one option). According to the results, the main characteristics that the conflict was based on was Different Nationality with 44.74% (17 participants) followed by, Culture 28.95% (11 Participants), sex and gender with 23.68% (9 participants) and age with 18.42% (7 participants)

Regarding the second last question, the participants were asked if according to their experience throughout the employment in pubs and restaurants, if they believe that immigrants are more likely to suffer discrimination, bullying or harassment at work? The survey shows that 84.06% of the participants (58 participants) said "yes" for this question and just 15.94% have said "no."

4.3 Conflict management at work and policies.

To inform the participants of the employers and manager board The participants were asked if they were aware of the Employment Equality Acts 1998-2015 and 63% (46 participants) were not aware of the Irish law regarding equality at work, just 37 % (27 participants) knew the law. An in-depth analysis was made in this answer and was found that just 27% (13 participants) of the immigrants that participated were aware of the law. In comparison, 56% (14 participants) of the Irish native participants were aware of the Irish law regarding employment equality.

In question 6 the participants came across a question asking if the employer made them aware of the company's bullying and harassment policies; 78 % (57 participants) of the participants answered that the employer had not made them aware of the policies of the company. In an in-depth analysis, 81% (39 participants) of the immigrants that have participated answered “no” that the employer had made them aware of the company's policies. In comparison, 72 % (18

participants) of the Irish natives also answered no for this question. Moreover, in the following question the participants were asked if they have participated of workshop or training during the employment in pubs and restaurants regarding bullying, harassment policies in place and 92 % (67 participants) have not been trained or have not participated in any workshop regarding the policies in place of the company.

Regarding the management of the conflict, the participants come across with a statement saying that the employer investigated the conflict and solved it. According to the survey, 47.89% (34 participants) strongly disagreed if this statement and 13 participants (18.31%) disagreed. Still, according to the results of the survey, 10 participants (14.08%) strongly agreed, and just 2.82% (2 participants) agreed with this statement. In the following question (eleven), the participants were asked if they believe that management is well trained to deal with such conflicts and most of the participants, 80.43 % (37 participants). Regarding the last question the participants came across a statement saying that Pubs and Restaurants are dealing with bullying and harassment accordingly to the best practices, preventing behaviours such as Bullying, Harassment or discrimination and solving conflicts at work. According to the survey, most of the participants Neither agree nor disagree 34.12% (23 participants), 24.71 % (18 participants) disagreed, and 17.65 % (14 participants) strongly disagreed with this statement. In comparison, 20% of the participants (16 participants) agreed, and just 3.53 % of the participants have strongly agreed.

Chapter 5 - Discussion

The aim of this dissertation, as discussed in the other chapter, is to discuss workplace bullying and harassment and any other type of discrimination. Also, as informed, this research paper aims to explore the conditions of workers in pubs and restaurants regarding bullying and harassment and the impact those conditions have on the employees, particularly foreign workers in Dublin. The main objectives of this research were to identify the legal obligations

of the employer about bullying and harassment in pubs and restaurants; to identify the impacts in the well-being of the employees' victims of bullying, to contrast the experience of foreign and native workers related to bullying and harassment or any other discrimination in pubs and restaurants.

The main aim of the dissertation was to explore the prevalence of bullying, harassment and discrimination in pubs and restaurants in Dublin. Some studies have shown that such unwanted behaviour is present at the workplace as we could perceive in the Irish equality and discrimination (Q1 2019) report that showed that 18% of persons aged over 18 years have already experienced discrimination which 26.7 % of those who experienced discrimination are no-Irish and also in a recent study conducted by Russel et al. (2016) showed in the Irish perspective that the proportion of workers that experience stress at work increased from 8% in 2010 to 17% in 2015. The findings of the study showed that the stress found to be related to high levels of emotional demands, bullying, harassment, violence, and discrimination. The results collected and analysed in this dissertation might suggest regarding the prevalence of bullying, harassment and discrimination at work in pubs and restaurants might occur almost 2.5 times more often in comparison with the Irish equality and discrimination (Q1 2019) report, according to the survey 62% (45 participants) of the participants declared that they had suffered such behaviour at work

Regarding the first objective related to the obligations of the employer as we could learn in the literature review over the dissertation, according to the under the Employment Equality Act 1998- 2015 all employers are legally obliged to prevent harassment or bullying at work. Also, according to the Employment Equality Act 1998 (code of practice) harassment order 2012 in the Irishstatutebook.ie regarding PART 4: the policy: "Prevention is the best way to minimise sexual harassment and harassment in the workplace". Still, according to the code of practice, the policy is not merely to prevent unlawful behaviour at work, but also to promote a workplace

safer and more harmonious. The code also in part 4 regarding the section (7) communication of policy shows that the policy should include effective communication with management, employees, costumers, clients and others by for instance supplying newsletters, training, manuals, courses and notices regarding harassment and sexual harassment. According to the Irish equality and discrimination (Q1 2019) report informs that just one-third of those persons who experienced discrimination were aware of their rights. However, the results collected and analysed in this dissertation might suggest that employers are not following the legal obligations and the code of practice regarding the Employment Equality Act 1998- 2015 related to preventing harassment or sexual harassment or bullying. According to the results of the survey, 78% of the participants (57 participants) have informed that the employer has not made them aware of the bullying and harassment policies. Also, 91.78% of the participants have not provided any workshop or training for them throughout their employment. The results also show that according to the participants 80.43% (37 participants) do not believe that management is well trained to solve and manage such behaviours at work and while 23.53% of the participants (18 participants) either agreed or strongly agreed that "Pubs and Restaurants are dealing with bullying and harassment accordingly to the best practices, preventing behaviours such as Bullying, Harassment or discrimination and solving conflicts at work." However, almost the double 42.36 % of them (32 Participants) either disagreed or strongly disagreed with the statement made.

Regarding the second, which is related to the impacts on the well-being of the workers as we could learn in the literature review from Leymann for instance, in his study that showed that harmful actions such as bullying have a direct effect on mental health, which produce complaints such as anxiety and depression (Leymann, 1990). The result of this dissertation may agree with his study and may show that in the sector pubs and restaurants, the participants that have suffered from such behaviour may have perceived the same impacts; however, according

to the results of the survey for this dissertation Anxiety and depression are not the most significant impacts for the participants, according to the results Drop of motivation is in the first place with 24.64 % of the participants (17 participants), followed by anxiety and stress. In the fourth place, with 11.59% (8 participants), the participants have chosen depression.

Related to the third objective of this dissertation, which is to contrast of experience of foreign and native workers related to bullying and harassment, it was possible to identify by some researcher that immigrants were more likely to suffer such behaviours at work, for instance in the In a study conducted in the nursing industry no-western immigrants were more often bullied than natives at work Bergbom B. et al. (cit. in Hogh et al., 2011). Also, according to Bergbom B. et al. (2015), they state that their study showed that immigrant's workforce was twice more likely to be excluded socially than natives. The results of this dissertation may not suggest that immigrants may suffer more than natives at work in pubs and restaurants in Dublin. Different from those studies, this survey showed that 79 % of the immigrants (38 participants) of immigrants had suffered such behaviour at work. In comparison, 84 % of the Irish Participants (21 participants) have suffered such behaviour at work. This result does not fit with the theory that immigrants are more likely to suffer such behaviour at work than Irish natives in pubs and restaurants in Dublin.

Conclusion

This dissertation aimed to Explore the conditions of workers in pubs and restaurants regarding bullying and harassment and the impact those conditions have on the employees, particularly foreign workers. Also, this dissertation had some objectives which were to identify the legal obligations of the employer regarding bullying and harassment, the impacts on the well-being of the employees and to contrast the experiences of Irish natives and Immigrants in pubs and restaurants in Dublin regarding bullying, harassment and discrimination. Based on the

quantitative analysis it can be concluded that employers are not following the legal obligation related to the Employment Equality Act 1998-2015, not providing the management and solution of the conflicts related to bullying harassment and discrimination in the pubs and restaurants sector in Dublin; also the employers are not providing policies and training for the workforce regarding such behaviours, management are not well trained to manage and solve such behaviour and that pubs and restaurants are not following the best practices to investigate and manage such conflict in the pubs and restaurants sector in Dublin. Also, with the quantitative data analysed in this dissertation is possible to conclude that drop of motivation, anxiety, stress, and depression are the most significant impacts related to bullying and harassment. Regarding the contrast of the experience of Irish native and Immigrants, it can be concluded based on the quantitative and data analysis that different from previous studies presented in the literature review, in the sector of pubs and restaurants in Dublin Immigrants are not more likely to suffer bullying, harassment or discrimination at work.

Based on these conclusions, the employer and management board should consider:

- Employers should engage more in guidelines related to the legal aspects that were created to protect the employees and create an environment more equal, such as the Employment Equality Act 1998-2015.
- Employers should consider, develop policies of bullying and harassment to prevent those conflicts at work according to the Employment Equality Act 1998 (code of practice) harassment order 2012 in the Irishstatutebook.ie PART 4: the policy.
- Employers should provide training for the management and supervision board regarding conflict management in order to create a management board capable of identifying and dealing with such conflicts at work. Also, the employer should provide

more training regarding the policies of bullying and harassment to the workforce and workshops related to bullying and harassment and its legal aspects to ensure the rights of the employees, also to help co-workers to identify such behaviour in order to bring those types of conflicts to the management board for a solution.

Limitation of the dissertation

Regarding the number of survey responses and the level of the skipped questions by the participants over the survey, it may be considered one of the limitations of the dissertation. Also, due to the pandemic moment world wide, a survey was a reasonable choice of the research strategy. However, a qualitative method with interviews would be a fantastic chance to collect more information from the participants and understand better their feelings.

Reflection

I believe that every day we have the opportunity to learn something new and step towards our goals; everything just depends on how we deal with fear and obstacles that we came across. I believe that to be a master's degrees student is not easy; however, to be an overseas master's student is much more challenge. Making a reflection regarding the course and the dissertation the first enormous challenge was the language itself, Start learning a second language (English) just two years before starting studying a Master degree may make everyone feel fear of failure, fear of not understand or not be able to make discussion properly over the classes or even about the accent. Nevertheless, I made it my goal, and I am now really proud of what I have done in class and my grades related to the course. The dissertation process was a bit more challenge; during the lectures, we are always able to ask, discuss regarding any theme; however, the dissertation was for me a self-teaching. It was not an easy process, and in particular this year regarding the pandemic and lockdown that we went through, loneliness, anxiety and depression were feelings that I had to deal with.

Even though it was not a simple process, I believe that as I said before, I had the opportunity to learn every day, Ireland, Irish law, new skills, world-wise information related to my work, new methods to deal with my dyslexia, new methods to make me keep focus for an extended period, I believe that even my English skills are better, vocabulary, reading and writing.

In conclusion, I have to admit that this process was much more complicated and with much more obstacles than I was expecting; however, I was able to finish it and I am proud of this work and happy with everything that I have learned.

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Appendix

Appendix A - Complete Survey Questionnaire

- 1.** Are you an Irish citizen or Immigrant?
 - a. Irish citizen
 - b. Immigrant (EU or non-EU)
- 2.** To which gender do you most identify with?
 - a. Male
 - b. Female
 - c. prefer not to say
 - d. Other (specify)
- 3.** How old are you?
 - a. 18-25
 - b. 25-30
 - c. 30-35
 - d. 36 or above
- 4.** How long have you worked or have been working in a Pub or Restaurant in Ireland?
 - a. Less than a year
 - b. 1 - 2 years
 - c. 2 - 4 year
 - d. More than 4 years

e. I have not worked in pubs or restaurants

5. Are you aware of the Irish Employment Equality Acts 1998-2015 related to Discrimination and harassment in the workplace?

a. Yes

b. No

6. During my employment in Pubs or Restaurants, my employer or management board made me aware of the company's bullying and harassment policies?

a. Yes

b. no

7. During your employment, did your employer or management provide you with training or a workshop about the bullying and harassment policies in place?

a. yes

b. no

8. During your employment in pubs or Restaurants, did you suffered or witnessed a co-worker suffering behaviour such as bullying, harassment or discrimination behaviour at work

a) I did not suffer any bullying or harassments at work

b) I experienced those behaviours at work

c) I witnessed those behaviours at work

d) I experienced and witnessed those behaviours at work

e) Prefer not to say

9. Regarding the behaviours of Bullying, harassment or discrimination that you suffered, or you witnessed, inform from who did you suffered such behaviour

a) Management

b) Supervision

c) Co-workers

d) Customers

e) Others (specify)

10. Regarding the behaviours of bullying, harassment or discrimination that I was a victim, or I witnessed at work, my employer investigated the conflict and solved it.

a. I strongly agree

b. I agree

c. Neither agree nor disagree

d. I disagree

e. I strongly disagree

11. Do you believe that the management is well trained to deal with such behaviours and solve those types of conflicts at work?

a. Yes

b. No

12. Regarding the behaviours of Bullying, harassment or discrimination that you have suffered, choose the main impact of such behaviour.

- a. Stress
- b. Loss of self-confidence
- c. Anxiety
- d. Depression
- e. Drop of Motivation
- f. Sickness absence
- g. Other (please specify)

13. Regarding the behaviour that you were victim while you worked in pubs or restaurants, what form of bullying or harassment did you suffer?

- a. Humiliated in private
- b. Persistent unwarranted criticism
- c. Unwanted personal comments such as jokes
- d. Public humiliation
- e. Shouting
- f. Verbal abuse such as offensive language or insults
- g. Exclusion from social activities
- h. Personal intrusion from pestering, spying, or stalking
- i. Written or oral comments of a sexual nature

- j. Unwanted physical contact of a sexual nature
- k. Physical assault or intimidation (not of a sexual nature)
- l. Other offensive or threatening behaviour (specify)

14. If you suffered harassment, discrimination or bullying in the workplace, was it based on personal characteristics such as race, age, sexual orientation, disability, etc.?

A. Yes

B. No

15. If you answered yes to question 14, which characteristic was the harassment based upon?

- a. Sex
- b. Age
- c. Sexual orientation
- d. Disability
- e. Race
- f. Religion or Belief
- g. Gender
- h. Language accent
- i. Culture
- j. Different Nationality
- k. Other: Please specify.....

16. According to your experience throughout your employment in pubs and restaurants, do you believe that immigrants are more likely to suffer Discrimination, bullying or harassment at work?

A. Yes

B. No

17. “Pubs and Restaurants are dealing with bullying and harassment accordingly to the best practices, preventing behaviours such as Bullying, Harassment or discrimination and solving conflicts at work.”

a. Strongly agree

b. Agree

c. Neither agree nor disagree

d. Disagree

e. Strongly disagree

Appendix B – Consent Form:

Research Purpose:

The purpose of this research project is to explore the conditions of workers in pubs and restaurants regarding bullying and harassment and the impact those conditions have on the employees, particularly foreign workers. This is a research project being conducted by Lucas Gomes da Silva at Independent College Dublin. You are invited to participate in this research project, to help to explore the conditions of workers in pubs and restaurants regarding bullying and harassment and the impact those conditions have on the employees, particularly foreign workers with the objective of identifying if the employer is following their legal obligations also identify if immigrants are more likely to suffer bullying, harassment or any other Discrimination at work.

Consent Form:

Your participation in this research study is voluntary. You may choose not to participate. If you decide to participate in this research survey, you may withdraw at any time. If you decide not to participate in this study or if you withdraw from participating at any time, you will not be penalized.

The procedure involves filling an online survey that will take approximately 3 minutes. Your responses will be confidential, and we do not collect identifying information such as your name, email address or IP address. The survey questions will be about your experience working in the Pubs and Restaurants Sector and workplace conditions related to bullying and harassment.

We will do our best to keep your information confidential. All data is stored in a password protected electronic format. To help protect your confidentiality, the surveys will not contain

information that will personally identify you. The results of this study will be used for scholarly purposes only and may be shared with Independent College representatives.