

SUMMARY OF MASTER'S DISSERTATION

Student Identification Number	81933117	Name	Yasushi Ota
<p style="text-align: center;">Title</p> <p style="text-align: center;">Gaming Simulation to Encourage Constructive Intervention of Bystanders in Workplace Bullying and Harassment</p>			
<p>Abstract</p> <p>In Japan, workplace bullying and harassment are social problems to lead to victims' suicide and depression. A role of bystanders of workplace bullying and harassment is not discussed in conventional study, despite they are responsible for promoting and suppressing the workplace bullying and harassment.</p> <p>Therefore, this study focuses the two following problems: to develop and validate the effectiveness of training programs to encourage constructive intervention by bystanders, and to establish mechanisms through which bystanders can intervene with confidence.</p> <p>The purpose of this study is to develop and validate a Gaming Simulation that simulates workplace bullying and harassment in order to encourage bystanders to intervene constructively.</p> <p>First, in order to construct a simulated world of workplace bullying and harassment in this Gaming Simulation, the requirements define by interviewing thirteen people, including managers, non-managers, and HR staff, to collect cases. Second, to manufacture the prototype of this Game Simulation based on the rules and procedures of existing Game Simulations on social problem dilemmas. Third, to complete this Gaming Simulation through repeat test play and improvements using this prototype.</p> <p>In the Gaming Simulation developed in this study, the players have a role of bystanders, and experience a simulated world of workplace bullying and harassment. They feel a dilemma between achieving their goals and helping the victims in workplace bullying and harassment. As a result, they always experience failure. They can reflect their own behavior in their real workplace and gain new awareness to decrease workplace bullying and harassment in their companies through failure experience inside a virtual world of the Gaming Simulation.</p> <p>Totally, nine games were held on, including fifty-two people. Of the fifty-two players who experienced this Gaming Simulation twelve responded to the interview.</p> <p>The players' comments and interview results provide the following insights.</p> <ol style="list-style-type: none"> (1) Some bystanders feel difficulty to intervene constructively due to their position and trust with the other party against bullying and harassment in the workplace once it has occurred. (2) It is important for bystanders to intervene constructively by detecting signs of workplace bullying and harassment. (3) This Gaming Simulation can be one of the effective educational programs for new and young employees to experience workplace bullying and harassment in a virtual world and discuss this problem in their own workplace. <p>In addition to these insights, there are also comments about changing consciousness and behavior. Therefore, it is possible that the players gain a sense of ownership by simulated experience of workplace bullying and harassment as bystanders.</p> <p>This discussion suggests that this Gaming Simulation developed in this study is valid for encouraging constructive interventions by bystanders.</p>			
<p>Key Word(4 words)</p> <p>Gaming Simulation, Workplace Bullying, Power Harassment, Systems Engineering</p>			