Analysis of Aggressive Behavior Studies in the Workplace in Indonesia: A Systematic Literature Review

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A B S T R A C T

Aggressive behavior in the workplace is a crucial issue in Indonesia, potentially having a negative impact on individuals, teams, and organizations. This systematic literature review aims to analyze research on aggressive behavior in the workplace in Indonesia, including the factors that influence it, its impact, and coping strategies. This literature review uses the PRISMA (Preferred Reporting Items for Systematic Reviews and Meta-Analyses) method. A literature search was conducted in electronic databases such as Google Scholar, Scopus, and PubMed with the keywords "aggressive behavior", "workplace", and "Indonesia". From 25 relevant studies, the findings show that the factors that influence aggressive behavior in the workplace in Indonesia include work stress, workload, interpersonal conflict, and organizational culture. The impact of aggressive behavior in the workplace can include reduced productivity, employee turnover, and poor mental health. Coping strategies that can be implemented to overcome aggressive behavior in the workplace include stress management training programs, conflict intervention programs, and the formation of a positive organizational culture. Aggressive behavior in the workplace is a complex problem with various factors that influence it. Comprehensive prevention and mitigation efforts are needed to overcome this problem and create a safe and conducive work environment.

1. Introduction

Aggressive behavior in the workplace has become a crucial issue in Indonesia, presenting negative consequences for individuals, teams, and organizations. This behavior, which includes intimidation, harassment, and physical and verbal violence, can create an unsafe and conducive work atmosphere, hinder performance and productivity, and impact employee mental health and well-being. The urgency to understand and address aggressive behavior in the Indonesian workplace is increasing. Several studies show that the prevalence of aggressive behavior in the workplace in Indonesia is quite high. A national survey in 2020 showed that 37% of employees had experienced workplace bullying, and 18% had experienced sexual harassment.[1,2]

Aggressive behavior in the workplace can have significant negative impacts on individuals, teams, and organizations. These impacts can be: For individuals: Decreased work morale, stress, anxiety, depression, and even trauma. For teams: Disruption of communication, collaboration, and team cohesion, which can ultimately reduce team performance. For organizations: Decreased productivity, high employee turnover, and increased health and legal costs. Despite its high prevalence and impact, there is still a lack of understanding and knowledge about aggressive behavior in the workplace in Indonesia. The factors that influence it, its specific impact in the Indonesian cultural context, and effective coping strategies still need further research.[3,4]

Understanding the influencing factors and impact of aggressive behavior in the Indonesian workplace is critical to developing appropriate and effective interventions. This intervention can take the form of stress management training programs, conflict intervention programs, and the formation of a positive organizational culture.[5] This systematic literature review aims to analyze research on aggressive behavior in the workplace in Indonesia. This review will identify factors that influence aggressive behavior, its impact, and effective coping strategies. It is hoped that the results of this review will help increase understanding and knowledge about aggressive behavior in the workplace in Indonesia, as well as provide a basis for developing appropriate and effective interventions to overcome this problem.

2. Methods

This literature review uses the PRISMA (Preferred Reporting Items for Systematic Reviews and Meta-Analyses) method to ensure research quality and transparency. Electronic databases used: Google Scholar, Scopus, and PubMed. Keywords: "aggressive behavior", "workplace", and "Indonesia". Time limit: last 10 years (2013-2023). Publication type: scientific journal article. The articles found were filtered based on title, abstract, and full text. The article is relevant to the research topic (aggressive behavior in the workplace in Indonesia). The article uses valid and reliable research methodology. Articles are written in English or Indonesian.

Data from selected articles were extracted using a data extraction form. Extracted data includes: Publication information (title, author, year of publication), research methodology, research results, research conclusions. The extracted data was analyzed qualitatively. Data analysis focuses on: Factors influencing aggressive behavior in the workplace in Indonesia; The impact of aggressive behavior in the workplace in Indonesia; Strategies for dealing with aggressive behavior in the workplace in Indonesia.

3. Results and Discussion

Aggressive behavior in the workplace is an action aimed at hurting or injuring another person physically, verbally, or emotionally. This behavior can manifest in various forms, from intimidation and harassment to physical and verbal violence. Intimidation is behavior that aims to scare, threaten, or make another person feel uncomfortable. Intimidation can be done verbally, nonverbally, or physically. Examples include taunts, threats, exclusion, glares, and intimidating body language. Harassment is behavior that is indecent, degrading, or offensive to another person. Harassment can be verbal, nonverbal, or physical. Examples include rude language, sexist comments, unwanted physical contact, and offensive jokes. Physical violence is the use of physical force to harm another person. Physical violence can take the form of attacks, beatings, abuse, and other destructive acts. Verbal violence is the use of harsh words or threats to harm another person. Verbal violence can take the form of shouting, cursing, threats, and insults. Aggressive behavior in the workplace can be classified based on intensity, target, and motivation. By intensity: Mild aggressive: Teasing, rude comments, glares; Moderately aggressive: Threats, intimidation, insults; Severely aggressive: Physical violence, assault, battery. By target: Aggressive towards individuals: Intimidation, verbal or physical abuse; Aggressive towards groups: Discrimination, sexual harassment, bullying. Based on motivation: Instrumental aggressive: Performed to achieve a specific goal, such as getting a promotion or completing a task; Hostile aggression: Performed to harm another person without any specific purpose. Aggressive behavior in the workplace can have a negative impact on individuals, teams, and organizations. This negative impact can be in the form of decreased productivity, stress, anxiety, depression, employee turnover, and damage to the organization's reputation (Table 1).[3-6]

Table 1. Definition and typology of aggressive behavior in the workplace.[3-6]

Category	Definition	Classification	Example
Aggressive behavior	Actions aimed at hurting or injuring another person physically, verbally, or emotionally.		
Intimidation	Behavior intended to scare, threaten, or make another person feel uncomfortable.	Verbal, nonverbal, physical	Ridicule, threats, exclusion
Abuse	Behavior that is obscene, degrading, or offensive to others.	Verbal, nonverbal, physical	Harsh language, sexist comments, unwanted physical contact
Physical abuse	Use of physical force to harm another person.	Attacks, beatings, abuse	
Verbal violence	The use of abusive words or threats to hurt others.	Shouts, curses, threats	

Aggressive behavior in the workplace is a complex problem with various factors that influence it. These factors can be categorized as individual and contextual factors. Individual factors that may increase the likelihood of aggressive behavior in the workplace include: Work stress: A perceived imbalance between job demands and an individual's ability to handle them can lead to job stress. Work stress can increase the likelihood of aggressive behavior, such as anger, frustration, and impulsivity. Workload: Excessive amounts of work to be done in a given time can lead to fatigue, boredom, and impatience. This can increase the likelihood of aggressive behavior. Personality: Certain personality types, such as aggressiveness, impulsivity, and neuroticism, can increase the likelihood of aggressive behavior. Contextual factors that may increase the likelihood of aggressive behavior in the workplace include:

Organizational culture: A competitive, authoritarian, or unsupportive organizational culture can create an environment conducive to aggressive behavior. Leadership: Ineffective leadership, such as leaders who are authoritarian, uncommunicative, or unfair, can increase the likelihood of aggressive behavior. Aggressive behavior in the workplace can have a variety of negative impacts, such as: Reduced productivity; Employee turnover; Interpersonal conflict; Damage to the organization's reputation; Poor mental health for the individuals involved Understanding the factors that influence aggressive behavior in the workplace is important for: Developing effective prevention programs; Creating a safe and conducive work environment; Increasing employee productivity and performance; Maintaining employee mental health (Table 2).[7-12]

Table 2. Results of studies on factors influencing aggressive behavior.[7-12]

Factor	Definition	Measurement	Impact on aggressive behavior
Individual factors			
Work stress	The perceived imbalance between job demands and an individual's ability to handle them.	Work stress scales, such as the perceived stress scale (PSS)	Increases the likelihood of aggressive behavior, such as anger, frustration, and impulsivity.
Workload	The amount of work that must be completed in a certain time.	Workload scales, such as the NASA task load index (TLX)	Increases the likelihood of aggressive behavior, such as fatigue, boredom, and impatience.
Personality	Stable and consistent individual characteristics.	Personality tests, such as the NEO five-factor inventory (NEO-FFI)	Certain personality types, such as aggressiveness, impulsivity, and neuroticism, can increase the likelihood of aggressive behavior.
Contextual factors			
Organizational culture	The values, norms, and beliefs held by an organization.	Organizational culture surveys, such as the organizational culture profile (OCP)	A competitive, authoritarian, or unsupportive organizational culture can increase the likelihood of aggressive behavior.
Leadership	Leader styles and behavior in an organization.	Leadership scales, such as the multifactor leadership questionnaire (MLQ)	Ineffective leadership, such as leaders who are authoritarian, uncommunicative, or unfair, can increase the likelihood of aggressive behavior.

Aggressive behavior in the workplace is like a poison that slowly eats away at individuals, teams, and organizations. The impact is not just limited to small disputes but can spread to the realm of mental health, performance, and reputation. For individuals, aggressive behavior is like a shackle that hinders their potential. Stress, anxiety, and depression become a haunting shadow, dampening enthusiasm and eroding productivity. The resulting trauma can leave a deep impression, leaving psychological wounds that are difficult to heal. Job dissatisfaction and failure to achieve goals are inevitable logical consequences. In the team realm, aggressive behavior is like a time bomb ready to explode. Collaboration and communication are hampered, replaced by discomfort and fear. Team morale and motivation erode, replaced by frustration and disappointment. Interpersonal conflict is inevitable, triggering divisions and hindering the achievement of common goals. For organizations, aggressive behavior is like a chronic disease that eats away at the foundations of success. Productivity and profitability plummeted, offset by ever-increasing health costs and employee turnover. The organization's reputation is tarnished, tainted by a negative image and a non-conducive work atmosphere. Innovation and creativity are stifled, buried in a work climate full of fear and uncertainty. Understanding the impact of aggressive behavior in the workplace is the first step to stemming this poison. Awareness about the dangers needs to be raised, accompanied by effective prevention and intervention efforts. Creating a safe and conducive work environment is key to protecting individuals, teams, and organizations from the dangers of aggressive behavior (Table 3).[13-18]

Table 3. Impact of aggressive behavior in the workplace.[13-18]

Impact	Individuals	Team	Organization
Performance	Decreased productivity	Communication and collaboration disorders	Decreased productivity and profitability
Mental health	Stress	Distrust and conflict	Rising health costs
Employee turnover	Job dissatisfaction	Inability to achieve goals	Increased recruitment and training costs
Other aspects	Depression, anxiety, and trauma	Decreased morale and motivation	Reputation damage

Aggressive behavior in the workplace is like a monster that threatens calm and productivity. Overcoming it requires the right strategy, like a powerful weapon to fight this monster. Stress management training programs are like a shield that protects employees from the negative effects of stress. By learning relaxation techniques, mindfulness, and assertive communication, employees can control stress and improve their mental health. This, in turn, may reduce the likelihood of aggressive behavior. Conflict intervention programs are a double-edged sword. On the one hand, this program helps resolve conflicts constructively through mediation and negotiation. On the other hand, this program also helps build teamwork and improve communication between employees. Thus, this program can create a work environment that is harmonious and free from disputes. The formation of a positive organizational culture is like a strong fortress that protects the organization from the monster of aggressiveness. A culture that is supportive, open, and respectful of differences can increase employee morale and motivation. This can encourage employees to work together and help each other, thereby reducing the possibility of aggressive behavior emerging. Anti-discrimination and harassment policies are like the first line of defense that protects employees from unfair treatment. By having clear and firm policies, organizations can create a safe and inclusive work environment. This can help employees feel comfortable

and appreciated, thereby reducing the likelihood of them exhibiting aggressive behavior. Employee assistance programs are like a helping hand ready to help employees who are experiencing difficulties. This program provides counseling and support services to help employees overcome personal and professional problems. Thus, this program can improve employee well-being and minimize their chances of exhibiting aggressive behavior. Choosing the right strategy is like choosing the most effective weapon against a monster of aggressiveness. A combination of several strategies may be required to achieve optimal results (Table 4).[19-23]

Table 4. Strategies for overcoming aggressive behavior in the workplace.[19-25]

Strategy	Description	Effectiveness
Stress management training program	Provide training to employees on stress management techniques, such as relaxation, mindfulness, and assertive communication.	Effective in reducing stress and improving employee mental health.
Conflict intervention program	Provide training and mechanisms to resolve conflicts constructively, such as mediation and negotiation.	Effective in reducing conflict and increasing teamwork.
Formation of a positive organizational culture	Creating an organizational culture that is supportive, open, and respectful of differences.	Effective in increasing employee morale and motivation, as well as reducing aggressive behavior.
Anti-discrimination and harassment policy	Have a clear and firm policy against discriminatory behavior and harassment.	Effective in creating a safe and inclusive work environment.
Employee assistance program	Provide counseling and support services to employees experiencing personal or professional problems.	Effective in helping employees overcome problems and improving their well-being.

4. Conclusion

Aggressive behavior in the workplace is a complex problem with various factors that influence it. Comprehensive prevention and mitigation efforts are needed to overcome this problem and create a safe and conducive work environment.

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