

為何無法消除敵意工作環境？

分析醫院內處理性騷擾事件的權力運作

摘要

工作場所性騷擾的發生並非隨機或偶然的，而既是反映性別歧視，也代表著是與權力關係的不平等。Fiona Wilson and Paul Thompson (2001) 針對組織內關於性騷擾事件的運作提出三個權力面向，本文檢驗這些面向對於性騷擾事件的處理和結果的影響，包括隱瞞事件的發生、管理階層偏袒地位較高的加害人、及在敵意工作環境下受害人自我退縮。資料來源是 2014 年在三家醫院蒐集的問卷調查資料。統計分析結果顯示，護理人員指認性騷擾的來源主要是病患，其次是醫師或主管。主管較基層護理人員更可能指認性騷擾的發生，尤其是來自病患和家屬的騷擾。如果加害人為病患的親友，則性騷擾事件循正式管道解決的機率顯著較高。當加害人是醫師或主管時，性騷擾受害人離職的機率也較高。綜合分析結果顯示，性騷擾的處理不能排除權力的運作，權力運作的結果使得醫院內的性騷擾事件被正式處理的機率偏低、私下和解和受害人離職成為常見的結局。法令規定和場所的宣示並不足以消除敵意的工作環境。職場內權力的不平等和組織偏頗的權力運作使得女性無法免於性騷擾威脅。

關鍵字：護理、性騷擾、權力不平等、性別、台灣

Why Hostility Can't Be Eradicated from the Workplace? Analyzing Power Operations in Dealing with Sexual Harassment in Hospitals

Abstract

Workplace sexual harassment didn't happen accidentally or randomly. It represents sex discrimination and is the result of power inequality. Fiona Wilson and Paul Thompson (2001) discussed three dimensions of power operations in dealing with sexual harassment in organizations. This paper adopted their perspective and examined how these three dimensions may explain subsequent developments and outcomes when sexual harassment happened, including downplaying the severity or frequencies of sexual harassment, taking side with assaulters, especially those with higher status than victims, and the self-blaming and/or leaving the workplace by victims. The data came from a questionnaire survey conducted at three hospitals in Taiwan in 2014. Results of statistical analyses showed that sources of sexual harassment mainly came from patients and doctors or supervisors. The supervisors of nurses were more likely to indicate sexual harassment incidences than nurses. The sexual harassment assaulters were more likely to be sued or formally handled if they were families or friends of patients. If sexual harassment assaulters were doctors, the victims were more likely to quit jobs later than if assaulters were patients or their families or friends. In sum, the findings show the operations of power when dealing with sexual harassment in hospitals. Power inequality resulted in the low probability of sexual harassment being formally handled, privately resolving the issue and victims taking exit became common practices. The paper concludes that the implementation of law and declaration of prohibiting sexual harassment on the billboard alone cannot eradicate sexual harassment in the workplace. Power inequality and manipulations by the authority in organizations cannot stop women from becoming the victims of sexual harassment.

Keywords: Nursing, Sexual Harassment, Power Inequality, Gender, Taiwan