
**IMPACT OF PSYCHOLOGICAL AGGRESSION AND
PHYSICAL ASSAULT ON WORKPLACE PERFORMANCE OF WOMEN**

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ABSTRACT

This study aims to know the impact of psychological aggression and physical assault at home on workplace performance of women. This is a quantitative study which is carried out by employing purposive sampling. We identified 150 working women facing domestic violence working in different organizations located in Karachi, Sindh, Pakistan. Out of this identified sample, only 121 women participate in the study. Additionally, the supervisors of these 121 women were also considered for knowing the evaluation of work performance. This study involved the development of two questionnaires the items of which were adapted from the Revised Conflicts Tactics Scale (CTS2) originally developed by (Straus, 1979) and from the study of Farh and Cheng (1999). The study reveals that psychological aggression proved to be strongly influencing variable than the physical assault. This paper suggests that the partners of the working women need to avoid psychological aggression along with abandoning the use of physical assault on them or at least a partner should minimize the frequency of attempts of both variables so that the workplace performance of women may increase and the women may perform better in their jobs.

Keywords: Impact, Psychological Aggression, Physical Assault, Workplace Performance, Women.

INTRODUCTION

Women are considered as highly respected creatures, but violence against women is among those factors that are responsible for the less development of a country (Shams et.al., 2017). Household

violence is now considered as one of the biggest issues over the globe, particularly in developing countries. According to the United Nation Security Council (1994), an action of violence based on gender mostly results in physical, social, sexual and psychological damage to women which destroys their freedom and power to make decisions. In developing countries, women are especially harmed or targeted frequently because they have weak or no rights in the society (Morgan et.al., 2016).

Violence against women is not only under estimating their rights but also violating the human rights (Decker et.al. 2015). This cruelty has been a part of this world's long history. In Islamic History, before the arrival of Holy Prophet (PBUH), the Arabs were indulged in the crimes against women; they used to think of women as inferior creature and to be ruled upon. But our religion Islam and Holy Prophet (PBUH) totally stopped the concept and the cruel practices against women and suggested the concept of equality for both men and women (Mir-Hosseini, 2009). The people have now forgotten the teachings of the religion Islam. According to the World Health Organization (2008), out of every three women, one is being subjected to violence. This shows total 30 percent of women have to face this social issue. The victims face criticism thus they stay quiet; the problem is that women are sometimes victimized by their acquaintances. According to the research of World Health Organization (2012) with the London School of Hygiene and Research, they used the data taken from the 80 different countries and concluded that about 35 percent of women have been suffering from the violence. Universally, 38 percent of murders of women have been committed by their close companions (Magsi et.al., 2017).

Women violence is now considered as one of the biggest issues over the globe particularly in all the developing countries like Pakistan. For the protection of victims of violence, faster and accurate actions and steps should be taken timely and at the spot of the crime so that the offender gets the punishment. The law which is made in the favour of the victim must be able enough to provide protection and justice to that person who is being suffered by a serious tragedy (Baldry & Winkel, 2008).

Domestic Violence on women is a universal issue having occurrence across the globe and Pakistan is no exception. Moreover,

violence on women at home have numerous consequences upon health, social activities, and work performance. So, there are many dimensions of the impact of the violence against them. Under these circumstances, to know the impact of violence against women in the perspective of psychological aggression and physical assault is a gap in the research. Besides, with respect to Pakistani society, knowing the impact of psychological aggression and physical assault is need of an hour. As we culturally consider domestic violence as a family matter and hardly to be reported before the law and order maintaining authorities. Therefore, it has become compulsory to identify the direction, gravity and impacts of the issue of psychological aggression and physical assault on the workplace of women by the academia through scientific manners. In this context, the study involves following specific objectives are: (i) to assess the impact of psychological aggression at home on workplace performance of women; (ii) to assess the impact of physical assault at home on workplace performance of women. Besides, this study is also aimed to help the policy makers to formulate the policies which may help the working women and their organizations for the good work performance of women and creating conducive environment at institutions and home.

LITERATURE REVIEW

Women who come across physical aggression/violence by male spouses during a year time span had just a one third chance of keeping up work for in any event 30 hours of the week for a half year or seriously during the resulting year as did women without these experiences of aggression or violence (Browne et.al., 1999). Women who faced male violence were as prone to be presently employed as the individuals who didn't, they were bound to have been jobless previously, to experience the ill effects of medical issues, and to have higher rates of welfare assistance (Lloyd & Taluc, 1999). The domestic violence reduces women's occupational and socio-economic position to be achieved over the time. Whereas, it has no effect on the job status per se (Lloyd, 1997). Concurrently, unstable employment experiences shown by the women who were inflicted upon the violence. Once a women experienced Intimate Partner Violence (IPV) proved lower employment stability in later six years (Crowne et.al., 2011).

Physical assaults caused much withdrawal from the work. While, psychological aggression proved in some absenteeism (LeBlanc et.al., 2014). In another study the effects of the workplace harassment and domestic violence were identified. It was proved that these both factors affect to the workplace performance in the terms of the work quality, attitudes and withdrawal from the work (Węziak-Białowolska et.al., 2020). Terminations, leaving of jobs, tardiness and absenteeism are the effects of the physical assault and psychological aggression. (Swanberg & Logan, 2005). Domestic violence having impact over the employees' professional and personal lives. So, a proactive response is required at the sides of the managers. This type of the response can be helpful in improving productivity of an employee, health care costs can be reduced and absenteeism can also be controlled (Johnson & Gardner, 1999). Intimate Partners Violence (IPV) has adverse results in terms of productivity and performance of an employee. Absenteeism, tardiness and performance of work as poor are some signs that employee is facing Intimate Partner's Violence (McFarlane et al, 2000). In another study where role of the employment has been discussed. It is revealed that flexible times and assistance from employer can play a positive role for the victims of IPV (Rothman, 2007).

Domestic Violence in Nigeria is considered as a criminal offence because it affects work performance and organization at large (Oni-Ojo et.al., 2014). Domestic violence has influence on the lives of women at community level as well as at workplace. It decreases the women's ability to maintain and access the job. It further increases the dependency and poverty among women (Franzway et.al., 2007). Domestic violence in the shape of physical assault and psychological aggression affects the ability to work, employees takes off from the work due to the abuse at home. Besides, they become late, distracted and tired for work (Rayner-Thomas, 2013). Stating what effects of addressing the domestic violence for company and employee Simpson & Katula said that by redressing the domestic violence, the employers can prevent possible financial losses and can enhance team work. Thus in this way company and employees can be prosperous (Simpson & Katula, 2006). There is a long range of consequences of domestic violence for the victims. Such include decreasing self-esteem, causing anxiety, physical injury and depression. As a results such elements

decrease the concentration, the employees often take time to go to the court or get appointment with doctor. In some cases, they quit the job too (Karamally, 2004; Sherve 2004; Pennings, 2007; Murray & Powell, 2008).

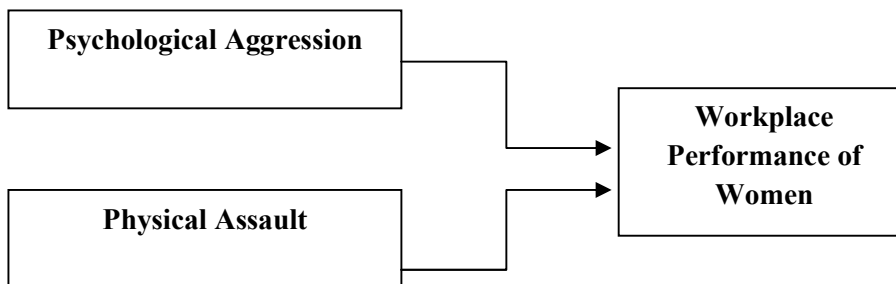
Workplace Performance: The idea of "workplace performance" signifies a workspace whose target is to help the exhibition of work: a performing work place is intended to advance worker's efficiency. Notwithstanding, worker productivity, albeit significant in a monetary setting, will generally be applied in a dubious and general manner to an entire scope of wanted social results with regards to work (Vischer, 2007). Workplace performance has been related with the employee's behavior by Brown et al, 2011. He states that employee's behaviour may over all have impact on the level of performance of a firm (Brown, et.al., 2011). Here, it can be understood that how an employee facing the physical assault and psychological aggression at home would behave at his or her workplace and what would be the overall performance of the firm.

RESEARCH METHODOLOGY

As this research is quantitative in nature, the data collection of which primarily relies on questionnaires. For conducting this study, 150 working women facing domestic violence were identified in different organizations located in Karachi region of Sindh in Pakistan. For conducting this study, the purposive sampling technique was used. Out of this identified sample, only 121 women agreed to participate in the study while the rest declined to do so. Sample of 121 women was comprising with women of different age groups. 19 respondents were found to be in the age group between 20 and 30 years, while 68 were found to be in the age group between 31 and 40 years, whereas, 35 women were found to be in the age group between 41 and 50 years, rest of the women were found to be above the 50-year age. Furthermore, 80 women were from private sector organizations and 41 women were from public sector organizations. Besides, the supervisors of these 121 women were also considered for knowing the evaluation of work performance of women facing domestic violence. The supervisors were simultaneously contacted for evaluating the woman working under their supervision. This study involved the development of two questionnaires. First was concerned with knowing the magnitude of psychological aggression and physical assault. The First questionnaire

targeted the women facing domestic violence by their partners and the second questionnaire was developed in order to elicit response regarding the workplace performance of the women facing domestic violence. The items regarding psychological aggression and physical assault have been adapted from The Revised Conflicts Tactics Scale (CTS2) which was originally developed by (Straus, 1979) as (CTS) and later on revised and developed as CTS2 to gauge IPV in a better way. The (CTS2) measure is most commonly used in gauging the Intimate Partner Violence (IPV). The items of second questionnaire regarding the workplace performance were adopted from the study of Farh and Cheng (1999) and responses were measured using likert scale ranging from strongly disagree to strongly agree whereas the items contained in a first questionnaire were concerned with the frequency of attempts regarding the domestic violence. The responses in the first questionnaire were coded as 1 for Never, 2 for Once a year, 3 for Two or three times, 4 for About once a month, 5 for More than once a month. The aforementioned responses have been taken from the study conducted by (Straus, 1979). The data for obtaining the descriptive results and hypotheses are tested using SPSS.

CONCEPTUAL FRAMEWORK



RESULTS

Reliability: By employing the use of SPSS, the reliability of items for each variable in the study was separately found. The Cronbach's alpha coefficient for psychological aggression, physical assault and workplace performance was calculated to be 0.728 for eight items, 0.778 for twelve items and 0.707 for four items respectively which denotes a good internal consistency for all aforementioned variables.

Psychological Aggression: In the course of our study, working women were required to participate by selecting the responses provided for each item measuring the psychological aggression. The items were supplied on a scale based on frequency of psychological aggression attempts ranging from minimal level of psychological aggression attempt to the maximum frequency of psychological aggression attempt by the spouse. The data gathered from 121 working women facing a domestic violence was coded and analyzed by employing the use of SPSS and standard deviation and mean were found for each item measuring psychological aggression. Table 1 shows the mean and standard deviation for each item used for gauging the psychological aggression.

TABLE-1
DESCRIPTIVE STATISTICS FOR ITEMS MEASURING
PSYCHOLOGICAL AGGRESSION

Items	Mean	Standard Deviation
My partner insults me.	3.49	1.246
My partner shouts or yells at me.	3.13	1.420
My partner destroys something of mine.	3.04	1.186
My partner does something to spite me.	3.13	1.323
My partner calls me fat or ugly.	3.11	1.322
My partner stamps me out of the room or yard.	3.23	1.395
My partner accuses me of being lousy lover.	3.17	1.321
Threatens to hit or throws at me.	3.12	1.260

From Table 1 the first item “My partner insults me” is characterized with having the maximum mean among all items gauging psychological aggression which is about 3.49 accompanied with the standard deviation of 1.246 implying that the working women are mostly insulted by their spouse or in other words it can be said that the collected sample reveals that the husbands mostly insult their partners with the frequency ranging between two to three times a year and once a month. The second highest mean is achieved by the item “My partner stamps me out of the room or yard which is about 3.23 suggesting that the partners of women stamp them out with a frequency of about two or three times a year. The item “My partner destroys something of mine” is characterized with the least level of mean in a sample with the standard deviation.

Physical Assault: In order to know about the physical assault, primary data was obtained and then analyzed. The respondents under study were required to rate the items on five-point scale. The responses were once again based on same pattern i.e. frequency of physical assault attempts experienced by the working women. The choice of responses supplied to or respondents was 1 for Never, 2 for Once a Year, 3 for Two or Three Times, 4 for About Once a Month, 5 for More than Once a Month. Same responses were used to measure the psychological aggression experienced by the women. Standard deviation and mean for each item measuring physical assault were calculated and shown in table 2.

TABLE-2
DESCRIPTIVE STATISTICS FOR ITEMS MEASURING
PHYSICAL ASSAULT

Items	Mean	Standard Deviation
My partner throws something at me.	2.80	1.261
My partner twists my arm or hair.	3.11	1.358
My partner pushes me.	3.08	1.439
My partner grabs me.	2.85	1.430
My partner slapped me.	2.72	1.224
My partner uses a knife or gun on me.	2.90	1.305
My partner punches or hits me.	2.89	1.383
My partner chokes me.	2.88	1.427
My partner slams me against a wall.	3.19	1.337
My partner beats me up.	3.07	1.448
My partner burns or scalds me.	2.94	1.355
My partner kicks me.	3.13	1.461

Table 2 is contained with the standard deviations and means of items measuring physical assault. In table 2, the mean of the most of the data is revolving around 3 implying that the women under study mostly experience two to three times physical aggression attempts by their partners. my partner throws something at me, my partner twists my arm or hair, my partner pushes me, my partner grabs me, my partner slaps me, my partner uses a knife or gun on me, my partner punches or hits me, my partner chokes me, my partner slams me against a wall, my partner beats me up, my partner burns or scalds me, my partner kicks me have got means and standard deviations of 2.80, 1.261, 3.11, 1.358, 3.08, 1.439, 2.85, 1.430, 2.72, 1.224, 2.90, 1.305,

2.89, 1.383, 2.88, 1.427, 3.19, 1.337, 3.07, 1.448, 2.94, 1.355, 3.13, 1.461 respectively.

Workplace Performance: For determining the workplace performance of working women facing domestic violence from their partner, another questionnaire was administered simultaneously from the supervisor of the same respondent under study. The supervisors of the working women were asked respond by rating the responses on the Likert scale in order to know about the workplace performance of working women. The responses on the Likert scale ranged from highest level of disagreement to the highest level of an agreement such as 1 was coded for Strongly Disagree, 2 for Disagree, 3 for Neutral, 4 for Agree and 5 was coded for Strongly Agree. The obtained data was once again analyzed on SPSS. Table 3 shows the descriptive statistics regarding the items measuring the workplace performance of working women experiencing both physical assault and psychological aggression attempts by their partner.

TABLE-3
DESCRIPTIVE STATISTICS FOR ITEMS MEASURING
WORKPLACE PERFORMANCE

Items	Mean	Standard Deviation
This subordinate makes an important contribution to the overall performance of our working unit.	2.90	1.405
This subordinate can always fulfill the jobs assigned by the supervisor in time.	3.05	1.353
This subordinate is one of the excellent employees in our work unit.	2.98	1.332
The performance of this subordinate can always meet the requirements of the supervisor.	3.04	1.434

Table 3 is concerned with the standard deviations and means of items gauging workplace performance of the working women as evaluated by their supervisors. Similarly, in table 3, the mean values of each item are gathered around 3. The items i.e. this subordinate makes an important contribution to the overall performance of our working unit, this subordinate can always fulfill the jobs assigned by the supervisor in time, this subordinate is one of the excellent employees

in our work unit, the performance of this subordinate can always meet the requirements of the supervisor, have the mean and standard deviation of 2.90, 1.405, 3.05, 1.353, 2.98, 1.332, 3.04, 1.434 respectively. From the mean values it cannot be finally inferred that there is no impact of psychological and physical aggression on the workplace performance of the women working in an organization. We have developed our next section which will mention the impact of both dimensions of domestic violence and statistically assess the direction, significance and magnitude of impact of these both aforementioned variables on the workplace performance.

Impact of Psychological Aggression and Physical Assault on Workplace Performance of Women: The effect of both psychological aggression & physical assault was assessed by employing the use of simple linear regression. The independent variables namely psychological aggression and physical assault were regressed against the dependent variable namely workplace performance of the working women. Table 4 displays the outcomes of Pearson correlation. The Pearson correlation coefficient values 'r' for both predicting variables namely psychological aggression and physical assault have been found out to be -0.428 and -0.290 with p value 0.000 and 0.001 respectively. Hence it implies that the psychological aggression has got the negative, moderate and significant association with workplace performance of women working in an organization whereas the physical assault has got the weak and also inverse association with the workplace performance with the significant p-value of 0.001.

TABLE-4
PEARSON CORRELATION

Variables	Pearson Coefficient, r	P-Value	Sample
Psychological Aggression	-0.428	0.000	121
Physical Assault	-0.290	0.001	121

Table 5a shows the regression coefficients. The regression coefficient for psychological aggression is calculated to be -0.377 having p-value Of 0.000 implying that the increase in one unit of psychological aggression will decrease the workplace performance of a woman by 0.377 units. Mathematically, in other words, it can be said

that one percent increase in psychological aggression will make the workplace performance to reduce by 37.7 percent. Similarly, the regression coefficient value for the second predictor namely physical assault is found to be -0.186 with p-value 0.031. The effect of physical assault on the workplace performance comes out to be partially significant. Once again it can be mathematically said that one percent increase in the physical assault will make the workplace performance to decrease by 18.6 percent. The regression results for both predictors show that psychological aggression strongly contributes in influencing the workplace performance of woman and physical assault appears to be partially affecting the dependent variable under study.

**TABLE-5a:
REGRESSION COEFFICIENTS**

Independent Variables	Regression Coefficient, B	P-Value	Standard Error
Psychological Aggression	-0.377	0.000	0.056
Physical Assault	-0.186	0.031	0.039

Table 5b displays the model summary. The adjusted R Square value comes out to be 0.202 implying that both variables play a vital role in explaining the workplace performance of women. The value of adjusted R-Square has been estimated to be 0.202 which means that the psychological aggression and physical assault together explain the variance of 20.2 percent in defining the workplace performance of women whereas the rest of the variance (79.80 percent) in defining the dependent variable under study is explained by other factors which have not been considered in this study. These factors may possibly include organizational culture, reward system, organizational politics, supervisor-subordinate relationship, promotion mechanism and other factors as well.

**TABLE-5b
MODEL SUMMARY**

Variables	Values
Adjusted R Square	0.202
R Square	0.216
Standard Error of the Estimate	3.602
F-Value	16.080, p< 0.000
Df	2

DISCUSSIONS

Descriptively, the mean values of the items of psychological aggression as shown in the Table 1 reveal that women working in different organizations of the Karachi region are suffering a psychological aggression at the hands of their partners in terms of insult, shouting, destruction of their things / personals, they call them fat or ugly, stamps them out of the room, accuses them being lousy lover and threatens to hit or throws at them. Among these items, the item “My partner insults me” having mean value 3.49 and its standard deviation is 1.246. This means that the working women usually are insulted by their partners. While the item “My partner stamps me out the room or yard” having mean value 3.23, which implies that most of the women are stamped out by their partners. The item “My partner destroys something of mine” is having the least mean in the collected data with the standard deviation of 1.186 implying that the working women partner were used to destroy the valuables about two to three times a year. The overall mean scores of these items of psychological aggression are suggesting that the working women are being subjected to the psychological aggression at their homes. Secondly, in the descriptive manners the items of the Physical Assault are measured in the terms of partner throws something, twists arm or hair, pushes, grabs, slapped, uses knife or gun, punches or hits, chokes, slams, beats, burns or scalds and kicks. The descriptive analysis of the items regarding the physical assault almost showed the same results on the whole whereas slight variation was observed in the mean results of individual items. The item “My partner twists my arm or hair” is having the highest mean of 3.11 with the standard deviation 1.358 which is implying that the women in the given sample are mostly experiencing the twisting of hair or arms by their partners about two to three times a year. After experiencing the twists, the data seemed to indicate that the husbands of working women use to push their partner about twice or thrice a year. The element of slapping a partner appears to have the least mean in the data but once again the mean score is very much near. The overall mean score of all items regarding the physical assault very near to three. Descriptive analysis of the given items conveys the meaning that the women under study mostly experience two to three times physical aggression attempts by their partners. Besides that, other descriptive such as standard deviations of items were determined as shown in table 3.

After conducting the descriptive analysis of the overall items, the impacts psychological aggression and assault on workplace performance were analyzed. Interestingly, the regression results yielded that there was a significant impact of psychological aggression on the workplace performance of the women under study whereas the physical assault was found to be partially significant with the negative effect on the workplace performance. The results of this study are in partial alignment with the previous literature in the sense that the previous researches are lacking in studying the dimensions of domestic violence separately. Most of the previous researches have focused on the domestic violence as the single construct or in general. Based on our findings, we can say that the domestic violence is significantly affecting the workplace performance. This finding is being supported by the previous study conducted by Lloyd, 1997. Our findings are in line with our designed objectives. This support from the findings make our study a unique one whereby we have differently identified impact of psychological aggression & physical assault on workplace performance of women.

Besides, the overall findings of this study are also supported by the previous studies such as Crowne et.al., 2011, Węziak-Białowolska et.al., 2020, Swanberg & Logan, 2005, McFarlane et.al., 2000, Rothman, 2007, Oni-Ojo et.al., 2014, Franzway et.al., 2007, Rayner-Thomas, 2013, and Simpson, & Katula, 2006. All these studies have identified the impact of the domestic violence in general and specially in the terms of the workplace performance. How women behave, show their attitude and perform their specific task at the place of employment when they are facing violence, physical assault and psychological aggression at home. So, our results of regression coefficients exposed that one percent increase in psychological aggression will make the workplace performance to reduce by 37.7 percent. The effect of physical assault on the workplace performance comes out to be partially significant and we can infer that one percent increase in the physical assault will make the workplace performance to decrease by 18.6 percent. The regression results for both predictors show that psychological aggression strongly contributes in influencing the workplace performance of woman and physical assault appears to be partially affecting the dependent variable under study. While, the adjusted R Square value comes out to be 0.202 implying that both

variables play a vital role in explaining the workplace performance of women. The results of this study are domestic violence reduces women's occupational and socio-economic position to be achieved over the time. Whereas, it has no effect on the job status.

CONCLUSION AND RECOMMENDATIONS

This research was performed for the purpose of revealing the link between psychological aggression, physical assault and workplace performance. It was conducted on the working women of both private and public sector organizations of all management levels in Karachi region of Sindh in Pakistan. This study yielded interesting outcomes that psychological aggression proved to be strongly influencing variable than the physical assault. This paper suggests that the partners of the working women need to avoid psychologically aggressing along with abandoning the use of physical assault on their partner or at least a partner should minimize the frequency of attempts of both variables so that the workplace performance of women may increase and the women may perform in their jobs which will ultimately enhance their job security at their workplace. In view of results obtained in this study, it is being strongly recommended that the partners of working women should take care of their wives especially focusing on their psychological well-being. Consequently, this will make women to improve the quality of married life leaving a positive impact on her children's bringing up as well.

In addition, it is recommended that public awareness of domestic violence be raised as a workplace performance issue among the masses as Rainer-Thomas, 2013 has recommended. All this can be achieved through educational institutions, NGOs and media campaign. This will result in better performance in the workplace and will make organizations prosperous. Effective legislation on domestic violence should be enacted. Whatever the case, legislation must be enforced effectively. In this regard, all concerned institutions should work together. Moreover, scientific studies can be done to find out the effects of psychological aggression and physical assault on women's workplace performance. In this approach, more gaps should be identified and additional dimensions of phenomena should be done. As such, the study is limited to two aspects: psychological aggression and physical assault. In addition, further studies can be done using a qualitative approach and the sample can be extended to the provincial and national levels.

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