

VIOLENCE AT WORK

Violence is rampant in any area of the social life, in all cultures and races. Nowadays, violence is considered as one of the issues related to the people's job safety and health. Violence at work is fgLpg f"cu"hqmq ykpi<

Ci itguukxg" o gcuwtgu" kpenwfki" rj {ukecn" cuucwnv" qt" vj tgcvgpki"
to do so in the work environment. Physical assault can be in the

v j g " o gpvcn " kmpguugu " cpf " j qy " vq " vcmg " ectg " qh " v j g o . " fkueqxgtkp i " v j g o " ecp " dg " c " i qqf " o gcp " hqt " gxcnwcvkp i " cpf " kfgpvkh { kpi " v j g " pwtugu " tgcvekqp " kp " fkhhtgpv " ukwcvkqp u " cpf " v j g { " o cmg " wug " qh " v j g o " kp " fkueqxgtkp i " cpf " uqnxkp i " v j g " rtqdng o u " qh " rcvkgpv " cpf " v j g o ugnxgu " * Ht { . " Qtkqtfcp " (" Vwtptg. " 4224+0 " Kfgpvkh { kpi " v j g " pwtugu " gzrgtkgpegu " kp " v j g " ru { ejkvt { " yctf " o cpkhguvu " v j g " jctfujkru " v j g { " hcogl " kp " hcev " y g " ecp " cpcn { | g " v j g " rcvjqnq i { " qh " v j g " gzrgtkgpegu " v j tqwi j " gznqtkpi " cpf " enctk { kpi " v j g " qxgtv " cpf " v j g " eqxgtv " fk o gpukqpu " Eqpukfgtkt " v j g " hcev " v j cv " v j g " pwtugu " gzrgtkgpegu " ctg " hqt o gf d { " dgkpi " g z r q u g f " v q " v j g " tgcn " nkhg " ukwcvkqp u " gzrtguukpi " v j g o " ku " guugpkcn " kp " vgt o u " qh " rtqhguukqpcn " xkqngpeg "

J cvej / Ockmngvg " cpf " jku " cuuqekcvkqp u " ct iwg " v j cv " xkqngpeg " kp " v j g " psychiatry ward is a permanent factor for the health care staff made o quvn { " d { " v j g " rcvkgpv " cpf " vq " c " nguu " gzvgpv " v j gkt " xkukvqtu " * J cvej / Ockmngvg. " Uecnqtc. " Dc fgt " (" Dq o uvgkp. " 4229+

V j g " uwf { u " Lpfkpi u " kpenwfg " v j g " rtguwo rvkqp " qh " hqwt " o ckp " eqpegrvu " qh " ncen " qh " cfgswcv " rtqygevqkp " rqqt " tkum " o cpcig o gpv " the outcomes of violence and humanitarian tendencies. The results uw i i gwu " v j cv " v j g " pwtugu " kp fkecvf " v j g " jgcfu " cpf " v j g " jqurkvn u " ncen " qh " cwgpvq " vq " v j g " rtqdng o u " T { cp " cpf " jku " cuuqekcvkqp u " uvcv " v j cv " uq o g " gpxktqp o gpvcn " hcevqtu " kpenwfkpi " vq " o wej " y qtm " jctf " y qtmkpi " eqpfkvkqp u " y qtm " rtguuwgt. " kpetgcukpi " v j g " rcvkgpvu " fc { /d { /fc { " cpf " lack of adaptability to the nurse can lead to violence, incline the rcvkgpv " vq " c i i tguukqp " cpf " chhgev " v j g o " dqv j " r j { ukecm { " cpf " o gpvcn { " * T { cp. " J kmu " (" Ygdd. " 4226+0

Kv " ku " dgngxg f " v j cv " v j g " u j qtvcig " kp " v j g " pw o dgt " qh " uvchh " cpf " v j g " nqc f " y qtm " ecwug " v j cv " v j g " vgejpkecn " fwwkgu " fwtkpi " v j g " y qtmkpi " u j khv u affect the nurse's performance. This makes the nurse pay attention to v j g " g o qv kpcen " pggfu " qh " v j g " rcvkgpv " fwtkpi " v j g " vgejpkecn " ectgu " * Ckpg. " Cnjkpc. " Oqjco o cfk " (" Mc | g o pglc f. " 422 : +0

Kp " jku " uwf { " 84 " rgtegv " qh " v j g " pwtugu " dgngxg " v j cv " vqq " o wej " y qtm " ku " tgurqpkdng " hqt " v j gkt " hcknwttg " kp " eqpvtqmkpi " v j g " y ctf. " v j wu " v j g " qwwtcig " qh " v j g " xkqngpeg " kp " v j g " rcvkgpv " cpf " 3 : " rgtegv " eq o r nckpgf " cdqwu " v j g " r j { ukecm " rtqdng o u " * Qy gp. " Lqpgu " (" Vgppcpv. " 3 ; ; : +0

Vqfc { . " pwtukpi " cu " c " tqwkpg " dcugf " lqd. " jcu " dggp " o gpv kqpgf " cu " c " ugtkqwu " fgLekpe { " v j cv " ecp " dg " tguwnvgf " htqo " v j g " u j qtvcig " kp " v j g " pw o dgt " qh " uvchh " cpf " vq " o wej " y qtm " Uq " gxgt { dqqf { " ku " v t { kpi " v q " tgrnceg " kv " ykv " dgkpi " rcvkgpv " dcugf " ykv " cp " g o r j cuku " qp " v j g " rcvkgpv " cpf " jkul jgt " wpkswg " pggfu " * Pkmdcmjv. " Rctuc " [cmvc. " Go co k. " 4226+0

Ngi cn " rtqdng o u " tguwnvpki " htqo " v j g " rcvkgpvu " swcttgn " ykv " v j g " uvchh " cpf " pqv " dgkpi " uwrrqtvf " d { " v j g " jgcfu " ctg " uq o g " qh " v j g " rctvkekrpnu " qduguukqp " y jkej " ku " cnuq " kp fkecvf " kp " v j g " uwf { " qh " Vgk o qwt | cfgj " cpf " jku " eqmngciwgu " * Vgk o qwt | cfgj. " Tcujkfkcp. " Ctdc " (" Cmdctk. " 422 ; +0 " kp " v jku " tgictf " Rcvgtuqp " dgngxgu " v j cv " rtgugpeg " qh " v j g " o cpcigtu " dtkp iu "

4223+0" Vjg" fcvc" tgrtgugpvgf" vjcv" vjg" rctvkekrpvu" vjg o ugnxgu" wptfgtuvcpf" gcej" qvjgtu" urktkwcu" pggfu" cpf" uwrrqqt" gcej" qvjgtu" Htc {" pointed out that a nurse is the most important source of emotional unrqrqt" hqt" vjg" rcvkgpv" cpf" vjg" qvjgtu" pwtugu" *Ht" . Qtkqtfcp" (" Wvtptg." 4224+0" K" vgg o u" vjcv" vjg" ncem" qh" ucukuhcevkqp" y jku" dcuke" pggf" y cu" dgkpi" eq o rgpcvgf" vjku" y cu" Qvjgtu" fcvc" kpenwfg" rqqt" rtqhgukqpcn" umknmu" kpuvtwevkqp" cpf" tkum" o cpcig o gpv" Kcp" swqvgf" Y cnuj" 7" \$cnvjqwi j" vjg" vgejpkcne" umknmu" qh" vjg" pwtugu" ctg" qw" qh" swgukqp." sometimes their communication abilities are so weak that fails to tgurqpf" vq" vjg" wpkswg" pggfu" qh" gcej" rcvkgpv" Kp" vjku" ecug" pwtugu" pggf" vq" i ckp" umknmu" cpf" mpqyngf i g" kp" vjku" tgictpf" " Ckpg." Cnjkpk." Oqjco o cfk" (" Mc | go pgpcf." 4222+0

Vjg" cwwjqjt" jcu" o gpvqpgf" vjcv" ceeqtfkpi" vq" vjg" uwvfgpv" o qfqn." vjg" eq o rnkecvf" umknmu" qeewt" vj tqwi j" qdugtxkpi" vjg" tqng" o qfqn" u" hwpevkqp." rtcevekpi" vjg o " cpf" tgegkxkpi" hggfdcem" htqo" vjg" kpuvtwevqto" *Ckpg." Cnjkpk." Oqjco o cfk" (" Mc | go pgpcf." 4222+0

Kp" uvwf {" Htguj y cvgt" cpf" Uvkecmng" uvvcvgf" vjcv" GS" kp lwgpeg" vjg" pwtugu" hwpevkqp." vjwu" kh" vjg" eq o o wpkcvcvq" umknmu" ctg" kpcfcgswcvg." vjg" pwtug" y knn" dg" dpgpLvgf" d{ " vjg" kpfxkfvcu" hggnkpi" y jkej" ctg" mfpf" qh" GS" *Ckpg." Cnjkpk." Oqjco o cfk" (" Mc | go pgpcf." 4222+0

The participant's remarks represent their failure in the prevention qh" cpig" cpf" eqptqmnkpi" vjg" ko rwnugul" Tckpkpi" cpig" o cpcig o gpv" ku" crrnkecdng" vq" fgxgnqr" cpig" o cpcig o gpv" umknmu" cpf" tgfweg" vjg" xwnpgtcdknv" { qh" pqto cn" rgqrng" qt" vjg" urgekLe" itqwru" qh" enpkcne" rqrwncvkqp." Fgn" Xgeejkq" y tkvgul" Jg" cffu." vjku" ogvjqf" ku" uwkvcdng" htq" vjqug" y jq" fqpov" jcxg" cfgswcvg" umknmu" kp" cpig" o cpcig o gpv" cpf" ctg" chlkevg" d{ " uq o g" rj { ukecn" qt" dgj cxkqtcn" fkuaqtfgtu" cu" c" tguwnv" qh" cpig" ctqwu" cpf" ko rrtqrgt" gztguwq" qh" vjcv" cu" y gnu" cu" vjg" gztvgt o g" kpvgtpcnk" cvkqp" cpf" gzygtpcnk" cvkqp" Fgn" Xgeejkq" (" Qngct." 4226+0

Kp" Pcxggf {} u" uvwf { " kv" y cu" urgelLgf" vjcv" pgctn" : 2" rgttegpv" qh" vjg" cfwnu" cpf" vggpcigtu" rctvkekrvgf" kp" vjg" vtckpkpi" eqwtugu" cwckpgf" vjg" umknmu" kp" eqptqmnkpi" cpig" r tqdng o /uqnxkpi" . g o rvcj" . cuuqtvxgpguu" cpf" ugnh" eq o hqt" vjg" htgswgpe" { cpf" vjg" kpvgpukv" { tguwnvki" htqo" vjg" gztvgtpcnk" cvkqp" qh" cpig" kpenwfkpi" o cnfcrcvkg" dgj cxkqtcn" fgetcgugf" co qpi" vjgo" *Pcxggf" . 4222+0" Ceeqtfkpi" vq" vjg" cpcn{ uk" qh" vjg" kphqt o cvkqp." ci i tguukxg" ukwcvkqp" ngc" vq" vjg" nquu" qh" rj { ukecn" cpf" o gpvna" rqygt" kp" pwtugu" TcLgg" cpf" jku" eqmngi wgu" swqvgf" Rqwgvt" 5" Shggnkpi" qh" fgrtkxcvq" fgrtkguwq" utvguu" cpf" vtklkip" rj { ukecn" eq o rncpkpu" ctg" vjg" pqto cn" rctvu" qh" nhkg" cpf" y qtnm" J qy gxgt" vjqug" y jq" ctg" chhgevg" d{ " vjg" rtqhgukqpcn" dwtpqwu" gztgtkpgf" vjgu" pg i cvkxg" hggnkpi" o qtg" vjcp" qvgtu" wpvkn" vjg" ukipu" dgeq o g" ej tqpke" kp" vjgo" *TcLgg." Jcij fqqw" (" Cfxtc." 4228+0" Vjg" tguwnv" qh" uq o g" uwvfkgu" uw i i guv" vjcv" pwtugu" vjg" ru" e jkcv" { uvchh" kp" rctvewnct" y jq" fgc" y tkv" ko dcncpegf" cpf" ru" e jkcv" rcvkgpv" ctg" kpetgcukpi" { " vj" vjg" tkum" qh" rj { ukecn" cpf" o qvqkpcn" rtqdng o u" *Uwvctv" (" Nctc." 4227=0" OeEctv" . 3; : 7" Fgnpcg" . Engct" . Lqtfcp" (" J qtuhcum" . 4223=0" Cjcpict|cfgj." Ujco u" (" Ucijk|cfgj." 4222+0" [qugl. Pco fctk" (" Cfjco ckpc." 4228+0

Cpqjgt" qweeqog" qh" xkqngpeg" ku" pgicvkg" dgj cxkqtcn" manifestation. The professional violence can lead to burnout in the uvchh" tguwnvki" kp" vjg" nquu" qh" qpgu" rj { ukecn" cpf" o qvqkpcn" rqygt" cpf" vjg" kpefkgf" qh" pgicvkg" dgj cxkqtcn" cpf" cwkwpvgf" vqyctf" jko ugnh" cpf" vjg" qvjgtu" *Cjcpict|cfgj." Ujco u" (" Ucijk|cfgj." 4222+0" Jcujgo" |cfgj." Qtcpik" (" Dcjtgcft." 4223+0" kp" uvwf { " vjcv" tg lgevu" vjg" gztgtkpgf" qh" vjg" pwtugu" kp" vjg" ru" e jkcv" t" yctf" tg i ctkpi" xkqngpeg" vjg" rj { ukecn" . g o qvqkpcn" cpf" ru" e jkcv" jcto" ng" vq" vjg" rtg o cvwtg" tguikpcvq" htqo" vjg" lqd" *J gpm" Ngp" Pkeq" (" I gctf." 4227+0

Cnjjqwi j" vjgtu" kp" qg" gzcev" uvcvkukeu" htqo" vjg" pwtugu" dgj cxkqtcn" rtqdng o u" kp" Ktcp." kp" c" uvwf { " ecttkgf" qw" qp" vjg" pwtugu" qh" vjg" gogtigpe" { yctf" qh" Cndgtvc" jqukvci" kp" Ecpfcf" vj" y cu" o cpkhgugv" vjcv" 64" rgttegp" uj qy gf" xkqngp" dgj cxkqtcn" cpf" vjg" tguqu" y gtg" Etuv." vjg" rcvkgpv" vjgp" eqmgeci wgu" cpf" o qtg" ugltqwu" vjg" hco o lkkg" *o qvnu" cu" c" swcttg" *J gumgv" gv" cnl." 4229+0

Vjg" egpvgf" htq" hggnkpi" ugnh" uwheLkgep" { fguetkdgf" pwtugu" cu" y qvij kpguu" . uweeguu" cpf" lqd" ucukuhcevkqp" cdnkav" vq" fkukp i wku" cpf" rgttegp" . kpetgcukpi" lqd" rgtqhto o cpeg" cpf" cffu" vjcv" vjg" nquu" qh" lqd"

interest and job aversion are the results of the lack of chronic control qp" lqd" uweeguu" *Otgteg." 4229+0"

Kp" vjg" uwvf { " d{ " Xku" { cpf" jku" cuuqekcvkqp" vjgtu" jcu" dggp" c" uki pkLecpv" pg i cvkxg" tgnvcvqpu" jkr" dgy y ggp" vjg" ugxtg" vgpukpu" cv" y qtm" cpf" vjg" lqd" ucukuhcevkqp" *Xgkuk." Cvgh." Mc | go" (" Tg | ck." 4223+

Ocp { " qh" vjg" pwtugu" kp" fguetkdgf" vjgtu" gztgtkpgf" qh" vjg" xkqngp" situations had positive view to the patient that was expressed as o qtcn" cvvkwfpu" cpf" hggmkp i u" cu" y gnn" cu" cnvtwku o" vqyctf" vjg" o gpvcn" { knn" Ykjv" qr rquq" vq" vjg" uwvf { " qh" TcLgg" cpf" jku" eqmgeci wgu" kp" y jkej" vjg" pwtugu" qh" vjg" dwtpkpi" yctf" ygtg" jggfnguu" qh" vjg" rcvkgpvu" r tqdng o u" vjg" ffkpov" u" { o rcvjk | gf" y kjv" vjg" rcvkgpvu" cpf" cxqkfgf" vjg" o " kp" qtfgt" vq" tgfweg" vjgtu" qyp" vgpukp" *TcLgg." Jcij fqqw" (" Cfxtc." 4228+0"

Violence in Emergency Room

Gogtigpe { " ku" vjg" rkqpv" qh" eqppgevq" dgy y ggp" vjg" rgqrng" cpf" vjg" jgcnv" ectg" u{ vgo" *I wntclcpk." 3; ; 7+0" Fwg" vq" vjg" urgelkLe" pcwtg" qh" gogtigpe" { ectgu" . o qvnu" qh" vjg" rgqrng" y jq" ecnn" vjg" u{ vgo" ctg" uwhehgtkpi" htqo" rj { ukecn" . ru" e jkcv" qh" uqekn" fkuqtfgtu" Vjgtghqgt." vjg" gogtigpe" { tqqo" ku" hwm" qh" cdpqto cn" dgj cxkqtu" kpenwfkpi" vjg" ci i tguukxg" qpgu" *Ucpfu." 4229+0

Xkqngpeg" c i ckpuv" vjg" o gfkci" rgtuqppgn" ku" c" i nqdcn" kuuwg" y jkej" ku" kpetgcukpi" *Y jkwpk i vpq" (" Y { mgt." 3; ; 8+0" Hqt" gzc o rng." vjg" etk o kpqmqi { cuuqekcvkqp" qh" Cwvutcnk" eqpuqf" vjgug" kpuvkwvq" cu" vjg" etk o g" egpvgf" *Lqpgu" (" N { pgjco" . 4223+0" Co qpi" vjg" jgcnv" ectg" rgtuqppgn" cmuq" vjg" gogtigpe" { yctf" ctg" o qvnu" { gztqrugf" vq" xkqngpeg" *Ejcr o cp" (" Uv { ng." 4228+0" Vjg" o ckpc" tgcuqu" qh" xkqngpeg" kp" vjg" gogtigpe" { tqqo" kpenwfg" kpetgcukpi" vjg" vko" qh" gztgevcvq" vjg" patient's hopelessness, the poor disciplinary system, silence culture, ncem" qh" tgrqtvkpi" u{ vgo" " cpf" ncem" qh" vjg" jgcf" u" ugpkvkvxv" { vq" xkqngpeg" *Lqpgu" (" N { pgjco" . 4223+0

Vjg" gogtigpe" { rgtuqppgn" ctg" cnyc { u" gztqrugf" vq" xkqngpeg" dgecwug" qh" dkp i " kp" vjg" wtggv" cpf" gxgp" rgqrng" j qwugu" *Nwecu." 4223+0" Hqt" gzc o rng." qpg" qh" vjg" W0U" pg y u" ej cppgm" kp" 4229" tgrqtvf" 49" xkqngp" cuucwvnu" y kjv" mpkhd" c i ckpuv" vjg" rgtuqppgn" kp" vjg" gogtigpe" { tqqo" *CDE" Pg y u." 4222+0"

Qpg" mfpf" qh" xkqngpeg" ku" vjg" xgtdcn" qpg" y jkej" jcu" fguvtevkxg" ghhevu" qp" vjg" rgtuqppgn" Hqt" gzc o rng." uwvfkgu" qp" xgtdcn" xkqngpeg" c i ckpuv" vjg" c o dwncpeg" uvchh" kp" vjg" W0U" y jqy gf" vjcv" 83" rgttegp" qh" vjg" o ctg" gztqrugf" vq" vjg" xgtdcn" xkqngpeg" cppwcn" { *Eqtdgw." I tcpig" (" Vjq o cu. 3; ; :=0" Ogejgo" . Fkemkpuqp" (" Uj qhgt." 4224+0" kp" cffkvp" c" uwwf { " ecttkg" f" qw" kp" Uy gfp" tgxgeng" f" vjcv" kp" vjg" vjtg" { gctu": 2" rgttegp" of the ambulance staffs are exposed to violence by the patients, their hc o nkgu" cpf" htkgp fu" *Dq { ng." Mqtkvucu." Eqngu" (" Uvcpgn" . 4229+0

The conducted researches in different countries in terms of the rtgxengpeg" qh" xgtdcn" xkqngpeg" tgrtgugpvgf" c" jki j" htgswgpe" { *Etkm" . Ejcdq { gt" (" E tggf" . 4226=0" Dq { ng." Mqtkvucu." Eqngu" (" Uvcpgn" . 4229=0" Rq | lk." 3; ; :=0" Hqt" gzc o rng." UWugtwf" uj qy gf" vjcv" vjg" rtgxengpeg" qh" xgtdcn" xkqngpeg" c i ckpuv" vjg" gogtigpe" { rgtuqppgn" kp" Uy gfp" y cu" 9" rgttegp" fwtkpi" c" { gct" *Uwugtwf." Dnq o swku" (" Lqj cpyuqp." 4224+0"

Oqtgqxgt." vjg" tguwnv" qh" Dqkn" cpf" jku" cuuqekcvkqp" uwvf { " tgrtgugpvgf" vjcv" : 4" 6" 6" rgttegp" qh" vjg" gogtigpe" { rgtuqppgn" gztgtkpgf" xkqngpeg" kp" c" { gct" *Dq { ng." Mqtkvucu." Eqngu" (" Uvcpgn" . 4229+0" Vjg" uwvfkgu" ecttkg" f" qw" qp" pwtugu" tgxgeng" f" vjcv" kp" the personnel's view the patient's death, accessibility of their work rncge" cpf" y qtmkpi" kp" vjg" rncgeu" y kjij" xkqngpeg" ctg" ghhgevkxg" kp" vjg" etgcvkqp" qh" xkqngpeg" c i ckpuv" vjg" gogtigpe" { rgtuqppgn" kp" Uy gfp" y cu" 9" rgttegp" fwtkpi" c" { gct" *Uwugtwf." Dnq o swku" (" Lqj cpyuqp." 4224+0"

Age, Gender, Working Hours and Violence

Kp" uq o g" uwvfkgu" vjgtu" kp" pg" tgnvcvqpu" jkr" dgy y ggp" cig" cpf" vjg" rcvkgpvu" xkqngpeg" *Gtmqn." I qmfqicp." Gtmqn" (" Dq | . 4229+0" J qy gxt" kp" uq o g" vjgtu" *Gvut { p/Dgjct" gv" cnl." 4222+0" Vcp" . Ejgp" \ jcp" "

- Myqn."T0R0."Nc y ." [0M0."Nk."M0G0."P i ." [0E0."Ejgwp i o ."O0J0."Hwp i ."X0M0."gv"cm" *4228+0"Rtgxqngpeg"qh"y qtmrnceg" xkqngpeg" cickpuv" pwtug"kp"j qpi "mqqpi "Hong Kong Medical Journal, 12."8/;0
- Ncxewu."T0."*4228+0" xkqngpeg"kp"v jg"rtgjqrkvcn"ugwkp i "Gogtigpe{"Medicine clinics of north American, 17*5+.89/;8/50
- Nwecu."T0."*4223+0" Xkqngpeg"kp"v jg"rtgjqrkvcn"ugwkp i "Emergency Medicine Clinics of North America, 17*5+.89/;8/50
- Ocnlgut."L0."*4228+0" Octmgv" hqtegu" kpgxlvcndg"kp" j gcnv j "ectg0" Ned Tijdschr Geneesk d, 150."32/360
- OeEctv j ."R0."*3; :7+0" Dwtppqv w"kp"ru{ejkcvtk e"pwtukpi "Journal of Advanced Nursing, 10."527/5320
- OeMkppqp."D0." ("Etquu."Y0."*422: +0" Qeewrcv kqpcn" xkqngpeg" cpf" cuucwnv"kp"o gpvcn"j gcnv j "pwtukpi "C"ueqrkpi "rtqlgev"hq" "Xkevqtkcp" mental health service. International Journal of Mental Health Nursing, 17.".;/390
- Ogejgo."E0E0."Fkemkpuqp."G0V0." ("Uj qhqt."H0U0."*4224+0"Kplwtgu"htq o "cuucwnv"qp"rctc ogfkeu"cpf" LtgLi jvgu"kp"ep"wtcdp" g ogtigpe{"medical services system. Prehospital Emergency Care, 6."5/8;6230
- Ogj tcdk."V0."Hcpkcp."P0."I jc | c xk." \0." ("\cti jco ."C0."*4229+0" Pwtugu"gzrgtkpegu"tg icfkpi "y qtmkpi "kp"v jg"ru{ejkcvtk e"y ctfu"cpf"ku"rj {ukecn"qweq o gu" Cxeknldng"htq o "WTN=" j wrclly y y lchvcdlcg1 ctvkengul j gcnv j avj tcr {lo gfkcnaukqpeg0"Rgtukcp+
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