“How Effective is an Apology in Resolving Workplace Bullying Disputes?”

In “How Effective Is An Apology In Resolving Workplace Bullying Disputes?”, engages to find out if receiving an apology from an employer would reduce the tension, bullying in resolving disputes within the company. This hypothesis was examined by the following questions: “Would African American workers be more likely than white workers to accept apologies?”, “Would female workers be more likely than male workers to accept apologies?”, and “ Would workers (including managers) who felt that an apology would make a difference in the resolution processes such as neutral fact-finding, mediation and arbitration?”, 1

To determine the possible results of the research question Fox and Stallworth formed 13 questions for a questionnaire with the sample size of 262 full time employees. To break down the research further they asked several questions regarding age, race, employment status, education, income, self-characterization of color, and etc.1 In addition to these questions the authors created several opened ended questions top determine who the bullies were that directed the respondents to nominal scale for classification purposes.

The results indicated that the findings were not consistent with the authors’ assumptions. “They found that African Americans were significantly less willing than whites to give significance to an apology, and that men were slightly more willing than women, and managers were significantly more willing than non-managers to withdraw an EEOC charge if offered.” 2 This correlates to the “efficacy theory” which the subjects may or may not feel like they are capable of change. I generally agree with the minorities groups and women being more subjectified when the issue of bullying arises, I believe that minority groups are more likely to initiate change within their lives especially in the work force. Therefore when a conflict arises they are more likely to wish to have a 3rd party available to justify the conflict rather than just assuming the issue correlates to a deeper conflict regarding sex or race.

I wouldn’t obtain this information with the use of surveys. I would offer to engage in a field study where I would be able to socially observe the behaviors of the workers. I believe this would best alleviate conflict within a company. In the media there is a television show called “undercover boss”, which the “boss” or CEO of a company infiltrates their stores and observes the employees. This generally relieves conflicts employees have towards their managers and company at hand. Thus, instead of providing an impersonal survey which data can be skewed due to failing in validity, this provides a more meaningful and ethical approach to “providing apologies” where they are due.