



**TECHNICAL ASSISTANCE FOR PROMOTING  
DECENT FUTURE OF WORK APPROACH WITH  
A FOCUS ON GENDER EQUALITY  
  
(TREESP1.3. FoW/P-01)**

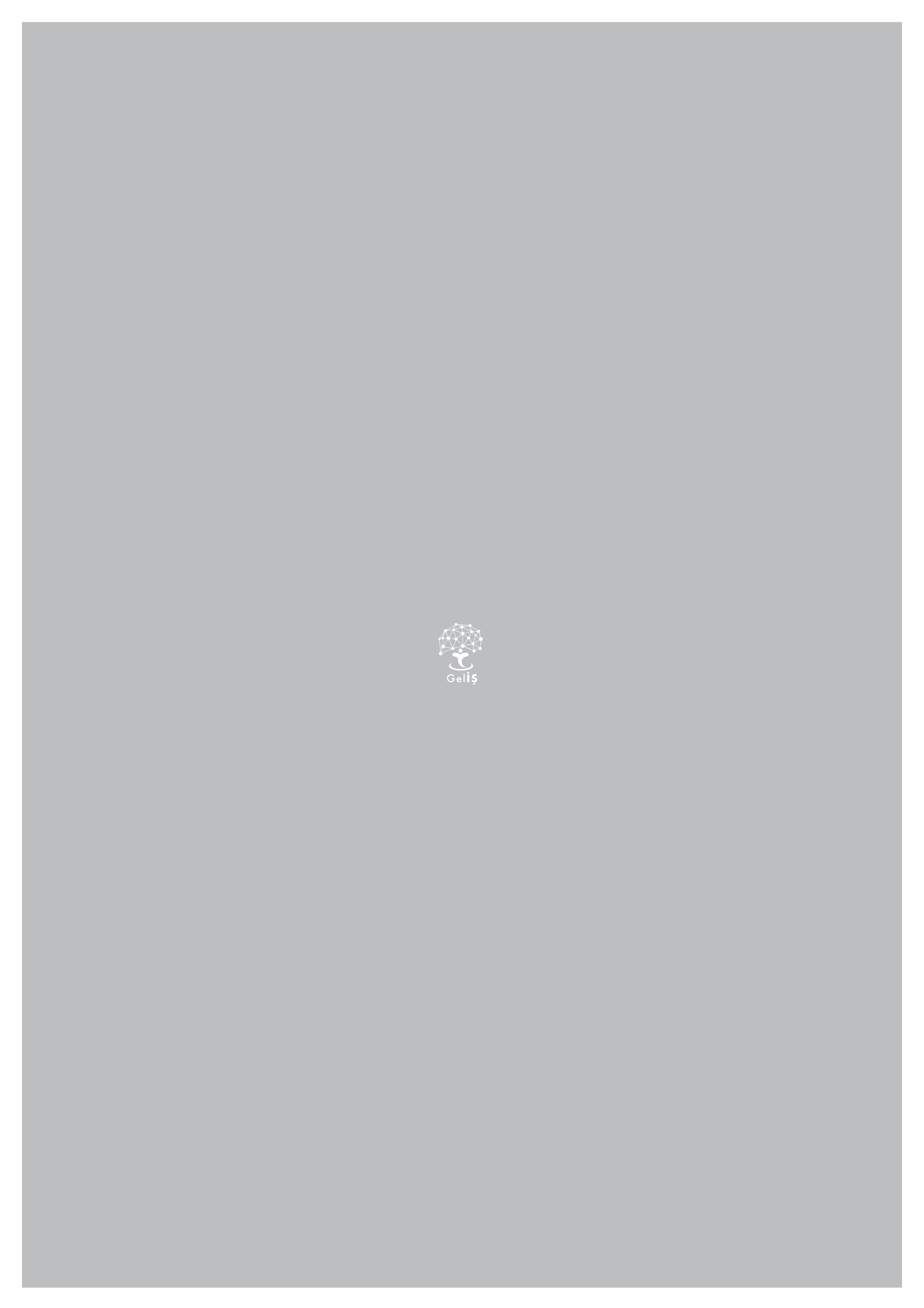
**TÜRKIYE**

**CATEGORY 4: COORDINATION AND COOPERATION MECHANISMS**

**INTERVENTION 12.3: POST-STUDY WORKSHOP ON MOBBING COMPLAINTS WITH A PARTICULAR FOCUS ON GENDER**

**ANNEX 4 TO EXECUTIVE SUMMARY REPORT:**

**POST-STUDY WORKSHOP EVALUATION REPORT**

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# INTRODUCTION

This Report summarises proceedings during a Post-Study Workshop on Mobbing Complaints with a Particular Focus on Gender held on 7 June 2022. The purpose of the Workshop was to present interested stakeholders with draft recommendations which had been developed during a detailed studyon Mobbing Complaints with a Particular Focus on Gender, and provided a final opportunity for those stakeholders to agree or amend those recommendations. This Report contains, as Annexes, all the PPT presentations which were delivered during the Workshop, gives an overview of the main points raised during discussions, and sets out the Policy Recommendations as amended by participating stakeholders.

# CONTEXT

The Project’s Terms of Reference (ToR) has set the following task for TAT in the delivery of Intervention 12**:**

*8 workshops will be organised in Ankara to discuss for studies which will be conducted under Category III: Scientific & Technical Studies with the participation of relevant public institutions, academicians, NGOs, social partners, professional organisations, representatives of private sector. 2 workshops will be organised for each study. (4 pre-study workshops and 4 post-study workshops) 50 participants will attend to each workshop and will last one day. 5 participants out of 50 will be outside of Ankara. 10 staff of the Operation Beneficiary will participate to each workshop.*

Sub-Intervention 12.3 relates to the Post-Study Workshop onMobbing Complaints with a Particular Focus on Gender, linked to the Project’s Intervention 10 for which the ToR requires:

*In addition to the Operation Beneficiary, the Presidency of the Republic of Türkiye Directorate of Communications and Human Rights and Equality Institution of Türkiye are also two institutions responsible for mobbing issue.*

*In order to improve methods of data collection and statistics in mobbing cases, a desk study will be prepared by compiling official mobbing complaints and appeals received by abovementioned institutions for better understanding and implementation of the culture of decent work. Determination of relevant factors such as sector, age, sex, harassment, duration, physical and psychological consequences will be necessary to develop relevant policies.*

*Examination of three institutions’ records; interviews with officials of three responsible institutions; desk study and 100 indicative face-to-face interviews with employers and/or employees (in Ankara) will be conducted for the subject research.*

*A recommendation report which will include analysis of finding of the research will be drafted in English with executive Turkish summary and it will be used to draft relevant regulations and/or policies. The report should include diversification of province, gender, sector, age and title of people who are subjected to mobbing and so-called mobbing. It will be published on the official web site of the Operation Beneficiary.*

# BACKGROUND

The Post-Study Workshop was held as a hybrid event in Ankara as approved by correspondence between TAT and the Contracting Authority.

# AGENDA

The Agenda for the Workshop was developed by TAT in discussion with its Experts, and was then submitted for comment and approval to the Operational Beneficiary. The list of participant institutions/organizations and agenda are included below:

**Intervention 10:** **Mobbing Complaints with A Particular Focus On Gender**

**Post-Study Workshop**

|  |  |
| --- | --- |
| **Date** | 7 June 2022 – Time 10:30 – 15:00 |
| **Participant Institutions/Organizations** | * Ministry of Labour and Social Security          Ministry of Family and Social Services         Presidency of the Republic of Türkiye (Presidency of Strategy and Budget)         Presidency of the Republic of Türkiye (Presidency's Communication Center (CIMER))         Ministry of Justice (DG for Legal Affairs, DG of Judicial Registry and Statistics)         Ministry of National Education (Presidency of Inspection Board)         Ministry of Industry and Technology         Ministry of Labour and Social Security         Ombudsman Institution         Social Security Institution         SSI - Directorate for Guidance and Inspection         General Directorate of Security         Ankara İŞKUR         Çukurova Development Agency         Human Rights and Equality Institution of Türkiye         Ege University         Ankara University Faculty of Law         Dokuz Eylül University         Anadolu University         Izmir Bar Association Women's Rights Centre         İstanbul Bar Association         Mobbing Education Support Research Association (MEYAD)         Öz Finans-İş Union         MEMUR-SEN         TÜRK-İŞ         HAK-İŞ         ILO |
| **Objective of the Meeting** | The objectives of the Post-Study Workshop are:   1. To present the results of Report on **Mobbing Complaints with a Particular Focus on Gender (**Field Study and the policy recommendations) 2. To receive feedback from different stakeholders in Ankara with the participation of 5 people from out of Ankara (in a total number of 50). 3. To have a platform for sharing the results and findings from the Report on **Mobbing Complaints with a Particular Focus on Gender**, with regards to the Future of Work in Türkiye. |

**AGENDA**

|  |  |  |
| --- | --- | --- |
| Time | Subject | Responsibility |
| 10:30-10:45 | Opening Speech | DG MoLSS Employment Policies |
| 10:45-11:00 | Main goals achieved with the pre – workshop and the Field Study on Mobbing Complaints With A Particular Focus On Gender | Michael Chambers  (Team Leader, FoW Project) |
| 11:00-12:30 | **Presentation of the activity, goals, and methodology**   * **Presentation of the results of the Field Study and Policy Recommendations** * **Feedback and comments of the participants** * **Institutions responsible for each recommendation** | Ahmet Gül  (Researcher Expert)  Ahmet Gül  (Researcher Expert)  Özlem Boztaş  (Gender Expert)  Mehlika Yaycı  (Legal Expert)  Participants |
| 12:30-13:30 | Lunch Break |  |
| 13:30-14:30 | **Sustainable cooperation and collaboration for the future on Mobbing complaints with a particular focus on gender:**   * **Adoption of a system of communication and collaboration (Network**) to give sustainability to the actions and policies * **Means to disseminate results** to all stakeholders and the public. * **Agreement to disseminate results** in each organization | Ahmet Gül  (Researcher Expert)  Özlem Boztaş  (Gender Expert)  Mehlika Yaycı  (Legal Expert)  Participants |
| 14:30-15:00 | Wrap up and closing remarks | Michael Chambers, (Team Leader, FoW Project) |

# STRUCTURE OF WORKSHOP

The one-day workshop gave an overview of the Project and the methodology of the research process, followed by a presentation of the draft recommendations which had emerged from the study, with each recommendation accompanied by a rationale for its inclusion, together with any related case studies of good practice which provided a broader context for participants. Participants were encouraged to comment on each recommendation, indicating their agreement or, in some cases, explaining why they believed the recommendation should be amended.

# ATTENDANCE

The Operational Beneficiary issued official invitations to a wide range of relevant stakeholders to participate in the Workshop. This resulted in the following attendance:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Total Attendance**  **(Online)** | **Public Sector** | **Private Sector** | **NGOs, etc.** | ***TAT*** |
| 78 | 47 | 24 | 6 | 1 |

From this total of 78 persons (online) (private/public sector/NGOs), 13 are from outside of Ankara.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Total Attendance**  **(In=Person)** | **Public Sector** | **Private Sector** | **NGOs, etc.** | ***TAT*** |
| 25 | 19 | 0 | 0 | 6 |

From this total of 25 persons (in person) (private/public sector/NGOs), anyone is from outside of Ankara.

The total number of participants was 103 (including TAT).

61% of the online participants were from the public sector and 39% were from NGOs and others. 13 participants were from outside Ankara ((İzmir:4, Adana:4, Bursa:1, İstanbul:3, Samsun:1). The in-person participants were solely from the public sector, mainly drawn from MoLSS.

# PRESENTATIONS

In line with the Agenda, a number of speeches and presentations were given:

## 7.1 Introduction by MoLSS

There was no PPT presentation, but Ms. Ceylan Çifçi emphasised MoLSS’s commitment to supporting a Decent Future of Work for Türkiye. The FoW Project had been designed to play an important role in supporting MoLSS’s efforts in this regard, and was one of two elements currently in operation (the second, a major grant scheme administered by MoLSS had also begun). To discuss and receive Recommendations on Mobbing Complaints with a Particular Focus on Gender was an important issue for a decent future of work.

## 7.2 Overview of the Project

Mr. Michael Chambers, FoW project Team Leader, delivered a PPT presentation (see Annex 1) which explained the structure of the Project and provided the context for the Pre-Study Workshop. With regard to Mobbing Complaints with a Particular Focus on Gender, he explained the Progress to Date:

* Extensive desk research – international and Turkish perspectives;
* Stakeholder meetings;
* Pre-Study Workshop;
* More than 100 face-to-face interviews with employers and/or employees (in Ankara) were conducted for the field research;
* Detailed analysis – with focus on recommendations for policy-makers;
* Draft Report.

He explained that the purpose of the workshop was to enable stakeholders to have a final say before the recommendations were formally submitted to MoLSS.

## 7.3 Overview of Study Methodology

Özlem Boztas, Gender Expert, pointed out the importance to have a gender perspective to analyse Mobbing. She explained that studies done so far on mobbing have employed a gender-neutral approach to the phenomenon, suggesting that there was no relationship between gender and mobbing. This Study includes a perception on how mobbing is in relation with gender.

Ahmet Gul, Researcher Expert, outlined the methodology of the study, explaining that face-to-face interviews were conducted on the following lines:

**Table 1: Distribution of demographic characteristics of the respondents**

|  |  |  |  |
| --- | --- | --- | --- |
|  | | f[[1]](#footnote-1) | % |
| * A1. Sector | * Service sector | 74 | 67.9 |
| * Manufacturing sector | 35 | 32.1 |
| * Total | 109 | 100.0 |
| * A2. Gender | * Female | 52 | 47.7 |
| * Male | 57 | 52.3 |
| * Total | 109 | 100.0 |
| * A4. Educational Status | * primary school graduate | 11 | 10.1 |
| * secondary school graduate | 28 | 25.7 |
| * University graduate | 47 | 43.1 |
| * Master degree | 23 | 21.1 |
| * Total | 109 | 100.0 |
| * A5. Marital status | * Married | 48 | 44.0 |
| * Single | 57 | 52.3 |
| * Widowed/Divorced | 4 | 3.7 |
| * Total | 109 | 100.0 |
| * A6. How many years have you been working in this business? | * 0-5 Year | 82 | 75.9 |
| * 6-10 Year | 20 | 18.5 |
| * 11 + Year | 6 | 5.6 |
| * Total | 108 | 100.0 |
| * A7. What is your role in this workplace? | * White-Collar | 59 | 54.1 |
| * Blue-Collar | 50 | 45.9 |
| * Total | 109 | 100.0 |

He then presented, one-by-one, the draft recommendations, in each case explaining the rationale behind their inclusion, and presenting a range of related case studies of good international and Turkish practice.

# SUMMARY OF POLICY RECOMMENDATIONS

The following are the final recommendations as amended by participating stakeholders:

## 8.1. Legislation

1. To clarify the definition of mobbing in the workplace, considering:

• types of acts constituting mobbing in the workplace (including public and private areas and “the areas where the employee is paid, go out to rest or have dinner or washbasins, showers and changing clothes”);

• work-related trip, travel, education, event or social activity

• situations arising through business communications, including through information and communication technologies.

1. Legally prohibit mobbing, including gender-based violence in the workplace
2. Developing inter-agency cooperation and coordination with a view to bringing measures to effectively protect victims of mobbing.
3. Recommend research on possible preventive initiatives to achieve a harassment-free work environment.
4. Require employers to introduce appropriate control steps to prevent harassment within their company, taking into account:

• Associated psychological risks in occupational health and safety management;

• Information and training needs and provision.

The comments of the stakeholders can be summarised as follows:

* There is a declaration for prevention of mobbing issued by the Association for Fighting against Mobbing. The chair of the association called for an action for the signing of this declaration by all enterprises and also institutions in the public and private sector.
* TİHEK has carried out a field study with 137.000 persons on mobbing complaints. The results of the study will be published in July 2022. The report is very important in terms of presenting a statistically representative picture of mobbing in Türkiye.
* Looking at the issue from a gender equality lens, it was emphasised that women and men see the issue of mobbing from different aspects. The definitions and perception of mobbing as well as fighting mechanisms might be quite different among men and women. Thus, the field study under the project will reveal very important input in terms of developing gender-sensitive support policies and prevention mechanisms for mobbing. Mobbing victims need empowering support and also in some cases women may lack financial resources to open a file against mobbing. Access to justice among women is an important issue when dealing with mobbing.
* Stakeholders pointed out that mobbing definition can be reviewed in terms of including different types of violence and mobbing. It can be psychological or sexual.
* The issue on the lack of proper and specific legislation was repeated. ILO Convention No 190 was also emphasised due to its valuable importance for prevention of mobbing especially for ensuring gender equality while preventing mobbing.
* To clarify the definition, more studies are needed which should include: migrant workers and their exposure to mobbing which is intensive due to the informal working situations among migrant workers; NGO´s, Universities and academic institutions should be encouraged to carry out field studies and contribute to the existing literature on mobbing in Türkiye.
* Prevention of mobbing is vital and more cost-effective. Thus, there must be intensive and periodic training and awareness raising activities within the organisations and workplaces. Specific training on mobbing should be included in the official curricula in education.
* Apart from the lack of specific legislation on mobbing, there are also issues regarding the implementation of the existing law. The judges should be trained on gender-sensitive handling of mobbing cases. In addition, burden of proof causes forfeiture and women are victimised in law suits. Criminal sanctions are needed for effective fight against mobbing since the existing monetary sanctions are not sufficient.

## 8.2. Data Collection

1. Develop an accepted method for recording cases of workplace mobbing to provide comparability methods at the national, regional and sectoral levels.
2. Conducting further quantitative and qualitative research to gain a deeper understanding of the experiences and motivations of victims, witnesses and perpetrators.
3. To provide gender-disaggregated data in order to establish gender-sensitive policies.

The comments of the stakeholders of the Post-Study Workshop can be summarised as follows:

* Complaints must include the sex of the accused (it must be included in the forms).
* The main issue is about the lack of data-sharing protocols for monitoring of mobbing complaints and cases; ALO 170 data should be shared with the public, based on transparency principles; the Circular No 2011/2 should be monitored and the relevant boards should be more functional; the Mobbing Board has not met for a long time but the Ministry of Labour and Social Security is working on this; an Action Plan for Mobbing has been prepared and in near future the Ministry will invite organisations and institutions to discuss and finalise it.
* CSOs and Bar Associations should be invited to the Mobbing Board and be involved in the preparation of the Action Plan. The Bar Association in 81 provinces has Women Rights Centres/Commissions and they should be involved in this kind of gender equality studies and projects.

## 8.3. Awareness-Raising

1. Carry out awareness-raising activities on employers' obligations in a way that will provide a safe and risk-free working environment, including the risk of psychological harassment.
2. Develop a consultation mechanism with employees to identify or evaluate mobbing in the workplace by establishing coordination with workers' and employers' unions, making decisions about measures to resolve these situations, providing information and training, and suggesting changes to avoid these situations.
3. Provide and maintain reasonably viable, safe, and harassment-free work systems (setting values and standards, effective leadership).
4. Develop, in consultation with employees, a workplace harassment policy that is easily accessible and communicated to all employees, which encourages transparent reporting of workplace mobbing issues.
5. Develop more information, instruction, training and control mechanisms that will prevent the risk of mobbing in the workplace.
6. Establish mechanisms and determining methods for employees to promptly deal with and take action on mobbing complaints from employers.
7. Develop clear protection mechanisms before, during and after a workplace mobbing report or complaint is made.

## 8.4. Cooperation and Coordination Mechanisms Between Institutions

1. Promote acceptable workplace standards regarding mobbing in the workplace through social dialogue, involving public institutions and organisations, social partners, NGOs and universities.
2. Generate and sustain permanent spaces for collaboration between institutions on mobbing.

# CONCLUSIONS

The workshop proved to be highly interactive with many comments from stakeholders either orally or in written form using the chat-box facility. Delivering it in hybrid format enabled many participants from outside Ankara to become involved – something that would not have been achieved had the workshop conformed to the original ToR requirement of an Ankara-based event with 5 participants from outside the capital. The opinions of stakeholders were valuable in helping TAT to refine the wording of the recommendations and contributed greatly to the overall study.

**FoW TAT**

**July 2022**

Annex 1. TAT Presentations



This publication was produced with the financial support of the European Union and the Republic of Türkiye. Its contents are the sole responsibility of the consortium led by WEglobal A.Ş. in consortium with WEglobal Italy, Archidata Srl, and Federation of Trentina Cooperatives (FTC) and do not necessarily reflect the views of the European Union and the Republic of Türkiye.

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1. f is a statistical value, a tool to help to understand a variance between two or more populations significantly different   [↑](#footnote-ref-1)