

El acoso laboral entre los trabajadores universitarios

Workplace harassment among university employees

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Resumen

Un tema abordado muy recientemente en México es el acoso laboral, problema que durante años se limitó a una de sus expresiones, el acoso sexual, y a uno de sus ámbitos, la empresa privada. Sin embargo, las condiciones y mutaciones que ha experimentado el mundo laboral en los últimos años, han generado ambientes agresivos y de alta presión para los trabajadores, con las consecuencias que ello deriva en lo personal y en lo institucional. El artículo busca analizar distintas investigaciones que se relacionan con el acoso laboral en universidades y presentar un primer acercamiento a la situación de acoso en la Universidad

Autónoma del Estado de Morelos (UAEM), como parte del avance de una investigación en proceso. Aprovechamos los avances que en el tratamiento del tema se presentan en otros países, cuyas conquistas en materia jurídica se han traducido en políticas públicas materializadas en acciones concretas implementadas en casos específicos.

Palabras clave: acoso, trabajadores, universidad.

Abstract

One issue addressed most recently in Mexico is the workplace harassment, problem that for years was limited to one of its expressions, the sexual harassment, and one of its variants, private companies. However, conditions and mutations that has experienced the working world in recent years, have created aggressive and high pressure environments for workers, with the consequences that such a thing derives in the personal and the institutional fields. The article seeks to analyze different investigations that relate to the workplace harassment in universities and present a first approach to the situation of harassment at the Autonomous University of Morelos State (UAEM), as part of the progress of an ongoing investigation. We take advantage of the advances arising in the treatment of the subject in other countries, whose achievements in the legal field have resulted in public policy materialized into concrete actions implemented in specific cases.

Keywords: mobbing, harassment, workers, employees, university.

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Introduction

Current recessionary economic conditions, work in all contexts has entered a stage of instability, precarity and volatility, derived from the adjustments made by the companies and institutions, which has resulted in a balance of the unfavourable to workers from any angle. This situation has become increasingly more visible the problem of workplace harassment, without being a new phenomenon, little has been spoken about it.

The consequences which the harassment at work not only are serious for those who it suffer directly, the effect transcends the worker: impact their family, and the performance and productivity of companies or institutions where this phenomenon manifests. Notwithstanding the foregoing, such problems in Mexico, unlike in other countries, has been studied little, limited mostly to the treatment of sexual harassment, which reduces significantly the diversification of the manifestations of the harassment at work, in addition to that there is practically no systematic study in institutions of higher education. In Mexico, victims of workplace harassment have a brief and limited protection under a reform -recent- to the Federal Labour Act, while it represents

a step forward, it is inadequate, especially considering the lack of regulation in favour of prevention and specific attention to who is the victim of the harassment at work. Therefore, the article aims analyze different investigations that relate to the workplace harassment in universities and present a first approach to the situation of harassment at the Autonomous University of Morelos State (UAEM), as part of the advancement of research in process conducted by a group of professors, researchers, students of doctoral, master's and Bachelor's degree from the same University and the proposal for a Protocol against harassment.

The article is structured with the following sections: the presentation of definitions for observing the coverage of the issue of bullying and harassment in the workplace of universities, analysis of regulatory contexts of a European country and Mexico for a comparative perspective, describing research on bullying in the UAEM, the proposal of an intervention protocol for harassment in college and some final comments.

Some definitions

The issue of violence in society and school in particular goes through different situations and ways of affecting victims. Different types of violence are currently recognized: physical, psychological, sexual, patrimonial, among others, and their study is segmented into various groups, talking about violence against women, children, elderly, homosexuals, and so on. One of the manifestations of violence occurs between persons performing work activities, known as bullying, mobbing, bullying at work, workplace harassment, intimidation and / or psychological terror. This phenomenon shows the type of situations and conditions under which presents a particular form of exercising power.

The English word mobbing, translated here as "mobbing", Herranz-Bellido, Reig-Ferrer and Cabrero-García (2006), share Piñuel's definition (2001) of mobbing, it referred to "a continuous and deliberate verbal abuse and modal that receives a worker by another or others who treat him cruelly, with a view to their psychological annihilation and get her out of the labor organization "(p.147). Undoubtedly, this term is comparable to harassment.

The effects of bullying is psychological and physical harm. Peralta (2014) concurs and quotes Moon (2003) in which violence exercised to cause damage, it is not easy to identify. This despite the fact that, according Zarpf, Knorz and Kulla (1996, cited by Peralta, 2014), areas in which "sets harassment" can fully identify as in the case of: assigning tasks that do not correspond to

isolate socially, attacking his private life or his family, manifestations of physical violence, attacks on people's beliefs and rumors to discredit the harassed.

To believe that a person is in a situation of harassment, scholars in this field insist that these attacks must be submitted continuously for a period of at least six months. While bullying is a condition that can move anyone in their working relationships, Pando, Aranda, Preciado, Franco and Salazar (2006), state that academics are more likely than other professionals to suffer.

The most common consequences of harassment labor removal from office he occupied the bullied, either by dismissal or change of assignment. In this regard, Mendizabal (. 2013, p 15) states:

Workplace bullying is demonstrable phenomenon during the year or in connection with work that is characterized by a series of harassing behaviors that undermine the dignity and physical or mental health of a worker, in a systematic and recurrent, for a time prolonged, exercised by an employer, a boss or superior immediate or mediate, a coworker or subordinate, and aims that the victim is removed from the organization or workplace stalker.

Among the consequences of harassment are also psychological and physical who is bullied and one of its manifestations may be called burnout burnout or injury.

According to a study by the University of Alcalá de Henares in 2001, 11.4% of the Spanish workforce is a victim of bullying. This means that 1671 956 workers "get up every morning knowing that the destruction of their professional image prevents them from doing their job properly" (Ausfelder, 2002 cited by Pando et al., 2006). In these circumstances it is necessary to determine the extent of this problem in Mexico and in particular at universities.

State of affairs

In this section we review research on the subject under study in environments of public universities in Mexico, reviewed documents presented six matches to be seen in what was recovered from them as shown below.

Article The bullying at work employees of the University Center of Health Sciences of the University of Guadalajara, Acosta, Pando, Aranda and Aldrete (2005), was performed to estimate the prevalence of bullying in a group of administrative and university services workers and to identify situations and behaviors most recurring harassment. The theoretical consulted were: Leymann Sweden, Knorz, Kulla and Zapf Zapf and Germany, Norway Einarsen, Dejourn e Irigoyen France and Piñuel and Gonzalez de Rivera in Spain.

In terms of methodology, the authors describe as a non-experimental study with a transactional and correlational design. The instrument used was an adaptation of the questionnaire Leymann Adaptive scalar (LIPT-60) designed by González de Rivera and Rodríguez-Abuín (Acosta et al., 2005); The following results were obtained: prevalence found for bullying was 10.3% for both groups of workers. Administrative workers reported a prevalence of 6.86%, while service workers was 3.44%. The behaviors and situations more frequent harassment corresponded to limit communication. The strategies used to harass were criticizing the work, hinder the expression, ignoring his presence, slander and mutter under their belts, exaggerate their faults and mistakes. The findings are consistent in what Quine (1999), quoted by Acosta et al, (2005) has pointed out as the three essential dimensions of situations and behaviors of bullying:

- a. Repetition and persistence (s) conduct (s) of harassment.
- b. The always negative and devastating effects on the person harassed.
- c. Harassment as a demonstration focused more on the harmful effects for the victim than

The intentions of the perpetrator.

However, the damage that is caused to beset these researchers argue that in the Latin American context, unless a multinational study on the prevalence of psychological violence in the health sector in 2002 by Di Martino (quoted by Acosta et al., 2005) not exist at present studies on the impact that can generate employment status in the mental wellbeing of those exposed to it. This does not mean not having identified the effects of bullying, but lacks mechanisms to determine the damage to the overall performance of the affected person.

In its conclusions share the conviction that "it is necessary to clarify and distinguish the differences between bullying and psychological violence at work. The former has an explicit intention of damaging psychological and morally someone in particular "(Acosta et al., 2005, p. 21). Bullying carries with it a more organizational and economic purpose (get rid of a person who

is no longer appropriate to the institution and which will not want to enforce the few or many labor rights assist it), while psychological violence derived from a more interpersonal slogan without proper labor spirits.

Although mobbing data are highly variable, the research objective (Herranz-Bellido et al., 2006, p. 148), sought "to estimate the frequency of mobbing among university faculty and explore their labor determinants of health, quality of life and socio-demographic "through a technical methodology used as a cross, and provided self-reported survey by mail. The questionnaire for collecting research data above includes the following dimensions: quality of working life, health teachers, quality of life and care work stress or burnout, and sociodemographic variables associated with these dimensions.

Through statistical analysis found that while bullying is reported to university professors study, no statistically significant association between bullying and perceived health status by teachers. They also found no significant data of the relationship of mobbing with demographic variables such as gender, age, employment status, although this variable itself could show a slight tendency that while it is lower category, the subject is more likely to receive mobbing. The data in this research report that: the degree of job autonomy and support they receive from the higher are predictors of bullying against those who have less support.

The issue of harassment becomes important because it affects not only employment status, with its implications but also affects the health of those with the condition to work in environments where there are unpleasant relationships among peers. An investigation of bullying among college under this vein, was performed by Justice Benitez Fernandez and Berbén (2007), in which cite Björkqvist, Österman and Hjelt-Bäck (1994), who found that victims of bullying have high levels of anxiety, depression and aggression.

In reviewing the literature recognize how hostile peer relations are associated with mobbing or bullying or harassment and abuse and these two phenomena together make for harassment for Justice. Among the evidence supporting his work is striking that in university harassment rates between 12 and 15% are reported. These data are close to the findings of its investigation because "the data obtained reveal that 11% of study participants say they suffer frequent and enduring harassment in the workplace" (Justice et al ., 2007, p. 461), in addition to presenting more on women and that this harassment affects physical, emotional health, professional and social performance of the victim.

These conditions are manifested depending on the time of victimization, if more aggressive behavior, if social relations are impoverished; and those affected are isolated from their peers, their families and their partner, ie, affects all areas of your life. Given these consequences, the researchers recommend that institutions clearly indicate what to do and how to combat the phenomenon of bullying, designing protocols for diagnosis and evaluation of the phenomenon, awareness campaigns and information about the problem, conflict resolution training, training specifically for the development of cooperative work and legal for those affected by the institution advice.

Another strand of research on bullying focuses on sexual harassment, same as, according to Knight (2004) -in its cross-sectional descriptive study which compares to a European-Latin American country one has been moved from the complaint to the scientific-academic approach through the judicialized repression. The analyzes were based on empirical data to support the sociological, political and philosophical theories related to sexual harassment. The issue of criminalizing sexual harassment is because, as noted in the definition of this phenomenon, there are difficult inaccuracies agree, however, assumes that "... sexual harassment is a form of violence. The force employed can range from physical coercion to the use of power by offering rewards, perks or denial grandfathered "(Knight, 2004, p. 432).

Faced with this position and recovering as referring to Foucault, the study aims to cut Caballero sexual harassment as an exercise of male power over women, defines its objective to determine "the prevalence of bullying, coercion or sexual discomfort that Women experience by men, in order to establish the extent of the phenomenon in two specific ways "(Knight, 2004, p. 433). It was necessary to identify personal, cultural, labor and environmental characteristics associated with behaviors of sexual harassment in its various forms and clarifying and defining key concepts in the phenomenon of this type of harassment.

The statistical results show a prevalence of sexual harassment 10%, increasing the rate at 2% when it comes to a working woman, compared to when it comes to a student; moreover, this harassment is significantly higher in the Latin American country under study in European. Differences between countries are associated with greater legislative development on the subject in the European country. One aspect that reduces the level of harassment is marital status; being married is an advantage in this regard. On the other hand, use obscene and take intoxicants in the workplace increases the prevalence of sexual harassment.

Some contradictions between literature Knight and his findings were found, for example, only 30% of women who suffer sexual harassment faced the problem, ie is able to report their partner, who often tolerated rather than rejecting and seek sanction their aggressive behaviors. Because of this no surprise that "if men keep sexist beliefs in the workplace and academia, women are treated as inferior and their rights will not be respected" (Knight, 2004, p. 446). Here the author recommends implementing labor regulations that are sufficiently clear about this.

The tendency to measure bullying leads to review research objectives pursued have reliable collection techniques, as with the work of Pando et al., (2006), who reviewed the instruments of the decade of the sixties of the twentieth century and from of them, they designed and studied the reliability and construct validity of the Inventory of Violence and Bullying at Work in the Mexican population (IVAPT-PANDO). To do this they determined to distinguish bullying behaviors of other psychological violence in the work environment. From this, say:

Three aspects necessary for identification: 1) exists as a specific form of psychological violence and consists of a series of violent acts, usually morally and psychologically, and physically very strangely; 2) must occur with a repeatability and continuity of actions, and 3) applies for the purpose of harming the integrity of the other person, trying to get her out of the organization (Pando et al., 2006, p. 322)

Construction of inventory requires the assessment of experts, whose decanted version was applied to a sample and evaluated by a factor analysis with principal components method and varimax rotation. Unlike many other research, this instrument was found that women are no more harassed than men; the seniority is not statistically significant in relation to psychological violence at work or the workplace harassment. While age and marital status, especially being married is associated with being bullied. The school was only related to bullying, and turn that work does have to do with psychological violence at work. The results proved the hypothesis of researchers in relation to the "exaggerated" presence of harassment in workplaces they charged to problems constructs other instruments. The major contribution of this work is that "The IVAPT-PANDO is the first built and validated in a Latin American country instrument is a start in the approach to the measurement problem in Mexico" (Pando et al., 2006, p. 329).

As we have already predicted the beginning of this text, harassment can cause burnout response. In a descriptive, cross-sectional and correlational study, Del Angel Martinez, Santes, Aldrete and Preciado (2008) reported the relationship between burnout syndrome and self-academic public university, found that the employment situation of university professors the case study is related to the syndrome. In his work show an orientation to the impact of damage to physical and mental health of workers about the consequences of "absenteeism, turnover and mainly decreased productivity" (Del Angel et al., 2008, p. 5) rather than by academic workers.

The categories of analysis derived from the instrument used were: emotional exhaustion, depersonalization, and reduced personal accomplishment, these three categories ranging from: unburned, at risk of burning, to be burned. The results reach values of 15% to be burned in the category of emotional exhaustion, depersonalization and 19% reported reduced personal accomplishment burned at 8%. Being married and employment status, especially being subject teacher, are variables that increase the risk of burnout. In terms of self-esteem is an inverse relationship is observed, ie, the more burned lower self-esteem, with mental health risks that means. Finally, it is significant that the authors of this study recommend "further studies aimed at detecting the etiology and implications on the quality of life of people affected by this syndrome, in which organizational climate studies are performed included" (Del Angel et al., 2008, p. 9), all of which can report bullying situations.

In the same vein, the work of H. Acosta (s / f) aimed to determine the relationship between sociodemographic, social, labor and organizational variables with burnout dimensions academics comparing Chilean and Spanish. The methodology with which the research was conducted is quantitative court. A relationship between burnout and the issue of bullying was found as the concept of burnout refers to a reaction when exposed to high levels of stress. A key contribution of the work is the recovery of the sociodemographic and occupational variables that account for combinations of characteristics such as sex, marital status, age, years of seniority and professional group work as determinants for having the syndrome and its impact on the mental health of the subjects. So that for the case of university, be full professor, woman, single, relatively young and with some degree of seniority, which does not guarantee stability Laboral is the type of person who tends to become more frequency and severity syndrome, possibly aggravated by situations of harassment.

In reviewing research projects and reports generated by academics from the UAEM, the issue of bullying is absent, however we locate studies that have been developed in relation to workers' health, burnout and stress that although not necessarily be mediated or determined by bullying, they can have is this source. Similarly, a work close to our object of study is the work of Arias (2012), Burnout and stress: Findings from Mexico and other Latin American countries, in which the author includes a series of investigations to determine the factors associated with occupational burnout and chronic stress without take as a result of workplace bullying.

Normative contexts

An important factor in the prevention, care, control and eradication of bullying in any workplace and be -for specific subject of this article- in university labor relations factor is the existing regulatory framework. This determines the importance that society assigns to the topic through their legislators, the pressure imposed by unions and recognition of the companies in their internal regulations.

Notwithstanding the foregoing, we find that in countries like Spain and Mexico do not have specific legislation, but rules may apply. The main difference between them is the justiciability of the working society has found in Spanish social courts, compared to Mexico, where they are scarce even lawsuits topic. So it is convenient to present a brief overview of legal mechanisms available in both countries.

In the Spanish case we can say that although there are no regulations conceptualization (Romero, 2005, p.10) from the Spanish Constitution, labor and criminal law responds to victims of harassment by the following legal actions that may execute the victims:

1a The action of protection of fundamental rights which gives rise to compensation for damages caused to their physical and moral integrity. The fundamental rights that are considered capable of being impaired for victims are entitled to the dignity of workers, the right to non-discrimination, physical and moral integrity, right to honor, the right to personal privacy and the right to self-image (Romero, 2005, p.25).

2nd The action of remunerated termination of the employment relationship at the worker's.

Based in Articles 4.2e, 19 and 50 of the Workers' Statute, which state:

Article 4. Labor Rights.

2. In the employment relationship, workers are entitled:

e) In respect for their privacy and due consideration for their dignity, including protection against harassment on grounds of racial or ethnic origin, religion or belief, disability, age or sexual orientation and against sexual harassment and harassment based sex (workers' Statute, 2012).

Article 19 provides the corporate responsibility to incorporate measures of health and safety at the workplace and worker follow, in which you can support the corporate responsibility to measures of psychological worker safety and, finally, Article 50 determines the causes of extinction by the will of the worker, which in Mexico amount to the termination of the employment relationship with the employer's responsibility, which are included as causal: substantial changes in working conditions that prejudice their professional training or impairment of its dignity, in which case the employee is entitled to compensation for unfair dismissal identified.

3rd Declaration contingency accident. In this regard it is worth summarizing that in accordance with the provisions of Article 115.1 of the Consolidated Text of the General Law on Social Security, the term occupational accident any bodily injury that the worker suffers during or resulting from work to run for others, so if sick leave occurs as a result of psychological harassment of workers in the workplace, this may constitute accident.

In Mexico, we can see that although there are procedural means to deal with bullying, reality shows that labor disputes that arise, rarely are heard in court. This is because at first the lack of workers on the subject and the precarious specific regulations applicable.

Nevertheless, there are some rules that can be used by workers harassed for justiciable right to the dignity of workers and their physical and moral integrity (Mendizabal, 2013).

- a) The fundamental rights of workers contained in the Mexican Constitution and are rights that any citizen, but in his capacity subordinate worker (Articles 5 and 123 of the Political Constitution of the Mexican United States).
- b) In the branch of civil law liability found for moral damages (Articles 1910 and 1916 of the Federal Civil Code).
- c) Under the Labor Law, the most important actions that can be undertaken in relation to workplace bullying are applying the rules concerning the termination of the employment

relationship stalker, without liability for the employer (Fraction VIII Article 47 and Section I of Article 135 of the Federal Labour Act); the termination of unilateral work, without liability for the harassed worker; and employer liability against harassment, which includes cash today for this (Article 56, Section VI of 132, 133 and section XIII Section VI of Article 994 of the Act) sanctions.

- d) In the case of criminal law, we find that the actions of bullies can be framed in the following offenses: bullying, sexual harassment, sexual abuse, rape, threats, extortion and injuries, mostly.
- e) As to the Administrative Law, we note that this can culminate with the following sanctions for public servants, private warning or public, private or public reprimand, suspension, removal from office, economic sanctions and temporary disqualification from holding positions, posts or commissions in public service.
- f) Finally, in the Social Security law and specifically the right to social security, we found that three major schools of social insurance in Mexico include in its regulations regulating the prevention and treatment of occupational hazards and in the specific case of ISSFAM the correct terminology is sickness, disability and disability sustained by reason of the use of arms. The truth is that the risks of work include accidents and occupational diseases and the latter means: any pathological condition resulting from the continued action of a cause whose origin or motive at work, or in the environment in which the worker obliged to provide services and consequences of bullying occur, in that sense, occupational diseases.

By way of interpretation and as points of comparative law we highlight the following:

- 1) Both the Spanish workers and Mexicans have incipient legislation on workplace harassment, labor law in Mexico than in Spain, since in the first at least defined and specifically punishes the harasser pattern or being even more specific than permitted in the workplace.
- 2) Both in Spain and Mexico, have constitutional mechanisms for safeguarding the right to the dignity of workers, non-discrimination, physical and moral integrity, honor, personal privacy, and reputation.
- 3) Spain is more effective application of its provisions on social security, taking with it the best way the consequences that entails bullying health of workers; while in Mexico to not even be recognized as a risk stress working harder and working justiciability disease.

Workplace Bullying in the Universidad Autónoma del Estado de Morelos

The authors of this article we are currently developing a focused and purposeful research to identify, diagnose, address, counteract and inhibit the practice of bullying in the Universidad Autónoma del Estado de Morelos, leveraging advances in the study of the topic presented other countries whose conquests in legal matters has been translated into concrete and specific actions embodied in public policy.

An innovative feature to be little studied in Mexico, is the approach to harassment in institutions of higher education and UAEM is no exception -as already mentioned-. It has been found that bullying is widespread among workers whose labor organization is conducive for it by the characteristics presented, among others include: job security, depersonalization of the occupational hierarchy and the real lack of instruments for settling labor disputes between other. These features are characteristic of the labor relations of government and state educational institutions. An example is the case of the UAEM, where despite the existence of an Office of the Defense of Academic Rights, the universe of focus is specifically on the academic staff and their operation does not have the instance and resources qualified human attention of workplace bullying.

One possible cause is that higher education in Mexico in recent years, the competition for economic funds has caused, among other phenomena, a competition among its staff for work places, better contracts (with finality or job security) to be incorporated into the union, reach the widest possible badging, the best score in the economic stimulus programs, get the most external and internal funding to develop activities that demand job category. This increases the pressure between the staff, which in turn triggers or exacerbates interpersonal conflicts and are breeding grounds for mobbing.

Moreover, even though the hard data show that bullying suffer greater proportion young women in the project in question decided to include the entire workforce UAEM, which represents a total universe of 6,723 workers between staff administrative and academic different categories. We are inclined to take the harassment term employment as a hub of research for its inclusiveness, since it comprises various types and degrees of harassment that may exist in an employment relationship: upward, downward or horizontal.

The aggressive actions can be varied, ranging from the isolation of the victim, ban talking with colleagues, addressing a man or a woman in a hostile or rude, making snide remarks about

someone, ridiculing the physical appearance of a person, or their work, hinder job performance; to physical injury or aggression of any kind, including sex.

The survey involved a diagnosis about the extent of bullying in the UAEM, with a gender perspective, including: a state, municipal and domestic legal analysis of the applicable international treaties, national laws, UAEM, with emphasis on standards gendered (maternity and paternity, conciliation of family labor to domestic, etc.).

The study also has an empirical part consists of field research (descriptive-application cut), to diagnose the extent of the problem in general for all workers, especially to find the causes and consequences, as well as distinguishing between palliative and effective means for their solution. This diagnosis is used to establish an action plan covering proposals: the creation of a specialized unit theme, the necessary legislative reforms, a proposed protocol for the prevention and intervention of bullying at UAEM and an awareness campaign addressed to the entire university community, to finally manage the actions proposed for discussion and possible approval of the University Council of the UAEM.

The objective of this research is to provide a proposal for a change in the climate of the university community UAEM, extending its impact to other institutions of the state and country.

The "Protocol of prevention, care and control of workplace bullying" will delve into the results of research, promote complaint against bullying who practices in all its manifestations, to institutionalize the punishment of offenders and thereby inhibit and eradicate such practices. The implementation of the Protocol will also allow, safeguard human rights and dignity of university workers and evaluate a possible reduction in absenteeism, excessive staff turnover and the direct and indirect costs for the institution representing care psychological problems among workers, derived from the practice of workplace bullying. Eradicate this practice, no doubt paid for a favorable environment for the best performance, care and welfare of all those who make up the university community. Therefore follows an outline of what it should contain is presented.

Protocol prevention, care and control of workplace bullying

While it has become apparent that there are legal mechanisms for the enforceability of the application of justice for victims of workplace bullying, the reality is that rarely affected personnel complaint (National Institute for Women, 2009, p. 63) and any criminal charges or

employment or administrative action "is a long process, plus an expense for the affected and prolonged unwanted situation harasser".

Because of this, we consider the establishment of a "Protocol of prevention, care and control of workplace bullying" is the appropriate instrument to address this issue, among other reasons because of the proximity with stakeholders, adaptation to the specific work environment and immediacy . in the implementation of actions to be implemented therefore, in general protocol should include the following points:

1. A conceptual framework developed in a section on definitions sufficiently broad and flexible, allowing framing behaviors that can be considered harassing acts and future behaviors that also can be (Bezirksregierung Münster, 2007).
2. A section on the determination of liability against bullying, taking into account that: all persons involved for proper functioning of an employment relationship (employer, employee, union and labor authorities) are responsible for the harassment and, the same, need to take action to avoid it altogether. Therefore must establish rights and obligations for each on the subject.
3. Preventive measures against bullying.
4. Building the team responsible for the care of workplace bullying in the institution of higher education with a committee that has a representative from each academic unit work.
5. Detailed description of a clear and simple procedure, specifying responsible and actions at each stage, so that under a strict confidentiality of information for stakeholders, allowing a victim: a) file a complaint, b) enjoy precautionary measures protection, c) develop, in conjunction with the team responsible for the care of workplace bullying in the dependence of higher education, an action plan for the specific case work; and general procedure shall establish a streamlined procedure for investigating and resolving the conflict through mediation, looking for the best option for everyone involved.
6. Mechanisms to ensure the right to privacy and intimacy of the parties involved.
7. Establishment of disciplinary sanctions.
8. Mechanisms of post-conflict monitoring.
9. Evaluation of the protocol.

Concluding Remarks

The study, analysis and solution paths of workplace bullying are essential for human development of university workers. Workplace bullying affects their relationships and work performance, so it is necessary to address the processes that affect physical and emotional health of sufferers.

The legislation establishes the general harassment legal basis in each country to assist victims in court and resolve the conflicts that bullying leads in the workplace. However, the best recipe against it is prevention, that part of the dissemination of knowledge on the subject and the implementation of clear mechanisms to resolve the problem within each company or workplace such as universities. The prevention component should involve all parties: labor authorities, pattern, unions and workers. Thus, it is considered valuable adopting and monitoring protocols for prevention and care of workplace bullying.

This research further to detect, identify, diagnose, characterize, address, counteract and inhibit the practice of bullying in the UAEM, aims to design a protocol that may help to prevent, address, control and eradicate this problem from changes in regulations university and the creation and operation of a specialized unit for the community.

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