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APPENDIX A

Research Instrument (English Version)

Introduction: The purpose of this survey is aim to collecting data in relevant to workplace bullying and job performance of nurses in tertiary hospitals, the P. R. China. It consists of three parts which are Demographic Data Form, Negative Acts Questionnaire-Revised and Job Performance Scale. Questionnaires are anonymous, completion of the questionnaires will take approximately 10-20 minutes, you will probably be more comfortable this questionnaire in private time and please be as honest as you can in answering the questionnaire in each part.

Part 1: Demographic Data Form

Please fill in all selection according to your own situation.

1. The name of your working department in hospital:
☐ Medical Department ☐ Surgical Department ☐ ER ☐ ICU ☐ OR
☐ Pediatrics Department ☐ OB-GYN ☐ Out-patient
2. Gender: ☐ male ☐ female Age: _____
3. Marital Status:
☐ Single ☐ Married ☐ Separation or Widowed
4. Education level:
☐ Diploma program ☐ Associate degree ☐ Bachelor degree
☐ Master degree ☐ Doctoral degree
5. Professional title:
☐ Nurse ☐ Senior Nurse ☐ Nurse In-charge
☐ Co-chief Superintendent Nurse ☐ Chief Superintendent Nurse
6. Number of working year: _____ year
7. Employment type: ☐ Permanent ☐ Temporary ☐ Medical Department

Part 2: Negative Acts Questionnaire-Revised (NAQ-R)

The following behaviors are often seen as examples of negative behavior in the workplace. Over the last six months, how often have you been subjected to the following negative acts at work?

Please circle the number that best corresponds with your experience over the last six months:

1= Never 2= Now and then 3= Monthly 4= Weekly 5= Daily

| NO. | Item | Score | | | | |
|-----|--|-------|---|---|---|---|
| | | 1 | 2 | 3 | 4 | 5 |
| 1 | Someone withholding information which affects your performance | | | | | |
| 2 | Being ordered to do work below your level of competence | | | | | |
| 3 | Having your opinions and views ignored | | | | | |
| ... | | | | | | |
| 22 | Threats of violence or physical abuse or actual abuse | | | | | |

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Part 3: Job Performance Scale (JPS)

There are 41 items of job performance expression. Please read each item carefully and identify how effective you are at each of the item and how often you perform the activities. Rate all selection according to your own situation. There is no right or wrong answer for each item, please honest when you select.

Task performance scale

1= much below average, 7= too much above average

| Number of item | Item | How effective you are at each the item | | | | | | |
|----------------|--|--|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 1 | Explaining to patients what to expect when they leave the hospital | | | | | | | |
| 2 | Providing instructions for care at home | | | | | | | |
| ... | | | | | | | | |
| ... | | | | | | | | |
| 23 | Evaluating the effectiveness of nursing care | | | | | | | |

Contextual performance scale

1= not at all, 7= to a great deal

| Number of item | Item | How often you perform the activities | | | | | | |
|----------------|--|--------------------------------------|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 24 | Raising morale of other nurses in the unit | | | | | | | |
| ... | | | | | | | | |
| ... | | | | | | | | |
| 41 | Making innovative suggestions to improve the overall quality of the department | | | | | | | |

APPENDIX B

Research Instrument (Chinese Version)

引言：尊敬的老师，您好！此次调查的目的是为了在云南地区三级医院的护士群体中收集工作欺凌和工作绩效的相关资料。问卷包括三部分：第一部分：人口统计学调查表，第二部分：负性行为调查量表，第三部分：护理工作绩效量表。感谢您在百忙中抽时间完成一下问卷的填写。这可能会占用您 10-20 分钟的时间，请您尽可能真实地回答问卷中的问题，谢谢！

第一部分：人口统计学调查表

请在符合您目前情况的描述前打“√”，或是在横线上填入相应内容。

1. 所在科室：

- ☐ 内科 ☐ 外科 ☐ 急诊科 ☐ ICU ☐ 儿科 ☐ 妇产科
☐ 手术室 ☐ 门诊

2. 性别：☐ 男 ☐ 女 年龄：_____岁

3. 婚姻状况：

- ☐ 单身 ☐ 已婚 ☐ 离异或分居

4. 教育程度：

- ☐ 中专 ☐ 大专 ☐ 本科 ☐ 硕士 ☐ 博士

5. 职称：

- ☐ 护士 ☐ 护师 ☐ 主管护师 ☐ 副主任护师 ☐ 主任护师

6. 工作年限：_____年

7. 录用类型：☐ 在编 ☐ 合同

第二部分：负性行为测量量表

以下是测量护士受到的负性行为的测量量表，请您仔细阅读以下 22 个条目，如果您在最近 6 个月内遭受到以下描述的行为，请根据评分标准选择相应的分值，并在对应格子内打“√”，选择没有对错之分。

评分标准：1= 从来没有，2= 偶尔，3= 每月都有，4= 每周都有，5= 每天都有

| 序号 | 条目 | 分数 | | | | |
|-----|-------------------|----|---|---|---|---|
| | | 1 | 2 | 3 | 4 | 5 |
| 1 | 别人对您隐瞒信息，影响您的工作表现 | | | | | |
| 2 | 安排您去做低于能力水平的工作 | | | | | |
| 3 | 对您的观点和意见不予理睬 | | | | | |
| ... | | | | | | |
| 22 | 您受到暴力威胁或身体伤害 | | | | | |



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第三部分：护理工作绩效量表

以下 41 个条目是有关护理工作绩效的描述，请您仔细阅读每个条目并且根据您在日常护理工作中对以下行为的履行程度 来选择相应的分值，选择没有对错之分。

评分表中 1-23 项的评分标准为：1=差，（即在您日常护理工作中您很少，甚至几乎没有履行以下行为），7=极好，（即在您日常护理工作中您能非常好的履行以下行为）。

条目 24-41 的评分标准为：1=您在日常护理工作中从不履行以下行为，7=您在日常护理工作中大量履行了以下行为。

任务绩效

| 序号 | 条目 | 分数 | | | | | | |
|-----|------------|----|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 1 | 向病人解释出院指针 | | | | | | | |
| 2 | 提供家庭护理指导 | | | | | | | |
| ... | | | | | | | | |
| ... | | | | | | | | |
| 23 | 评价护理操作的有效性 | | | | | | | |

情境绩效

1=您在日常护理工作中从不履行以下行为，7=您在日常护理工作中大量履行了以下行为。

| 序号 | 条目 | 分数 | | | | | | |
|-----|-------------------|----|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 24 | 提高科室其他护士的斗志 | | | | | | | |
| ... | | | | | | | | |
| ... | | | | | | | | |
| 41 | 为科室整体质量的提高提供创新的建议 | | | | | | | |

APPENDIX C

Information Sheet (English Version)

Research Title: Workplace Bullying and Job Performance of Nurses in Tertiary Hospitals, the People's Republic of China

Research Team: Tong Huan, Professor Dr. Wipada Kunaviktikul,
Dr. Orn-anong Wichaikhum

Institute: Faculty of Nursing, Chiang Mai University

Research Funding: No any funding to support.

You are being invited to take part in this study because you are registered nurse who working in clinical department of tertiary hospitals and providing direct nursing care to patients. The 410 participants who have qualities and characteristics needed for this study will be selected from the following departments: medical department; surgical department; outpatient department; operating room; emergency department; intensive care unit; gynecology and obstetrics department; pediatrics department of tertiary hospitals in Yunnan province, the People's Republic of China. Using proportional stratified random sampling technique.

Prior to making a decision whether to participate in this study, please take time on reading this information sheet to make sure that you understand what you will be asked to participate in this study. If you have any questions regarding this study, please ask the investigator or consult with someone who is a close relationship to you. Again, your decision making to participate this study is voluntary (Frame 1). If you decide not to be in this study, you will maintain the status quo, no affect for your work and life.

Frame 1 Participation of this study is voluntary

- You are able to refuse to participate in this study
- You are able to withdraw from this study at any time

In China, workplace bullying (WPB) is a common phenomenon in healthcare settings. The prevalence of workplace bullying cause different results in different

locations in China. Additionally, it is a crucial point for consideration and one that should be properly addressed by the development of specific policies on WPB at the workplace, and the issue of measures to deal with WPB exist in the healthcare sectors is the first priority management for hospital managers.

The descriptive correlational design will be used in this research. The objectives of this study are to describe the workplace bullying and job performance of nurses in the tertiary hospitals, the P. R. China and to examine the relationship between the two variables of nurses in the tertiary hospitals, the P. R. China. The results of this study will provide significant and important information for nursing management and will also be useful for nursing researchers to continue their further studies.

Duration of this study will be 1 year, including two months for collecting data from nurses in these three hospitals. If you agree to take part in this study, you will be asked to do by the investigator as the study plan (see Frame 2)

Frame 2 Study plan

Researcher submit research proposal to Research Ethics Committee, Faculty of Nursing, CMU and got the approval to collect data by Research Ethics Committee and hospital director. Participant this study is voluntary, if you agree to participant this study, you will be asked to complete a consent form and a package of three questionnaires, including Demographic Data Form, Negative Acts Questionnaire-Revised and Job Performance Scale. The questionnaires are anonymous, completion of the questionnaires will take approximately 10-20 minutes. We hope that you will be comfortable answering all questions openly and honestly in a relax environment.

Your participation in this research is vital and useful. Please take your private time to complete the questionnaire and please put questionnaire and consent form into envelops respectively, please return them in the designate locked box which is fixed in front of Nursing Department within two weeks. The research information sheer for study participants will be given to you.

This study is a part of my thesis for obtained master degree. The risks and benefits of this study are showed in Frame 3.

| Frame 3 Anticipated risks and benefits to study participants | |
|--|---|
| Risks and means to minimize or avoid risks | Benefits |
| <ul style="list-style-type: none"> - Risks: You might feel mental discomfort during answer to some research questions, and might may feel uncomfortable to tell the truth. - Means to minimize or avoid risks: - You are requested to take part voluntarily without coercion - You are assured about confidentiality and anonymity - You have right to withdraw at any time - Your returned questionnaires are secure in the locked box which could only be accessed by researcher. - Your provided information is kept confidential and will be only used for the study propose. | -You can relax your feeling or experience that you never tell anyone before through answer questions. |

Situation and practical guideline may happen during the study shows in Frame 4.

| Frame 4 Situations may happen during the study | |
|--|---|
| Situations | Practical guideline |
| If you agree to withdraw during the study | You have the right to withdraw from the study at any time without station a reason without losing any benefits. |
| When have a new and significant information which are possible effects to your decision making | The researcher will inform you soon and you are able to decide whether to continue or discontinue participating in this study. |
| If you feel uncomfortable or do not want to answer some questions in the questionnaire | <p>You can stop answering at any time, your withdrawal will not have any effect on your job</p> <p>The researcher will respect all your rights of privacy and withdrawal.</p> <p>You can come to the researcher whenever you need help, the researcher be more than pleased to help you, or the researcher will find the experts to help you.</p> |

Your information related to this study will be kept confidentially, your information and questionnaires will be kept in the closed envelopes until researcher analyze. All data will be kept in researcher's computer secretly. All of the questionnaires will be kept in the locked box which only researcher have the key to open, and will be kept for three years. The presentation of the study findings in any conference or publication will not use

your name. However, the Research Ethics Committee, the persons who have the authority to control the study, and the personnel from Thai FDA will be able to access your information to review information and research process. You have the legal right to access your personal information. If you wish to use this right, please let me know. There is no cost to you for taking part in the study and you will not receive payment for taking part in the study. If you have any questions or side effects before or during participating in this study, you can contact the person in Frame 5.

Frame 5 Research contact person (s) for further information

1. Tong Huan Faculty of Nursing, Chiang Mai University
Email: tonghuan1949@163.com Tel: 13887232463
2. Wipada Kunaviktikul Faculty of Nursing, Chiang Mai University
Email: wipada.ku@cmu.ac.th Tel: 66-53-946083

If you have any questions about your rights before or during participating in this study, please contact the Research Ethics Committee, Faculty of Nursing, Chiang Mai University. Tel. 66-53-936080 (Office hours) or Fax. 66-53-894170

If you have any experience about workplace bullying and want to do the consultation please contact with Yunnan Nursing Association. Address: No.157, jinbi Rode, Kunming, Yunnan province. Tel: 087163639921

Thanks for your consideration in becoming a participant in this study. I am looking forward to speaking with you and thanks in advance for your willingness to participate in this study.

Yours faithfully,

Mrs. Tong Huan

Master degree student in Nursing Administration

Faculty of Nursing

Chiang Mai University, Thailand

APPENDIX D

Information Sheet (Chinese Version)

研究参与知情告知书

研究课题： 中国三级医院护士工作欺凌和工作绩效的相关性调查研究

研究者：童欢, Professor Dr. Wipada Kunaviktikul, Dr. Orn-anong Wichaikhum

学院：清迈大学护理学院

研究经费：无经费

您好！作为一名工作在三级医院的临床护士，您能为病人提供直接的护理操作，很荣幸能邀请您参与我的课题研究。本研究将从云南省三级医院的内科， 外科， 门诊部， 手术室， 急诊科， ICU， 妇产科， 儿科通过分层随机抽样的方法邀请 410 名具有类似资质护士参与此项研究。

在您做出决定参加此次调查之前，请您阅读知情告知书并保证您清楚所参与调查的内容。如果您有任何疑问，请您咨询我们的调查人员。此外， 参与此次调查研究属于自愿行为，具体情况请参照表 1。如果您决定不参与此次调查，不会影响您的任何权利，工作及生活。

表 1：参与此次调查为自愿行为

- 您可以拒绝参与此次调查
- 您可以随时推出此次调查

在中国，工作欺凌在医疗机构是一种普遍现象。中国的不同省份对工作欺凌的研究结果显示发生率各异。 另外， 在工作场所，制定针对医院工作欺凌的特殊政策是一个重点考虑且应该被优先处理的。 同时，对于医院管理者，首要的管理事务是制定预防医院工作欺凌的措施。

该调查研究属于描述性相关性研究，其目的在于描述三级医院中护士的工作欺凌行为及工作绩效的现状，探究工作欺凌与工作绩效的相关性。该研究的结果将有益于今后的护理管理及护理科研。

此次调查研究的时间将持续一年，其中包含 2 个月的资料收集。如果您同意参与此次研究，请您按照我们的调查计划具体操作，详情见表 2。

表 2： 调查计划

研究者已向清迈大学护理学院科研伦理委员会申请该课题并获得了该委员会和您医院领导的同意。参与此次调查属于自愿行为，如果您愿意参与此次调查，请您签署一份知情同意书并填写相关调查问卷。调查问卷包含三部分：人口统计学调查表，负性行为调查量表 和护理工作绩效量表。这可能会占用您大约 10-20 分钟的时间，请在您方便的时间完成问卷的填写。我们期望您能真诚的作答。

您的参与对于本研究非常的重要并且意义重大，请用您的私人时间完成问卷。在您填写完问卷后，请将知情同意书及调查问卷分别装入信封里，并投入我们所准备的盒子内。收集信封的盒子置于贵院的护理部门前，并放置两个星期。请您在两个星期内返回所有知情同意书及调查问卷，您可以保留研究参与知情告知书。

此次的调查研究是我学习的一部分，此次调查具体的风险及益处请参照表 3。

表 3： 参与调查的危险及益处

| 风险及避免危险的方法 | 益处 |
|--|--|
| <ul style="list-style-type: none"> - 风险：在回答某些问题时，您可能会感觉到心理上的不安，或者会因说出真相感到不舒服。 - 减少或者避免风险的方法： - 您被邀请参加应是出于自愿的并且不存在强制的现象。 - 您的身份是机密的和匿名的。 - 您有权利在任何时间退出本研究。 - 您返回的问卷是放在一个带锁的固定的箱子里，并且这个箱子只有研究者和两个科研协作者可以打开。 <p>您提供的信息将被严格保密，并且只用于科研目的。</p> | <p>通过回答问卷的问题，您可以放松心情，表达一些您从来不告诉其他人的感受。</p> |

调查过程中可能会发生的情况请参考表 4。

表 4： 调查过程中可能会发生的情况

| 突发状况 | 解决办法 |
|-------------------------|---|
| 如果您想退出此次调查 | 您有权利随时退出此次调查，您的工作生活不会受到任何影响。 |
| 出现新的重要的消息会影响到您的决定 | 我们将及时通知您，您可以做出决定继续参与或退出，任何决定都不会影响到您的工作及生活。 |
| 如果你感觉到不舒服或者不想回答问卷中的某些问题 | 您可以在任何时间停止，您的退出将不会影响你的工作。研究者将尊重您所有的隐私权，自由加入权及退出权。您有什么需要帮助的随时可以来找研究者，研究者会非常乐意帮助你的，或者研究者将找专家来帮助你。 |

您所有关于此次调查的信息都是严格保密的，您所作答的问卷及相关信息都会安全地保存在密封的信封里直至研究者进行数据分析。所有的数据都将储存在研究者的电脑内，并设置安全程序。任何相关发表刊物都不会出现您的名字。然而，需要说明，为保证科研的真实性，科研伦理委员会有权监督所有过程及查看数据的真实性。您有权查看您的信息，如果您有任何需要，请您联系我们。您参与此次调查时免费的，确保您不会收到任何收费信息。如果您有任何疑问，请您联系我们，联系方式请参考表 5。

表 5： 联系人信息

- | | | | |
|------------------------|----------|--|-----------------|
| 1. 童欢 | 清迈大学护理学院 | 邮箱地址: tonghuan1949@163.com | 电话: 13887232463 |
| 2. Wipada Kunaviktikul | 清迈大学护理学 | 邮箱地址: wipada.ku@cmu.ac.th | 电话: 6653946083 |

如果您有任何关于您权利的疑问，请您联系清迈大学护理学院科研伦理委员会。联系方式如下: 电话: 66-53-936080 (办公时间) 或传真 66-53-894170

如果您有遭受过工作欺凌想做任何咨询，请联系云南护理学会。地址：云南省昆明市西山区金碧路 157 号，电话 087163639921

感谢您的考虑，真心期待您能参与我们的调查研究。

您诚挚的

童欢

护理管理专业研究生

泰国清迈大学护理学院

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APPENDIX E

Volunteer Research Agreement Form (English Version)

| Volunteer Research Agreement Form | |
|--|---|
| <p>I have already read the above information thoroughly and have been given an opportunity to have any questions about the research answered to my satisfaction. I agree to participate in this study by signing my signature in this form as an evidence of my decision making (However, this signature does not mean that I waive any right provided by law)</p> | <p>I certify that the study participant has been given an opportunity to have any questions and has been received answers clearly. The study participant voluntarily agrees to participate in this study.</p> |
| <p>_____ Name of study participant</p> | <p>_____ Name of a person who requests agreement from study participants (or the investigator)</p> |
| <p>_____ Signature of study participant</p> | <p>_____ Signature of a person who requests agreement from study participants (or the investigator)</p> |
| <p>_____ Day/Month/Year</p> | <p>_____ Day/Month/Year</p> |

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APPENDIX F

Volunteer Research Agreement Form (Chinese Version)

| | |
|---|---|
| <p>我已认真阅读了该研究的相关信息，并明白我有机会向研究者提出任何疑问。我同意参与该项研究并签署此份知情同意书作为依据。 (但是，这并不意味着我放弃法律给予我的权力)</p> <p>参与者姓名：</p> <p>_____</p> <p>参与者签名：</p> <p>_____</p> <p>日期</p> <p>_____</p> | <p>我保证该项研究的参与者有机会提出任何疑问并能得到详尽解释。 该志愿参与者同意参与此项研究。</p> <p>研究者或调查员姓名：</p> <p>_____</p> <p>研究者或调查员签名：</p> <p>_____</p> <p>日期</p> <p>_____</p> |
|---|---|


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APPENDIX G

Certificate of Approval



Research Ethics Office
Faculty of Nursing, Chiang Mai University

AF 04-021



Certificate of Approval

No. 037/2017

| Name of Committee : Research Ethics Committee, Faculty of Nursing, Chiang Mai University | |
|---|---------------------------------|
| Address of Committee : 110 Intavaroros Rd., Amphoe Muang, Chiang Mai, Thailand 50200 | |
| Principal Investigator : Mrs.Tong Huan Master of Nursing Science Program (International Program) Faculty of Nursing Chiang Mai University | |
| Protocol title : Workplace Bullying and Job Performance of Nurses in Tertiary Hospitals, the People's Republic of China | |
| Study Code : FULL – 001 – 2017; Research ID: 007 – 2017 | |
| Sponsor : - | |
| Documents filed | Document reference |
| Research protocol | Version 2 Date March 6, 2017 |
| Informed consent documents | Version 2 Date March 6, 2017 |
| Patient information sheet | Version 1 Date January 12, 2017 |
| Instrument | Version 2 Date March 6, 2017 |
| Principal Investigator Curriculum vitae | Version 1 Date January 12, 2017 |
| Advertisements : (if any) | - |
| Opinion of the Ethics Committee/Institutional Review Board: Full Board Review on February 14, 2017 | |
| The Ethics Committee has reviewed the protocol and documents above and give the favorable opinion | |
| Date of Approval : March 8, 2017 Expiration Date : March 7, 2018 | |



Progress report is required to be submitted to the Ethics Committee for continuing review

- ☐ at 3 month interval
☐ at 6 month interval
☒ annually (in this case please submit at least 60 days prior to expiration date)

This Ethics Committee is organized and operates according to GCPs and relevant international ethical guidelines, the applicable laws and regulations.

Signed :

(Professor Emerita Dr. Wichit Srisuphan)

Chairperson, Faculty of Nursing, Chiang Mai University

Signed :

(Professor Dr. Wipada Kunaviktikul)

Dean, Faculty of Nursing, Chiang Mai University

GENERAL CONDITION OF APPROVAL:

1. Research Ethics Committee approval is required before implementing any changes in the consent documents or protocol unless those changes are required urgently for the safety of subjects.
2. Any event or new information that may affect the benefit/risk ratio of the study must be reported to the REC promptly.
3. Any protocol deviation/violation must be reported to the REC.
4. Review of close study report is required to be submitted to the REC.
5. Review of progress report to the REC before expiration date at 2 months.

APPENDIX H

Permission for Using Questionnaires

Apply for use Job Performance Scale
Huan Tong <huantong1949@gmail.com>

2016/9/
26

发送至 n.jimmieson

Dear Professor Nerina Jimmieson,

I'm sorry to disturb you, my name is Huan Tong, I'm a graduate student of Faculty of Nursing, Chiang Mai University. I'm preparing my thesis which topic is "workplace bullying and job performance of nurses". I want to examine nursing job performance in China.

I found the Job Performance Scale which developed by you and professor Greenslade is a very good questionnaire and fit for my study. I hope I can get your permit to use this questionnaire in my study.

Thank you very much.

Your sincere

Nerina Jimmieson <n.jimmieson@qut.edu.au>

2016/9/
26

发送至 我

Dear Huan Tong,

Thank you for your interest in my research. You are very welcome to use the performance scale in this paper. All the best for your studies.

Kind regards, Nerina

Professor Nerina Jimmieson

School of Management | Queensland University of Technology

2 George Street | Gardens Point Campus

Brisbane | Queensland | 4000 | Australia

From: Huan Tong <huantong1949@gmail.com>

Sent: Monday, 26 September 2016 5:28 PM

To: Nerina Jimmieson

Subject: Apply for use Job Performance Scale

Apply for use Negative Acts Questionnaire-Revised
Øystein Løvik Hoprekstad <Oystein.Hoprekstad@uib.no>

2016/9/
24

发送至 我

Dear Huan Tong,

Thank you for your interest in the Negative Acts Questionnaire.
My name is Oystein Hoprekstad, and I am writing to you now on behalf of Professor
Staale Einarsen, as his research assistant.

I have attached the English version of the NAQ, a SPSS database, psychometric
properties of the questionnaire and the articles suggested on our website. Please use the
Einarsen, Hoel and Notelaers article (2009) in Work and Stress as your reference to the
scale. I have also attached a book chapter on the measurement of bullying where you
also find information on the one item measure.

We will grant you the permission to use the scale on the condition that you accept our
terms for users found in the word-file attached in this e-mail. Please fill this in and
return. Normally, it is free to use the scale as long as it is not for profit and research
only. If not, please be in contact.

If you have any questions, we will of course do our best to answer them.

Best regards
Oystein Hoprekstad, Research Assistant
On behalf of
Professor Staale Einarsen
Bergen Bullying Research Group

From: Huan Tong [<mailto:huantong1949@gmail.com>]
Sent: Saturday, September 24, 2016 10:37 AM
To: Ståle Einarsen
Subject: Apply for use NAQ-R

A l l r i g h t s r e s e r v e d

APPENDIX I

Permission of Questionnaire Back-translation

Faculty of Nursing
Chiang Mai University



คณะพยาบาลศาสตร์
มหาวิทยาลัยเชียงใหม่

Ref.No. 6593(7)/1710

Mrs. Wang Qingjun
Faculty of Nursing, Jiujiang University

March, 9 2017

Dear Mrs. Wang Qingjun

Regarding Mrs. Tong Huan, Code 581235805, a student in the Master program in Nursing Administration at the Faculty of Nursing, Chiang Mai University, her thesis on "Workplace Bullying and Job Performance of Nurses in Tertiary Hospitals, the People's Republic of China" has been approved. Professor Dr. Wipada Kunaviktikul and Assistant Professor Dr. Orn-Anong Wichaikhum are her thesis advisors. She would like to invite you to be the expert to translate the translated instruments (Chinese version) back into English version.

The Faculty of Nursing, Chiang Mai University would like to invite you as translator to translate the translated instruments (Chinese version) back into English version in order to be beneficial for the student's research.

Please be so kind as to consider this request.

Yours sincerely,

Assistant Professor Dr. Achara Sukonthasarn, Ph.D., R.N.
Associate Dean for Academic Affairs
Deputy Dean,
Faculty of Nursing, Chiang Mai University.

王庆军

2017年3月10日

Address
110 Inthavaroros Road, Sriphum, Muang, Chiang Mai, 50200, Thailand
110 ถนนอินทวารวโรส ตำบลศรีภูมิ อำเภอเมือง จังหวัดเชียงใหม่ 50200

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Faculty of Nursing
Chiang Mai University



คณะพยาบาลศาสตร์
มหาวิทยาลัยเชียงใหม่

Ref.No. 6593(7)/1709

Mr. Bill Baker

English native speaker
March 9, 2017

Dear Mr. Bill Baker

Regarding Mrs. Tong Huan, Code 581235805, a student in the Master program in Nursing Administration at the Faculty of Nursing, Chiang Mai University, her thesis on "Workplace Bullying and Job Performance of Nurses in Tertiary Hospitals, the People's Republic of China" has been approved. Professor Dr. Wipada Kunaviktikul and Assistant Professor Dr. Orn-Anong Wichaikhum are her thesis advisors. She would like to invite you to be the expert to confirm the equivalent of two versions of instrument.

The Faculty of Nursing, Chiang Mai University would like to invite you as the expert to confirm the equivalent of two versions of instrument in order to be beneficial for the student's research.

Please be so kind as to consider this request.

Yours sincerely,

A handwritten signature in blue ink, likely belonging to Achara Sukonthasarn.

Assistant Professor Dr. Achara Sukonthasarn, Ph.D., R.N.
Associate Dean for Academic Affairs
Deputy Dean,
Faculty of Nursing, Chiang Mai University.

A handwritten signature in blue ink, likely belonging to Bill Baker.

Address

110 Inthavaroros Road, Sriphum, Muang, Chiang Mai, 50200, Thailand
110 ถนนอินทวารวโรส ตำบลศรีภูมิ อำเภอเมือง จังหวัดเชียงใหม่ 50200

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APPENDIX J

Permission of Data Collection from Hospitals

Faculty of Nursing

Chiang Mai University

Ref.No. 6593(7)/1711



Dear Mrs. Yang Kaiqing,
Director of Nursing Department
Dali Bai Autonomous Prefecture People's Hospital

คณะพยาบาลศาสตร์

มหาวิทยาลัยเชียงใหม่

March, 9, 2017

Dear Mrs. Yang Kaiqing,

Regarding Mrs. Tong Huan, Code 581235805, a student in the Master program at the Faculty of Nursing, Chiang Mai University, her thesis on "Workplace Bullying and Job Performance of Nurses in Tertiary Hospitals, the People's Republic of China" has been approved. Professor Dr. Wipada Kunaviktikul and Assistant Professor Dr. Orn-Anong Wichaikhum are her thesis advisors. She would like to collect data from nurses in Dali Bai Autonomous Prefecture People's Hospital for 20 cases in March 2017 by using Demographic Data Form, Negative Acts Questionnaire-Revise, and Job Performance Scale. The result from this process will be used to test the quality of the instruments.

The Faculty of Nursing, Chiang Mai University would like to request the permission for student to collect data for testing quality of the instruments in order to be beneficial for the student's research. All data will be collected by student.

Please be so kind as to consider this request.

Yours sincerely,

Assistant Professor Dr. Achara Sukonthasarn, Ph.D., R.N.
Associate Dean for Academic Affairs
Deputy Dean,
Faculty of Nursing, Chiang Mai University.

รองศาสตราจารย์ อ. อรุณ สุคนธ์สาร
2017.3.13

Address

110 Inthavaroros Road, Sriphum, Muang, Chiang Mai, 50200, Thailand
110 ถนนอินทวารวโรส ตำบลศรีภูมิ อำเภอเมือง จังหวัดเชียงใหม่ 50200

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Faculty of Nursing
Chiang Mai University



คณะพยาบาลศาสตร์
มหาวิทยาลัยเชียงใหม่

Ref.No. 6893(7)/1714

Mrs. Yang Kaiqing,
Director of Nursing Department
Dali Bai Autonomous Prefecture People's Hospital

March, 9 2017

Mrs. Yang Kaiqing,

Regarding Mrs. Tong Huan, Code 581235805, a student in the Master program in Nursing Administration at the Faculty of Nursing, Chiang Mai University, her thesis on "Workplace Bullying and Job Performance of Nurses in Tertiary Hospitals, the People's Republic of China" has been approved. Professor Dr. Wipada Kunaviktikul and Assistant Professor Dr. Orn-Anong Wichaikhum are her thesis advisors. She would like to collect data from nurses in Dali Bai Autonomous Prefecture People's Hospital for 136 cases during March to April, 2017 by using Demographic Data Form, Negative Acts Questionnaire-Revised, and Job Performance Scale as her structural questionnaires. The data will be used for the thesis as aforementioned.

The Faculty of Nursing, Chiang Mai University would like to request the permission for student to inform you regarding the data collection from this place for this thesis and it will be beneficial for the student's research. All data will be collected by student.

Please be so kind as to consider this request.

Yours sincerely,

Assistant Professor Dr. Achara Sukonthasarn, Ph.D., R.N.
Associate Dean for Academic Affairs
Deputy Dean,
Faculty of Nursing, Chiang Mai University.

这份资料院长刘朝晖授权同意调查。

杨庆 2017.3.13

Address

110 Hthavaroros Road, Sriphum, Muang, Chiang Mai, 50200, Thailand
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Faculty of Nursing
Chiang Mai University

Ref.No. 6593(7)/1712



คณะพยาบาลศาสตร์
มหาวิทยาลัยเชียงใหม่

Mrs. Gu Yunfen,
Director of Nursing Department
Dehong Dai and Jingpo Autonomous Prefecture People's Hospital

March, 9 2017

Mrs. Gu Yunfen,

Regarding Mrs. Tong Huan, Code 581235805, a student in the Master program in Nursing Administration at the Faculty of Nursing, Chiang Mai University, her thesis on "Workplace Bullying and Job Performance of Nurses in Tertiary Hospitals, the People's Republic of China" has been approved. Professor Dr. Wipada Kunaviktikul and Assistant Professor Dr. Orn-Anong Wichaikhum are her thesis advisors. She would like to collect data from nurses in Dehong Dai and Jingpo Autonomous Prefecture People's Hospital for 108 cases during March to April, 2017 by using Demographic Data Form, Negative Acts Questionnaire-Revised, and Job Performance Scale as her structural questionnaires. The data will be used for the thesis as aforementioned.

The Faculty of Nursing, Chiang Mai University would like to request the permission for student to inform you regarding the data collection from this place for this thesis and it will be beneficial for the student's research. All data will be collected by student.

Please be so kind as to consider this request.

Yours sincerely,

Assistant Professor Dr. Achara Sukonthasarn, Ph.D., R.N.
Associate Dean for Academic Affairs
Deputy Dean,
Faculty of Nursing, Chiang Mai University.

同意进行科研调查

谷云芬

2017.3.20

Address

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Faculty of Nursing
Chiang Mai University



คณะพยาบาลศาสตร์
มหาวิทยาลัยเชียงใหม่

Ref.No. 6593(7)/1713

Mrs. Kong Guifen,
Director of Nursing Department
Pai Bai Autonomous Prefecture People's Hospital
Chuxiong
March, 9 2017

Mrs. Kong Guifen,

Regarding Mrs. Tong Huan, Code 581235805, a student in the Master program in Nursing Administration at the Faculty of Nursing, Chiang Mai University, her thesis on "Workplace Bullying and Job Performance of Nurses in Tertiary Hospitals, the People's Republic of China" has been approved. Professor Dr. Wipada Kunaviktikul and Assistant Professor Dr. Orn-Anong Wichaikhum are her thesis advisors. She would like to collect data from nurses in Chuxiong Yi Autonomous Prefecture People's Hospital for 166 cases during March to April, 2017 by using Demographic Data Form, Negative Acts Questionnaire-Revised, and Job Performance Scale as her structural questionnaires. The data will be used for the thesis as aforementioned.

The Faculty of Nursing, Chiang Mai University would like to request the permission for student to inform you regarding the data collection from this place for this thesis and it will be beneficial for the student's research. All data will be collected by student.

Please be so kind as to consider this request.

Yours sincerely,

Assistant Professor Dr. Achara Sukonthasarn, Ph.D., R.N.
Associate Dean for Academic Affairs
Deputy Dean,
Faculty of Nursing, Chiang Mai University.

2017 4 3 14 日

Address

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APPENDIX K

Number of Population and Sample in Each Hospital

Table K

Number of Population and Sample in each Hospital

| Hospital | Population | Sample |
|------------|------------|--------|
| Hospital A | 915 | 166 |
| Hospital B | 783 | 136 |
| Hospital C | 623 | 108 |
| Total | 2357 | 410 |

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APPENDIX L

The Cronbach's Alpha Coefficient of Instruments

Table L

The Cronbach's α of Instrument

| Instrument | Cronbach's α |
|------------------------------------|---------------------|
| NAQ-R | .912 |
| Task performance | .968 |
| Information support | .911 |
| Coordination of care | .853 |
| Social support | .950 |
| Technical care | .884 |
| Contextual performance | .960 |
| Interpersonal support | .911 |
| Job-task support | .937 |
| Compliance | .914 |
| Volunteering for additional duties | .818 |

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APPENDIX M

Mean, SD of Each Item of Negative Acts Questionnaire-Revised and Job Performance Scale

Table M1

Mean, Standard Deviation of NAQ-R each Item

| NAQ-R | Range | \bar{X} | SD |
|--|-----------|-----------|------|
| Work-related bullying dimension | | | |
| 1. Someone withholding information which affects your performance | 1.00-5.00 | 1.67 | 0.64 |
| 2. Being ordered to do work below your level of competence | 1.00-5.00 | 1.84 | 1.00 |
| 3. Having your opinions and views ignored | 1.00-5.00 | 1.74 | 0.76 |
| 4. Being given tasks with unreasonable or impossible targets or deadlines | 1.00-5.00 | 1.56 | 0.75 |
| 5. Excessive monitoring of your work | 1.00-5.00 | 1.72 | 0.95 |
| 6. Pressure not to claim something which by right you are entitled to (e.g. sick leave, holiday entitlement, travel expenses) | 1.00-5.00 | 1.52 | 0.81 |
| 7. Being exposed to an unmanageable workload | 1.00-5.00 | 2.50 | 1.33 |
| Person-related bullying | | | |
| 8. Being humiliated or ridiculed in connection with your work | 1.00-5.00 | 1.54 | 0.73 |
| 9. Having key areas of responsibility removed or replaced with more trivial or unpleasant tasks | 1.00-5.00 | 1.52 | 0.77 |
| 10. Spreading of gossip and rumors about you | 1.00-5.00 | 1.31 | 0.60 |
| 11. Being ignored or excluded | 1.00-4.00 | 1.23 | 0.51 |
| 12. Having insulting or offensive remarks made about your person (i.e. habits and background), your attitudes or your private life | 1.00-5.00 | 1.22 | 0.53 |
| 13. Hints or signals from others that you should quit your job | 1.00-5.00 | 1.29 | 0.61 |
| 14. Repeated reminders of your errors or mistakes | 1.00-5.00 | 1.54 | 0.60 |
| 15. Being ignored or facing a hostile reaction when you approach | 1.00-5.00 | 1.28 | 0.55 |
| 16. Persistent criticism of your work and effort | 1.00-5.00 | 1.38 | 0.59 |
| 17. Practical jokes carried out by people you don't get on with | 1.00-5.00 | 1.32 | 0.59 |
| 18. Having allegations made against you | 1.00-5.00 | 1.61 | 0.66 |
| 19. Being the subject of excessive teasing and sarcasm | 1.00-5.00 | 1.19 | 0.51 |

Table M1 (continued)

| NAQ-R | Range | \bar{X} | SD |
|--|-----------|-----------|------|
| Physically intimidating bullying | | | |
| 20. Being shouted at or being the target of spontaneous anger (or rage) | 1.00-5.00 | 1.48 | 0.67 |
| 21. Intimidating behavior such as finger-pointing, invasion of personal space, shoving, blocking/barring the way | 1.00-3.00 | 1.14 | 0.36 |
| 22. Threats of violence or physical abuse or actual abuse | 1.00-3.00 | 1.15 | 0.38 |

Table M2

Mean, Standard Deviation of task Performance Scale each Item

| Task performance scale | Range | \bar{X} | SD |
|---|-----------|-----------|------|
| Information support | | | |
| 1. Explaining to patients what to expect when they leave the hospital | 1.00-7.00 | 5.88 | 1.30 |
| 2. Providing instructions for care at home | 1.00-7.00 | 5.03 | 1.71 |
| 3. Explaining to families what to do if the patient's problems or symptoms continue, get worse, or return | 1.00-7.00 | 5.51 | 1.43 |
| 4. Explaining to patients when they can resume normal activities, such as going to work or driving a car | 1.00-7.00 | 5.44 | 1.50 |
| 5. Providing appropriate information to families about nursing procedures performed | 1.00-7.00 | 5.85 | 1.34 |
| 6. Communicating to patients the purpose of nursing procedures | 1.00-7.00 | 6.23 | 1.10 |
| 7. Informing patients of the possible side-effects of nursing procedures | 1.00-7.00 | 5.95 | 1.20 |
| Coordination of care | | | |
| 8. Explaining to nurses in the unit the nature of the patient's condition | 1.00-7.00 | 6.01 | 1.21 |
| 9. Reporting the critical elements of patients' situations when turning over work shifts | 1.00-7.00 | 6.46 | 0.99 |
| 10. Ensuring all members of the nursing unit are familiar with the patient's recent medical history | 1.00-7.00 | 5.34 | 1.44 |
| 11. Informing nurses in the unit about changes in a patient's treatment | 1.00-7.00 | 5.87 | 1.27 |
| 12. Informing all nurses in the unit about patient tests and their results | 1.00-7.00 | 5.67 | 1.40 |

Table M2 (continued)

| Task performance scale | Range | \bar{X} | SD |
|--|-----------|-----------|------|
| Social support | | | |
| 13. Showing care and concern to families | 1.00-7.00 | 5.21 | 1.52 |
| 14. Listening to families' concerns | 1.00-7.00 | 5.53 | 1.36 |
| 15. Taking time to meet families' emotional needs | 1.00-7.00 | 4.87 | 1.65 |
| 16. Listening to patients' concerns | 1.00-7.00 | 5.53 | 1.40 |
| 17. Taking time to meet the emotional needs of patients | 1.00-7.00 | 5.12 | 1.56 |
| 18. Showing care and concern to patients | 1.00-7.00 | 5.96 | 1.18 |
| Technical care | | | |
| 19. Taking patient observations (e.g. blood pressure, pulse, temperature) | 1.00-7.00 | 6.39 | 1.15 |
| 20. Assisting patients with activities of daily living (e.g. showering, toileting and feeding) | 1.00-7.00 | 5.04 | 1.71 |
| 21. Developing a plan of nursing care for patients | 1.00-7.00 | 5.43 | 1.55 |
| 22. Administering medications and treatments | 1.00-7.00 | 5.92 | 1.32 |
| 23. Evaluating the effectiveness of nursing care | 1.00-7.00 | 5.88 | 1.24 |

Table M3

Mean, Standard Deviation of Contextual Performance Scale each Item

| Contextual performance scale | Range | \bar{X} | SD |
|---|-----------|-----------|------|
| Interpersonal support | | | |
| 24. Raising morale of other nurses in the unit | 1.00-7.00 | 4.90 | 1.60 |
| 25. Helping nurses in the unit to resolve work problems | 1.00-7.00 | 5.59 | 1.32 |
| 26. Consulting amongst each other when actions might affect other nurses in the unit | 1.00-7.00 | 5.82 | 1.27 |
| 27. Taking time to meet unit nurses' emotional needs | 1.00-7.00 | 5.16 | 1.47 |
| 28. Volunteering to share special knowledge or expertise with other nurses in the unit | 2.00-7.00 | 5.97 | 1.16 |
| 29. Helping nurses in the unit to catch up on their work | 1.00-7.00 | 5.91 | 1.17 |
| Job-task support | | | |
| 30. Making special arrangements for a patient's family | 1.00-7.00 | 4.68 | 1.78 |
| 31. Staying late to help families | 1.00-7.00 | 4.47 | 1.83 |
| 32. Taking extra time to respond to a family's needs | 1.00-7.00 | 4.22 | 1.89 |
| 33. Making special arrangements for the patient | 1.00-7.00 | 4.52 | 1.79 |
| 34. Staying late to help patients | 1.00-7.00 | 5.19 | 1.71 |
| 35. Taking extra time to respond to a patient's needs | 1.00-7.00 | 4.64 | 1.83 |
| Compliance | | | |
| 36. Complying with hospital rules, regulations and procedures, even when no one is watching | 1.00-7.00 | 6.52 | 1.06 |
| 37. Representing the hospital favorably to individuals outside the hospital | 1.00-7.00 | 5.80 | 1.45 |
| 38. Making sure that materials and equipment are not wasted | 1.00-7.00 | 6.21 | 1.13 |
| Volunteering for additional duties | | | |
| 39. Volunteering to participate on committees within the hospital that are not compulsory | 1.00-7.00 | 5.11 | 1.79 |
| 40. Attending and participating in meetings regarding the hospital | 1.00-7.00 | 5.27 | 1.82 |
| 41. Making innovative suggestions to improve the overall quality of the department | 1.00-7.00 | 5.57 | 1.46 |

APPENDIX N

Frequency and Percentage of Each Item of Negative Acts Questionnaire-Revised

Table N

Frequency and Percentage of Each Item of Negative Acts Questionnaire-Revised (n=359)

| NAQ-R | 1 n (%) | 2 n (%) | 3 n (%) | 4 n (%) | 5 n (%) |
|---|------------|------------|------------|------------|------------|
| Work-related bullying dimension | | | | | |
| 1. Someone withholding information which affects your performance | 145 (40.4) | 194 (54.0) | 15 (4.2) | 4 (1.1) | 1 (0.3) |
| 2. Being ordered to do work below your level of competence | 154 (42.9) | 153 (42.6) | 24 (6.7) | 13 (3.6) | 15 (4.2) |
| 3. Having your opinions and views ignored | 140 (39.0) | 192 (53.5) | 15 (4.2) | 6 (1.7) | 6 (1.7) |
| 4. Being given tasks with unreasonable or impossible targets or deadlines | 198 (55.2) | 135 (37.6) | 17 (4.7) | 5 (1.4) | 4 (1.1) |
| 5. Excessive monitoring of your work | 178 (49.6) | 138 (38.4) | 17 (4.7) | 16 (4.5) | 10 (2.8) |
| 6. Pressure not to claim something which by right you are entitled to (e.g. sick leave, holiday entitlement, travel expenses) | 224 (62.4) | 99 (27.6) | 25 (7.0) | 6 (1.7) | 5 (1.4) |
| 7. Being exposed to an unmanageable workload | 80 (22.3) | 155 (43.2) | 43 (12.0) | 26 (7.2) | 55 (15.3) |
| Person-related bullying | | | | | |
| 8. Being humiliated or ridiculed in connection with your work | 199 (55.4) | 140 (39.0) | 11 (3.1) | 5 (1.4) | 4 (1.1) |
| 9. Having key areas of responsibility removed or replaced with more trivial or unpleasant tasks | 218 (60.7) | 110 (30.6) | 23 (6.4) | 3 (0.8) | 5 (1.4) |

Table N (continued)

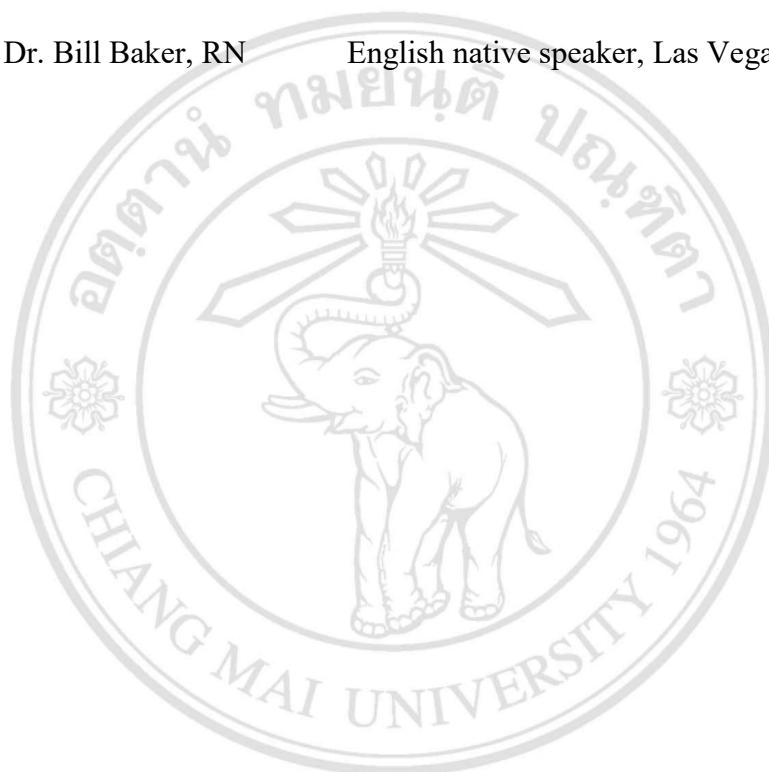
| NAQ-R | 1 n (%) | 2 n (%) | 3 n (%) | 4 n (%) | 5 n (%) |
|--|------------|------------|------------|------------|------------|
| 10. Spreading of gossip and rumors about you | 263 (73.3) | 85 (23.7) | 7 (1.9) | 2 (0.6) | 2 (0.6) |
| 11. Being ignored or excluded | 290 (80.8) | 61 (17.0) | 4 (1.1) | 4 (1.1) | |
| 12. Having insulting or offensive remarks made about your person (i.e. habits and background), your attitudes or your private life | 295 (88.2) | 54 (15.0) | 7 (1.9) | 2 (0.6) | 1 (0.3) |
| 13. Hints or signals from others that you should quit your job | 277 (77.2) | 64 (17.8) | 15 (4.2) | 1 (0.3) | 2 (0.6) |
| 14. Repeated reminders of your errors or mistakes | 181 (50.4) | 165 (46.0) | 11 (3.1) | 1 (0.3) | 1 (0.3) |
| 15. Being ignored or facing a hostile reaction when you approach | 273 (76.0) | 76 (21.2) | 7 (1.9) | 2 (0.6) | 1 (0.3) |
| 16. Persistent criticism of your work and effort | 240 (66.9) | 105 (29.2) | 12 (3.3) | 1 (0.3) | 1 (0.3) |
| 17. Practical jokes carried out by people you don't get on with | 260 (72.4) | 88 (24.5) | 8 (2.2) | 1 (0.3) | 2 (0.6) |
| 18. Having allegations made against you | 164 (45.7) | 175 (48.7) | 17 (4.7) | | 3 (0.8) |
| 19. Being the subject of excessive teasing and sarcasm | 303 (84.4) | 50 (13.9) | 2 (0.6) | 2 (0.6) | 2 (0.6) |
| Physically intimidating bullying | | | | | |
| 20. Being shouted at or being the target of spontaneous anger (or rage) | 213 (59.3) | 129 (35.9) | 10 (2.8) | 5 (1.4) | 2 (0.6) |
| 21. Intimidating behavior such as finger-pointing, invasion of personal space, shoving, blocking/barring the way | 311 (86.6) | 46 (12.8) | 2 (0.6) | | |
| 22. Threats of violence or physical abuse or actual abuse | 308 (88.2) | 48 (13.4) | 3 (0.8) | | |

1= Never 2= Now and then 3= Monthly 4= Weekly 5= Daily

APPENDIX O

List of Experts

| Name | Office |
|-----------------------------------|--|
| 1. Professor Dr. Wang Qingjun, RN | Jiujiang University, Jiangxi, China |
| 2. Professor Dr. Bill Baker, RN | English native speaker, Las Vegas, the USA |



ลิขสิทธิ์มหาวิทยาลัยเชียงใหม่
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CURRICULUM VITAE

Name Mrs. Tong Huan

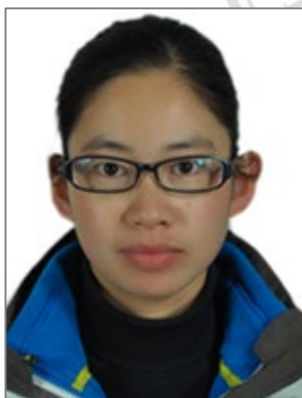
Date of Birth October 10, 1986

Educational Background

2005 Bachelor of Nursing Science
Dali University, Yunnan province, China

Professional Experiences

2009-present Registered Nurse
Operating Room
Affiliated Hospital of Dali University
Yunnan Province, China



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