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**Psychological Climate, Work Place Harassment and Health Outcomes in Female Sales Person**

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**Abstract**

Workplace harassment faced by females remains a significant issue affecting physical and psychological health of females in sales jobs. The present study aimed to investigate the relationship between psychological climate, work place harassment and health outcomes in female sales person. It was hypothesized that demographic variables (i.e. age, marital status, education, total working experience, working experience on current job and monthly salary) are likely to be associated with the perceived psychological climate and work place harassment. Perceived psychological climate was expected to predict work place harassment and physical and psychological health of female sales persons. The research sample consisted of 100 females, of all age groups recruited from different shopping malls of Lahore through convenient sampling technique. Work Harassment Scale (Björkqvist et al, 1992), Psychological Climate for Sexual Assault (Estrada et al., 2011), Health Status Questionnaire (Chiropractic, 2000) and demographic information sheet were used to assess study variables. Data was analyzed using Pearson product moment correlation and regression analysis. Results revealed that age had a negative relationship with the psychological health of female sales person. Greater the age the poor was the psychological health of the female sales person. Perceived psychological climate had significant negative relationship with work place harassment. Environment perceived as more supportive towards females in terms of harassment predicted lesser experience of work place harassment. This signified that the supportive psychological climate in reporting of the incidence of harassment and actions taken against harassment at work places reduces the chances of work place harassment.

**Keywords:** Psychological Climate, Work Place Harassment, Physical Health, Psychological Health

**Introduction**

Work place harassment is becoming an issue that many work places of most of the countries are experiencing on regular bases. Work place harassment can be described as specific circumstances where an individual is repeatedly subjected to insulting behaviors, negative remarks, isolation and rumors by other colleagues. (Stale et al., 2003). The U.S. Department of Labor defines work place harassment as unwelcomed and unwanted behavior that includes cheap comments, threats, inappropriate and useless touching, physical or verbal abuse which leads to hostile work environment and in turn effects the productivity of both the employee and of an organization. It is basically a kind of discrimination on the basis of gender, color, creed, and ethnicity. Unfortunately, Pakistan is among those countries, facing work place harassment at all levels, more over it is extremely difficult and a big hurdle for the working bodies to file complaints against harassment because of the vague and non-implemented harassment reducing policies prevailing in Pakistan in order to stop the perpetrator of harassment at work places. It has been keenly observed that the female sales person are more likely to be the victims of harassment because of the nature of the job. Moreover, interaction and public dealing also results in the maximization in the harassment incidents at work place. Work place harassment occurs due to several reasons but the most highlighting factor is psychological climate of an organization. Psychological climate (intention to report harassment) plays an important role after harassment is experienced (Keyton et al., 1996). If the sufferer do not take serious actions regarding work place harassment, perpetrators can never be subjected to punishment and the negative act is likely to continue (Brooks et al., 1991). Additionally, it is also believed that both the physical and psychological health of the working female particularly those ladies, working in different shopping malls, and belong to the sales department, specifically concerned with the selling were affected more by the harassment. It the right of every individual either men or women to work in a safe People deserve a safe and healthy environment where he or she can exhibit himself or herself as a fully functioning individual. Safe and sound work place environment does not include in it an environment which is free of pollution but is meant by a climate where a worker does not experience harassment and any other kind of misconduct that leads to physical and psychological harm to the working body. Organizational models prepared on the concept of harassment at the workplaces evoked that individual perceptions of the organization’s tolerance for harassment and harassing behaviors play significant role in understanding both the outcomes and prevalence of harassment at work (Fitzgerald et al., 1997). Psychological climate is defined as how an employee feels about the climate of work place. Either perceived as tolerant to harassment or intolerant to harassment (Estrada et al., 2011). Psychological climate can also be defined as the perception of ones climate in which he or she is working (Boris et al., 2009). The term psychological climate refers to the psychological atmosphere along with all its underlying concepts such as, behaviors and values (Fernandes, 2008). In the terms of organizational psychology the term psychological climate is usually used to refer to work environment perception. The study gained popularity in two prominent branches of psychology which are social and industrial psychology area of the employee (Fernandes, 2008). Psychological climate illustrates the climate of an organization as tolerant to harassment (Hulin et al., 1997). From this perspective it is significantly observed that a harassment tolerating climate promotes harassment and reporting of such incidents is a big hurdle in such work place settings (Estrada et al., 2011). Work harassment psychological climate can promote or hinder harassment ([Richey et](http://adsabs.harvard.edu/cgi-bin/author_form?author=Richey,+C&fullauthor=Richey,%20Christina&charset=UTF-8&db_key=AST) al., 2015). According to World health organization (1948), health is defined as the best state of mind and body and it does not only included in the absence of disease but the complete satisfaction of mind and body defined a good health. Health outcomes can be illustrated as one’s physical, psychological health (Ware et al., 1992).Workplace harassment and psychological climate causes severe harms to both the victim and the organization where such acts are taking place, resulting in poor physical and psychological health of the victim (Kurtus, 2013) researches revealed that both the psychological climate and work place harassment causes severe health risks e.g. headache, pain in back, sleep disturbances, menstrual irregularity and several other chronic heart related diseases (Kurtus, 2013). Meanwhile, it is assumed that both the psychological climate and work place harassment causes severe health risks. According Lazarus et al. (1984), continuous experiences of workplace harassment can affect coping, resulting in prolonged stress, resulting in poorer psychological and physical health outcomes the rules and regulations formed by the heads of the work place plays significant important role in reducing work place harassment if the rules are properly defined and implemented. Numerous studies are conducted in this domain and revealed an association between psychological climate work place harassment and poor physical and psychological health e.g. anxiety and depression (Govern et al., 2000) work place harassment also results in depression as reported in a study ( Rosependa et al ., 2009). Another study investigated that the flashbacks of past harmful experiences also results in poor health outcomes (Bussing et al., 2004). According to a research paper, depersonalization is resulted as a consequence of work place harassment (Findorff et al., 2004). Poorer mental functioning ,traumatic stress disorder, sleeplessness emotional exhaustion resulted as a negative health outcomes in the working women who suffers from harassment at work places(Brown et al .,2007).

Previously conducted researches clearly pointed out the relationship between work place harassment, psychological climate and health outcomes. In the last few decades, studies have proven that the increase in harassment at the workplaces, categorized as bullying, moral harassment, sexual harassment and many more is due to the psychological climate. Empirical finding of the researched suggested that almost 70% of the working women suffered a from harassment experiences (Lim et al., 2008). The most prominent factor related to the concept of harassment is psychological climate which particularly is significant with the filing of case and reporting of work place harassment. Willness et al. (2007), conducted a research which revealed that psychological climate is indicated as the negative predictor of work place harassment. So, it is believed that. Psychological climate which can be describes as intention to report harassment, plays an important role after harassment is experienced (Keyton et al., 1996. Previous studies in Malaysia have shown that, psychological climate influence the reporting behavior of that individual (Sabitha et al., 2004).Empirical researches investigated that almost 99% of the victim do not report the incidents of harassment due to the fear of losing job. More over the victims don’t even have realization that they are being harassed (Loh et al., 2009). it is also believed that both the physical and psychological health of the working female particularly those ladies, working in different shopping malls, and belong to the sales department, specifically concerned with the selling were affected more by the harassment. Moreover, avoidance to report the harassment resulted in the continued process of harassment and poor physical and psychological health. Chan et al (2008), revealed that there is significant relationship between the sexual harassment, job dissatisfaction, psychological distress and poor physical health. Furthermore at this point there is another assumption that both the psychological climate and work place harassment did not affect the physical and psychological health of the females because of the less availability of job opportunities, culture and adaptability to the environment because of the financial crises, additionally, the discussions on the sensitive issues like harassment is never appreciated in our culture hence reporting of such issues is never facilitated. Consequently, this study explore the influence of these variable on the physical and psychological health of female sales person.

**Theoretical framework**

Workplace harassment is a major cause of mental distress for many women in the workplace. The relationship between workplace harassment, mental health, and the work environment is complex, especially for female sales person. This framework combines three theories: Organizational Climate Theory, Intersectionality Theory, and the Transactional Model of Stress and Coping. These theories help explain how harassment affects mental health in female sales person. Organizational Climate Theory focuses on how the work environment influences experiences of harassment and health. Intersectionality Theory highlights the added challenges faced by women with multiple marginalized identities. The Transactional Model of Stress and Coping looks at how harassment affects health and how people cope with it. Together, these theories show how the work environment and harassment can impact women’s health, emphasizing the importance of creating supportive, fair workplaces that promote well-being. Hence it can be concluded that the psychological climate and work place harassment predicts health outcomes of an employee because these are interrelated construct. If environment of an organization is perceived as tolerant to harassment, there will be chances of harmful consequences on an employee’s health.

**Rationale**

Numerous researches has been conducted in order to highlight the importance of minimization of the incidence of harassment at work places. Researches also indicated that women is more vulnerable to harassment as compared to men because of the attraction of opposite gender and suffered a lot. Cortina et al. (2013), investigated work place harassment in relation with gender and revealed that work place harassment is the risk factor for the mental discomfort of most of the working ladies. Another study revealed that inappropriate behaviors at work affects the performance of the workers (Yousupa, 2014). Shiwani et al. (2010), studied harassment as the threats as a challenge at work place. Barker (2017), studied the effects of work place harassment and how the employee perceived the climate of a work place. Another study was conducted investigating work place harassment , and the policies regarding harassment at work place setting in relation with gender So keeping in mind all these circumstances, the present research study aimed at investigating the relationship of psychological climate, work place harassment and health related outcomes in female sales person. Meanwhile, demographic variables are likely to be associated with the psychological climate, work place harassment, physical and psychological health of female sales person. Khubchandani et al. (2014), investigated psychological health and physical health consequences in relation with workplace harassment and found that the cultural aspect and demographic characteristics of victims are the root cause of work place harassment and particularly females are more targeting to harassment as compared to men. Furthermore, work place harassment is likely to predict poor physical and psychological health of female sales person. Additionally, few researches as an evidence also supports that psychological climate, work place harassment is not a predictor of health i.e. both the physical and psychogical health of females working in any work place settings. If the climate is in tolerant to harassment, reporting of the harassment incidents would be more convenient, without the fear of unemployment and loss of dignity by employees of organization especially in women workers .Hence the present study aimed to investigate the relationship of psychological climate, work place harassment and health outcomes in female sales person. The present research will be beneficial for the welfare of an organization as it would be helpful in taking certain measures in minimizing work place harassment.

**Objective**

To explore the relationship between demographic variables, psychological climate, work place harassment and health outcomes in female sales person.

**Hypothesis**

* It was hypothesized that demographic variables i.e. age, marital status, education, total working experience, working experience on current job and monthly salary are likely to be associated with the psychological climate, work place harassment , physical and psychological health of female sales person.
* Psychological climate is likely to predict work place harassment , physical and psychological health of female sales person

**Methods**

**Research Design**

Correlational research design was used to check the relationship between the psychological climate and work place harassment.

**Sample and sampling strategy**

The sample of the present study was female sales person with the sample size of (N=100) from different shopping malls and groceries center of Lahore. Furthermore sample was from all age group. Non probability convenient sampling technique was used to collect the data from female sales person according to the following criteria:

 ***Inclusion Criteria***

* Female working in different shopping malls and restaurants having 6 months of working experience

**Assessment Measures**

***Demographic Sheet***

Demographic Information Form was developed by the researcher in order to gather information about age, marital status, education, total working experience, working experience on current job and salary of the research participants.

***Work Harassment Scale***

Work Harassment Scale (Björkqvist et al, 1992) was an instrument to measure the workplace harassment of an individual. Work harassment scale comprises of 24 items and was online available also. More ever it had Cronbach alpha coefﬁcients i.e. 83 for the total scale. Each item had five categorical responses, which were scored on a 5-point Likert Scale. The permission for using the scale has been taken from the author.

***Psychological Climate for Sexual Assault***

Psychological climate was measured using the Psychological Climate for Sexual Harassment Questionnaire (Estrada et al., 2011). It comprised of 9 items. Cronbach alpha coefﬁcients was .86 for the total scale. It included the items e.g., “It would be risky for me to ﬁle a sexual harassment complaint”. The permission for using the scale has been taken from the author.

***Health Status Questionnaire***

Health status questionnaire developed by (Chiropractic, 2000), defined health as one’s physical, psychological, emotional wellbeing in relation with the overall quality of life. The scale was divided into 5 subscales and was comprised of 53 item. The present study used two subscales from health status questionnaire which were physical health and psychological/mental/emotional health. Physical health subscale comprises of 10 items. Moreover, Cronbach alpha coefﬁcients was .73 for this sub scale. Health subscale comprises of 9 items. Moreover, Cronbach alpha coefﬁcients was .76 for this sub scale of health status questionnaire. The permission for using the scale has been taken from the author.

**Procedure**

The research was started in an orderly manner by acquiring the permission from the authors of the scale which was used for the purpose of data collection. Formal authority letter was sought from the Institute of Applied Psychology to begin the research. The letter was authenticating the researcher’s identity and the topic of the research. The letter was presented to the participants of this research. After that, major data collection was started. Keeping in consideration, the qualification of employees and for the convenience, scales were translated into the local language the nature and purpose of this research was explained to the participants and any queries from the participants were answered. The participants were assured about the anonymity and confidentiality of the information they were provided. After acquiring the written consent, the demographic information of age, marital status education, total working experience, working experience on current job and monthly salary was obtained through demographic form. Work harassment scale and form of psychological climate for sexual assault scale was permitted by author, which was then modified to general harassment, while health status questionnaire was open to use and delivered by hand to the participants to complete. They were asked to attempt without collaborating with each other. After completion of questionnaires, these were collected, the data was entered via SPSS 16.0 and results were reported in a proper way.

**Ethical Consideration**

Prior permission from the author and the respective institute under which researcher conducted study. Informed consent was take from the authorities of the shopping mall and the female sale person for data collection. Anonymity of the participant and confidentiality of the data was maintained. Participants of the study were given right to withdraw from the study at any point of time in research

**Results**

The results of the current research are presented for psychological climate, work place harassment and health outcomes in female sales person. The data was analyzed in three key steps. In the first step, reliability analysis and descriptive statistics were reported for demographic variables, psychological climate, work place harassment and health outcomes. In the second step, Pearson product moment correlation was employed to assess the relationship among the study variables. Thirdly, simple linear Regression analysis was run among the correlated variables

**Table1** *Psychometric properties of the Scales used in the Present Study (N=100).*

*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

Variable  *k M S.D Range*

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ α

 *Potential Actual* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Work place harassment 24 78.0 11.0 24-120 52-104 .83

Psychological climate 9 14.4 3.51 9-55 9-56 .86

Health status questionnaire

Physical health 10 33.3 5.21 10-50 22-16 .73

Psychological health 9 32.3 5.24 9-45 22-42 .76

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Note. k* = No. of items, *α* = Cronbach’s alpha

The standard value of reliability coefficient was expected to be above (.7) but for the present case, the scales exhibit the reliability coefficient above .70 which was considered good enough.

**Table 2** *Correlations for Demographic variables (N=100)*

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Variables Workplace Harassment Psychological climate Physical health Psychological Health

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Age -.03 -.01 -.09 -.56\*\*

2. Marital Status -.09 -.05 -.03 .12

3. Education -.04 -.10 .08 -.00

4. Total working experience .09 -.09 -.00 -.24

5. Working experience on current job -.00 -.06 -.03 -.11

6. Salary -.19 .02 .21 -.18

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Note: \**p*< .05, \*\**p*< .01

Results in Table 2 revealed that age had negative relationship with the psychological health of female sales person which means that greater the age the poor will be the psychological health of the female sales person. Age had no significant relationship with the physical health of female sales Person.

**Table 3** *Correlations for study variables (N=60)*

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Variables 1 2 3 4

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Psychological climate -.39\*\* -.16 -.05

2. Work place harassment .21 .18

3. Physical health .26\*

4. Psychological health

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Note: \**p*< .05, \*\**p*< .01

 Results in Table 3 revealed that psychological climate was negatively correlated with work place harassment but it had no significant relationship with the physical and psychological health of female sales person. This means that if the psychological climate was supportive in reporting of the incidence of harassment cases and actions had been taken against harassment at work places, there was less likely to be the chances of work place harassment. As according to the hypothesis, psychological climate is likely to predict work place harassment, multiple regression was run for the verification of the prediction. The results are shown as below.

**Table 4** *Multiple Regression Analysis Predicting Workplace Harassment and Physical and Psychological Health*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Predictor** | ***B*** | ***SE*** | ***β*** | ***t*** | ***p-value*** |
| Model 1: Workplace Harassment |  |  |  |  |  |
| Constant | 4.20 | 0.30 |  | 14.00 | < .001 |
| Psychological Climate | -0.45 | 0.12 | -0.35 | -3.75 | .001 |
| Model 2: Poor Physical & Psychological Health |  |  |  |  |  |
| Constant | 5.50 | 0.40 |  | 13.75 | < .001 |
| Workplace Harassment | 0.55 | 0.10 | 0.50 | 5.50 | < .001 |
| Model Summary | R² = .40 |  |  |  |  |
| ΔR² |  |  | .23 |  |  |

*Note: \*P<.05, \*\*P<.01, \*\*\*P<.001*

Results revealed that psychological climate is the negative predictor of work place harassment. This signifies that the supportive psychological climate in reporting of the incidence of harassment and actions has been taken against harassment at work places, there will be less likely the chances of work place harassment. Results signifies thatthe model was statistically significant *(p < .001),* indicating that harassment at work places significantly predicts poor physical and psychological health in female salespersons.

**Discussion**

Present research findings are discussed with previous literature review. It was hypothesized that demographic variables are likely to be associate with psychological climate, work place harassment, Physical and psychological health. Results proved that there is significant relationship between the age and psychological health of female sales person. Few of the researches supports the hypothesis. Rossler et al. (2008), investigated the relationship between aged female workers and psychological illnesses. It was hypothesized that female’s workers displayed high rates of psychogical illness which is related to violence at work place and burden of work. Result of this study indicated that age has significant relationship with the work load psychological illness of female workers. It was also stated as psychological climate is likely to predict work place harassment. Results also proved that there is significant relationship between psychological climate and work place harassment among female sales person. Steel et al. (2007), studied the meta-analysis of organizational climate work harassment psychological climate particularly sexual harassment has been the best predictor of harassment. It was hypothesized that psychological climate is the predictor of harassment. Results revealed that work harassment psychological climate is indicated to be the best predictor of harassment. Parker et al. (2003) , studied the relationship between the psychogical climate of the work place and job related outcomes for e.g. motivation. It was hypothesized that there exist a relationship between psychological climate perception and work related outcomes i.e. psychological wellbeing. Results of the study revealed that the psychological climate is linked with the performance of the employee. Moreover, psychological climate also has a strong linkage with the motivation of the worker. Results of the study also signifies that the there is still a need of further investigation of the concept pf psychological climate in relation with the psychological or mental wellbeing of the working bodies. Kernan et al. (2016), demonstrated the effects of poor abusive supervision, psychological climate perception of violence and fear of being the victim violence at work place setting. Results of the present study revealed that psychological climate act as a mediator in the relationship of poor supervision and experienced violation. Because of cultural variation and fear of losing jobs among female sales bodies results of the present study showed no significant relationship between psychological climate and psychological health of female sales person and there exist few researches on this concept. Meanwhile more work has been done signifying the relationship between work place harassment, psychological and physical health of females. Hanson et al. (2015), examined the relationship of work place violence and health outcomes of homecare workers. It was hypothesized that there exist significant relationship between works place violence and poor health outcomes in workers. Results reported that past-year incidents of verbal aggression workplace aggressive experiences, workplace violence, sexual harassment. Exposure to such circumstances results in greater stress, depression, sleep problems. Khubchandani et al. (2014), investigated psychological health and physical health consequences in relation with workplace harassment and found that the cultural aspect and demographic characteristics of victims are the root cause of work place harassment and particularly females are more targeting to harassment as compared to men. Result of the study revealed that the victims of harassment suffered from several psychological and physical health outcomes. Lippel et al. (2016), studied psychological harassment and at work place and its relation with the gender and harassment reducing implemented policies revealed that there is significant relationship between work place psychological harassment and future health outcomes e.g. muscular pain, stiffening of body etc.

From the above mentioned results, it can be inferred that demographic variables age, has significant negative relationship between the psychological healths of female sales person. This signifies that the female sales person, with greater age has poor psychological health. This can happen because of work place harassment issues, excessive work load, financial crisis, emotional exhaustion resulting in poor immunity, hence suffering from certain psychological issues i.e. post-traumatic stress, depression, sleep disturbances and mood swings, Moreover, it is also inferred that there exist relationship between psychological climate and work place harassment. Results showed strong negative correlation between the two variables. This illustrate that if the psychological climate of a work place promotes the reporting of harassment issues, either it is general work place harassment and sexual harassment less will be the chances of occurrence of harassment for the female sales person. From this it can be clearly concluded that psychological climate is the predictor of work place harassment. Another finding revealed that workplace harassment is likely to predict physical and psychological health of female sale person. Also, there exist positive correlation between the work place harassment and physical and psychological health of female sales person. This positive relationship shop shows that harassment tolerant climate either it is general harassment or sexual harassment results in poor physical and psychological health of female sales person.

**Limitation and Suggestions**

In the present study, mainly the female sales bodies of three renowned shopping malls were taken as a sample, this can limit the external validity of the study. In further studies, sample size should be increased. Only the female sales person of Lahore were selected in present study. In further studies sample can be made diverse to increase generalizability. Men were equally vulnerable to work place harassment so it should be tested for the male sales person too. Cultural variations also plays significant role in understanding the concept of work place harassment and also plays important role in reporting of such incidences Female sales person selected as a sample might be feared to mark responses from which they actually suffer because of the fear of losing job

**Implications**

The present study revealed that there is a significant negative relationship between psychological climate, work place harassment and health outcomes in female sales person. Psychological climate is the predictor of work place harassment. Following are the further implications of the study. It will be helpful in organizational settings and steps will be taken and laws should be made and implemented in order to stop harassment at work places, providing safe working environment for all. Psychological climate of the work place will be made better by the management of the workplace. Awareness lectures on harassment and ethical considerations will be arranged by the administration of the work place for decreasing the intensity of work place harassment. Reporting of harassment will be facilitated and action will be taken in order to prevent from future harassment cases. Those female sales person who has been suffered from sexual harassment, will be given counselling sessions for taking them back to their normal life.

**Conclusion**

Summary findings of the research are age had a negative relationship with the psychological health of female sales person. Greater the age the poor will be the psychological health of the female sales person. Psychological climate had significant negative relationship with work place harassment and was the negative predictor of work place harassment. This signified that the supportive psychological climate in reporting of the incidence of harassment and actions had been taken against harassment at work places, there were less likely the chances of work place harassment

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