

Evidence on violence and harassment at work from the European Working Conditions Survey

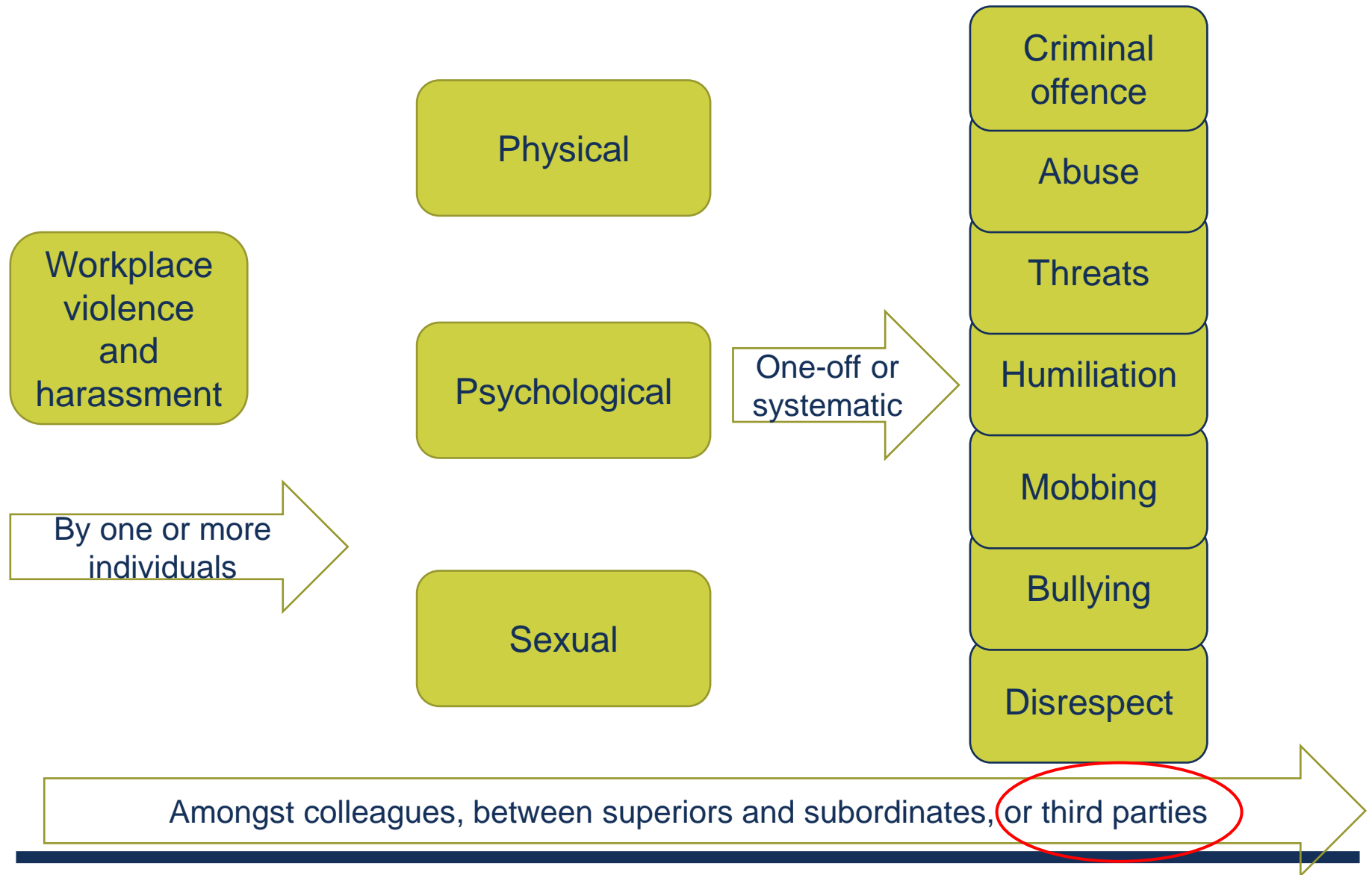
Agnes Parent Thirion with Julie Vanderleyden

In this presentation

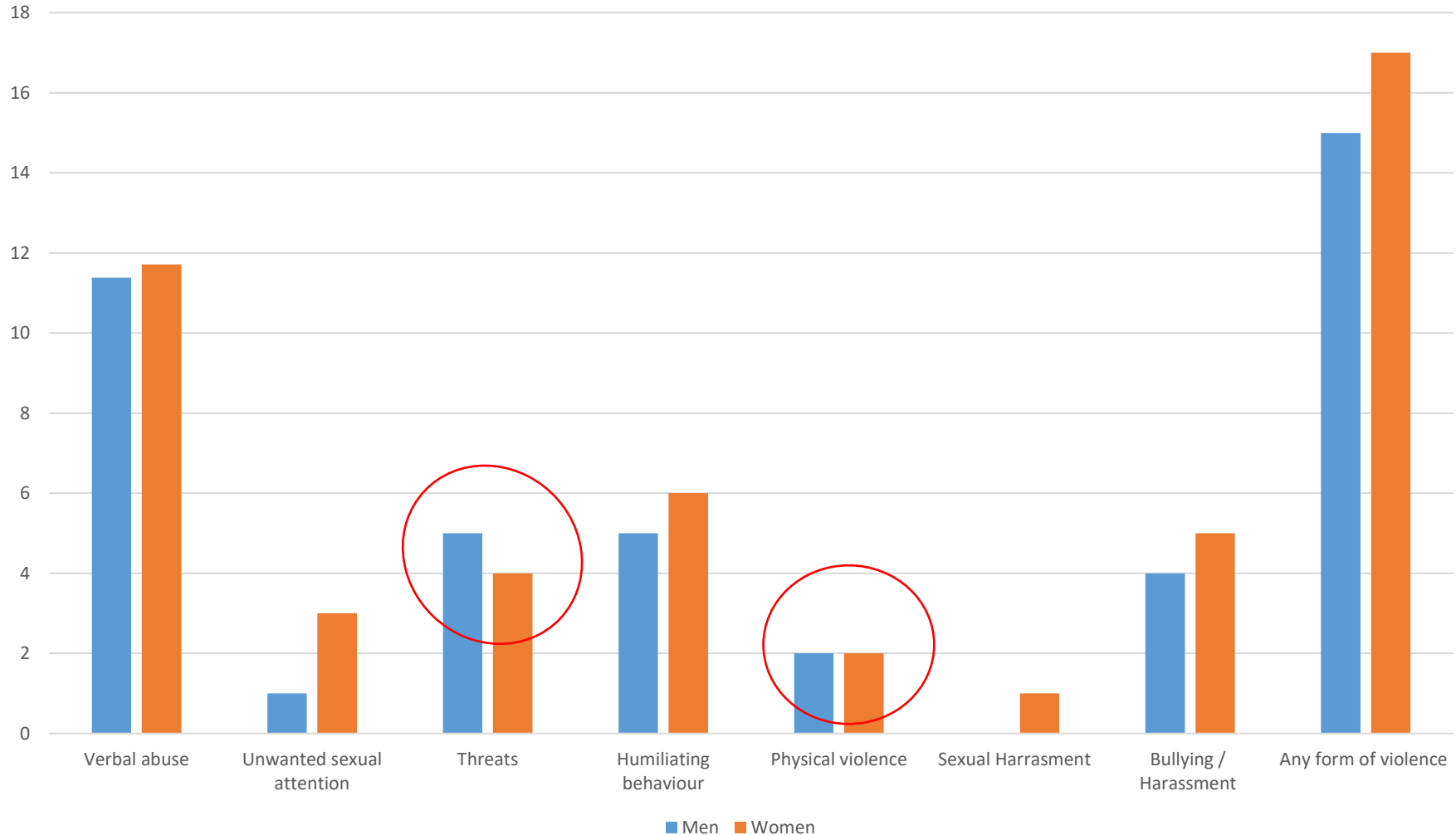
Data from the European Working Conditions Survey (EWCS)

- Prevalence of forms of violence at work
- Impact of violence at work
- Link between job quality, work organisation and violence at work

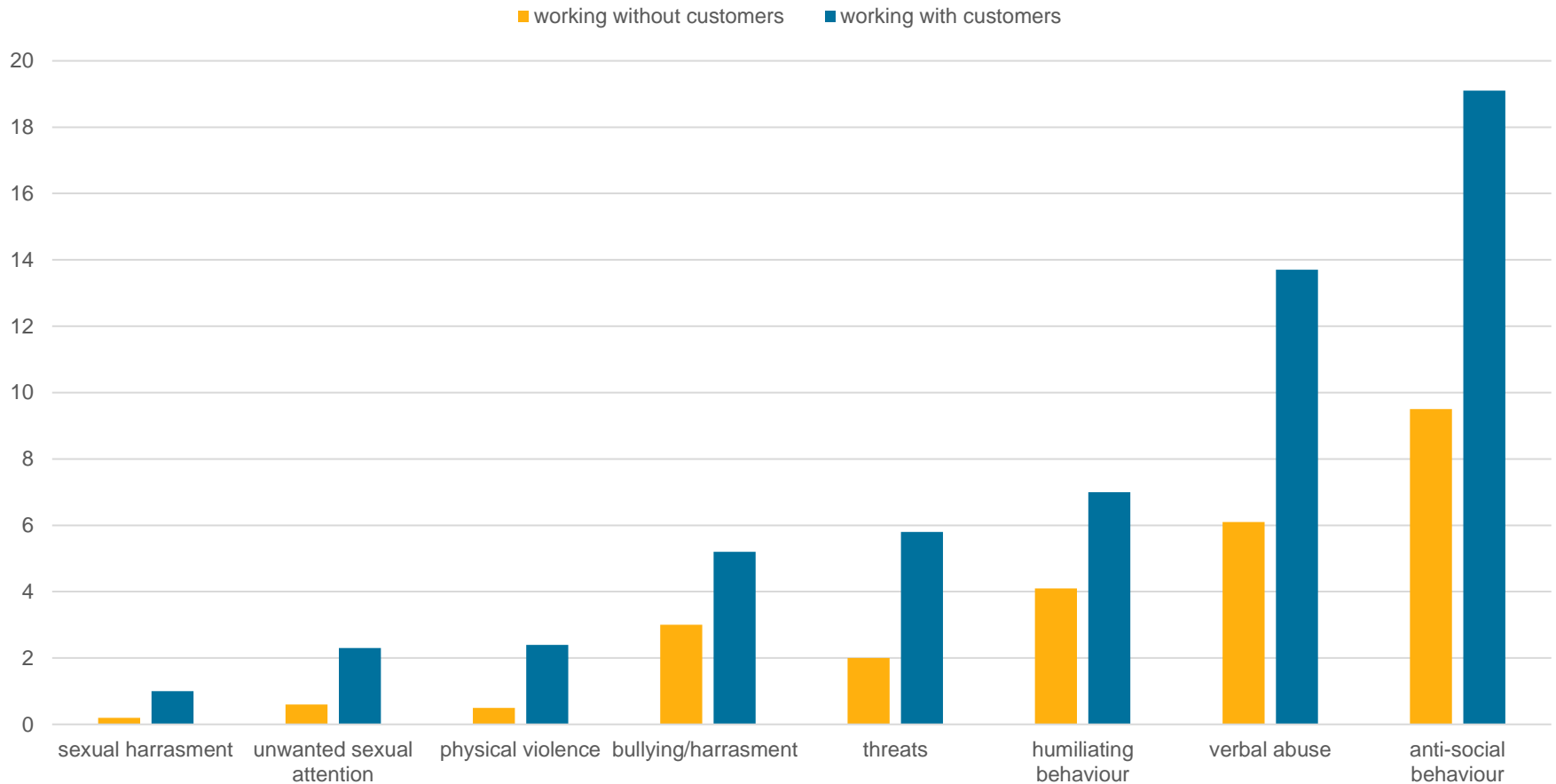
Definition



Violence at work in EU28 : Women report more exposure to violence at work than Men



Working with customers increase the risk of experiencing violence at work - EU 28

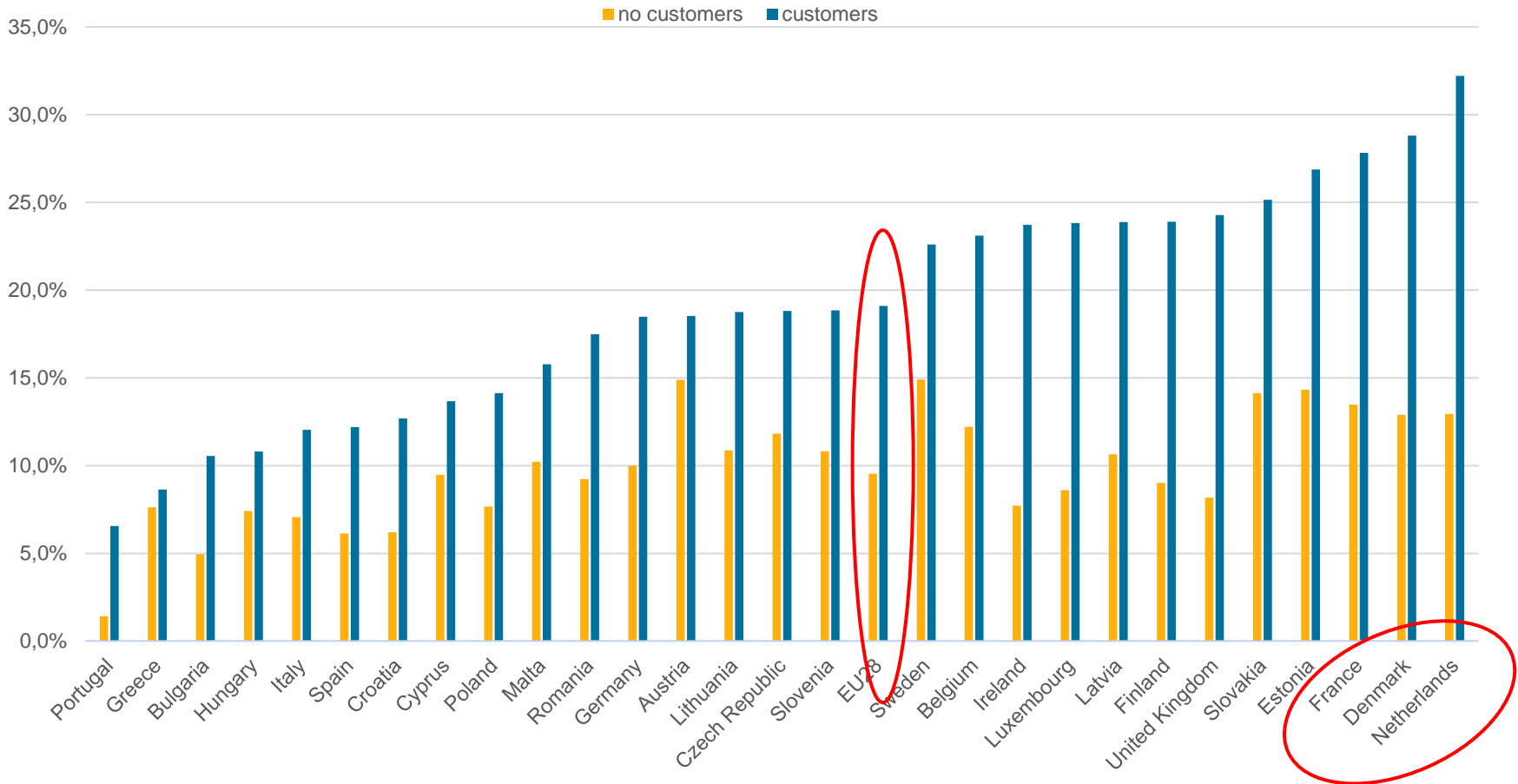


Prevalence of violence at work in EU28

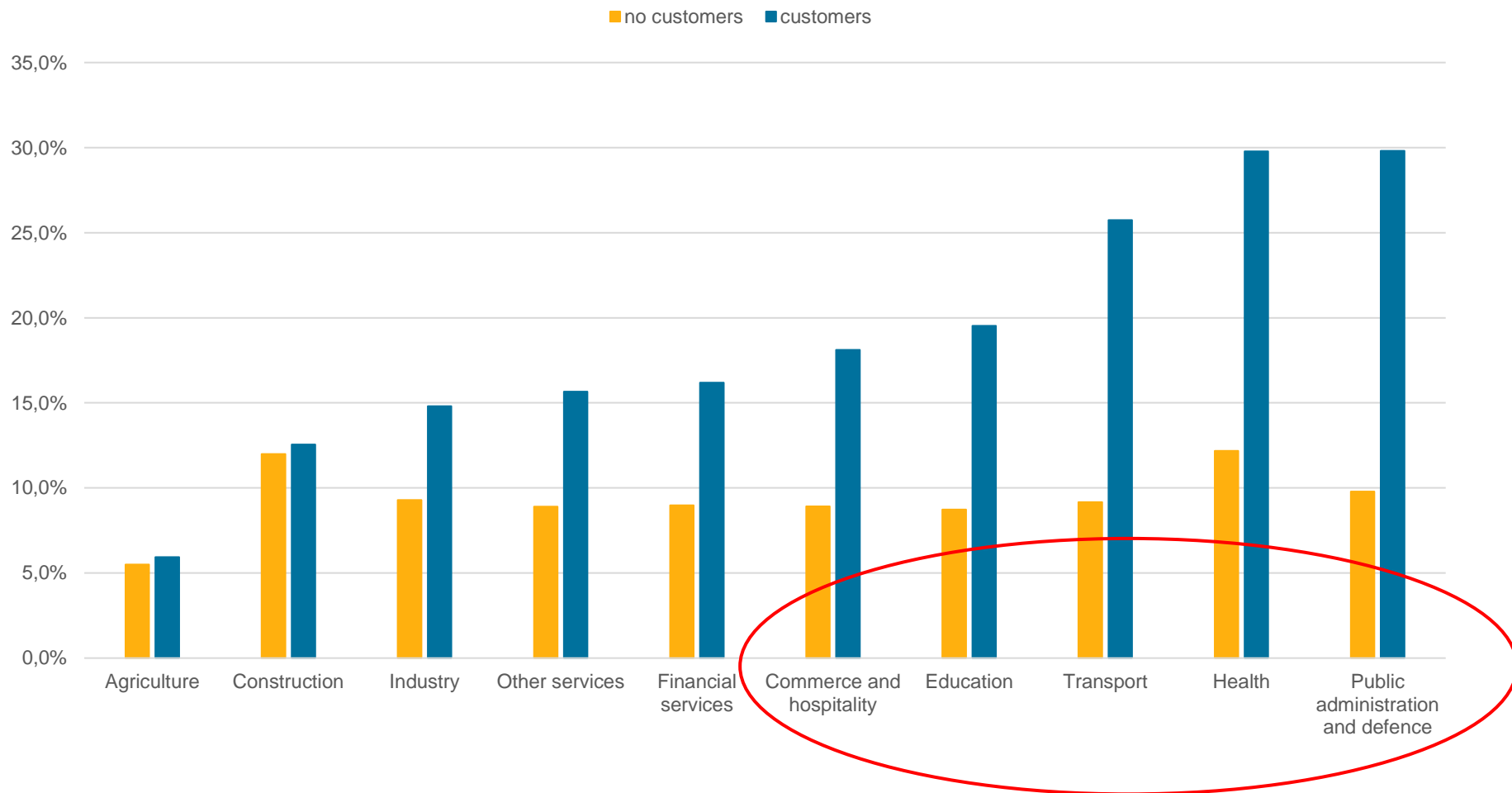
Profile of claimants

- Country
- sector
- occupation
- employment status
- Age
- Ownership type

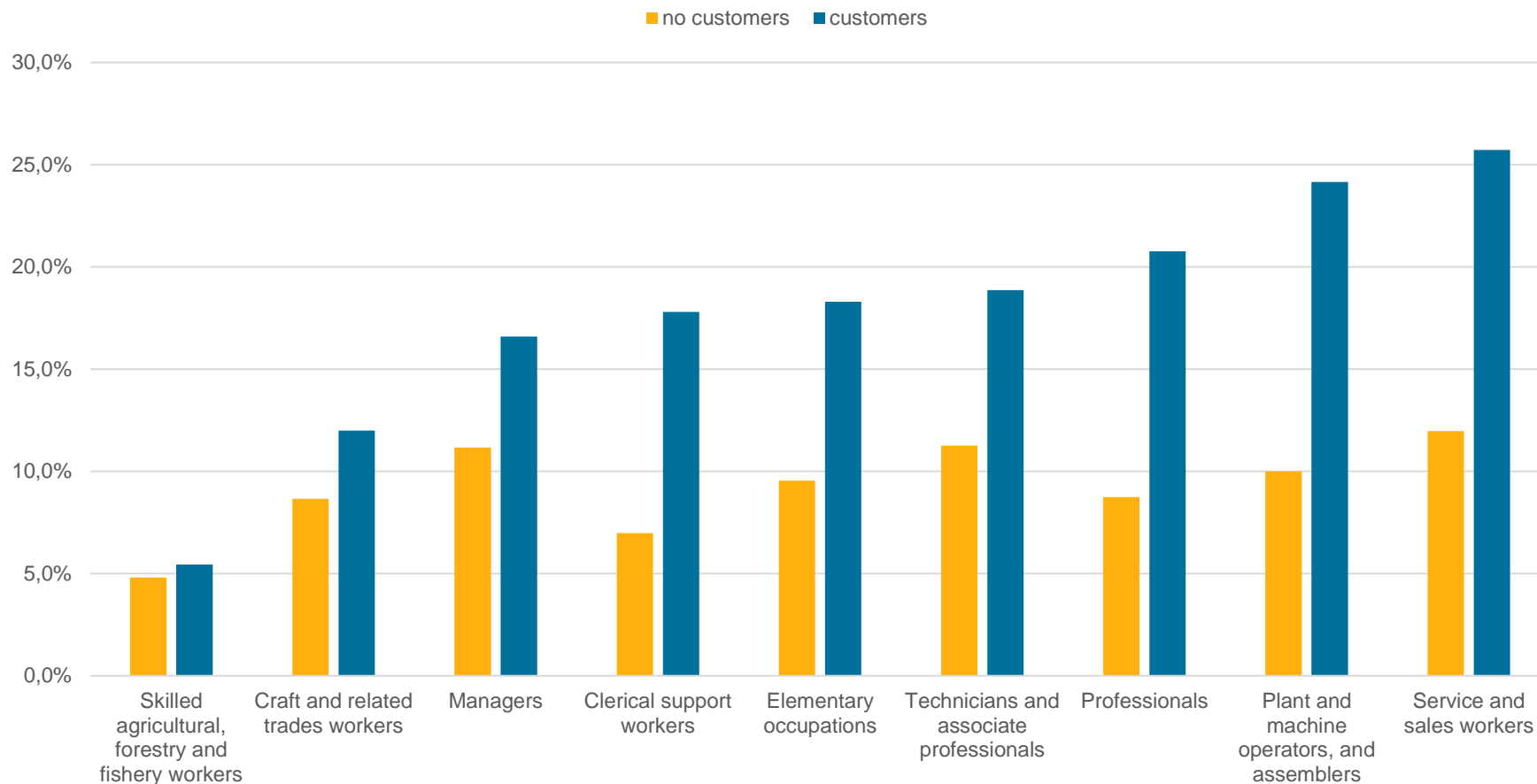
Prevalence of violence at the workplace – by country



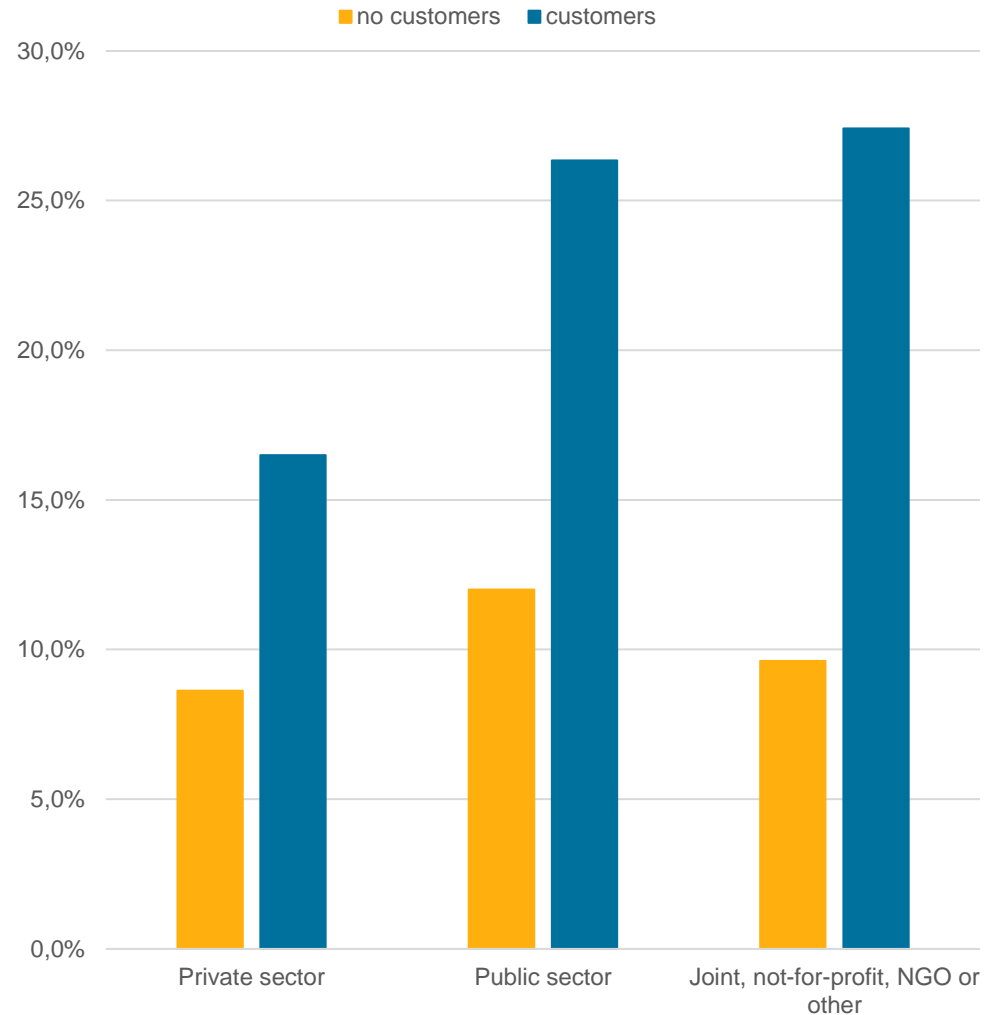
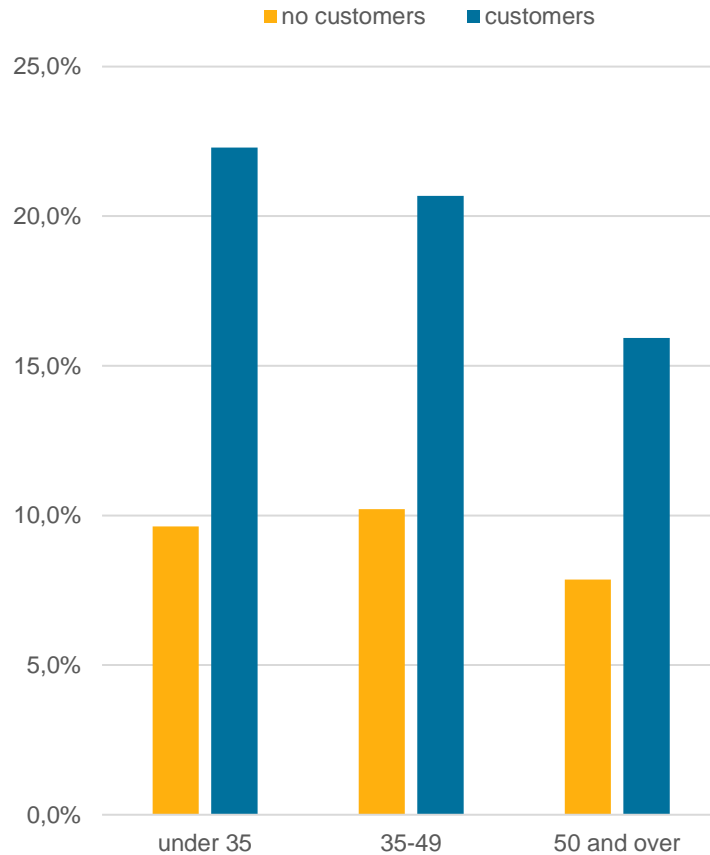
Violence in the EU28 by industry



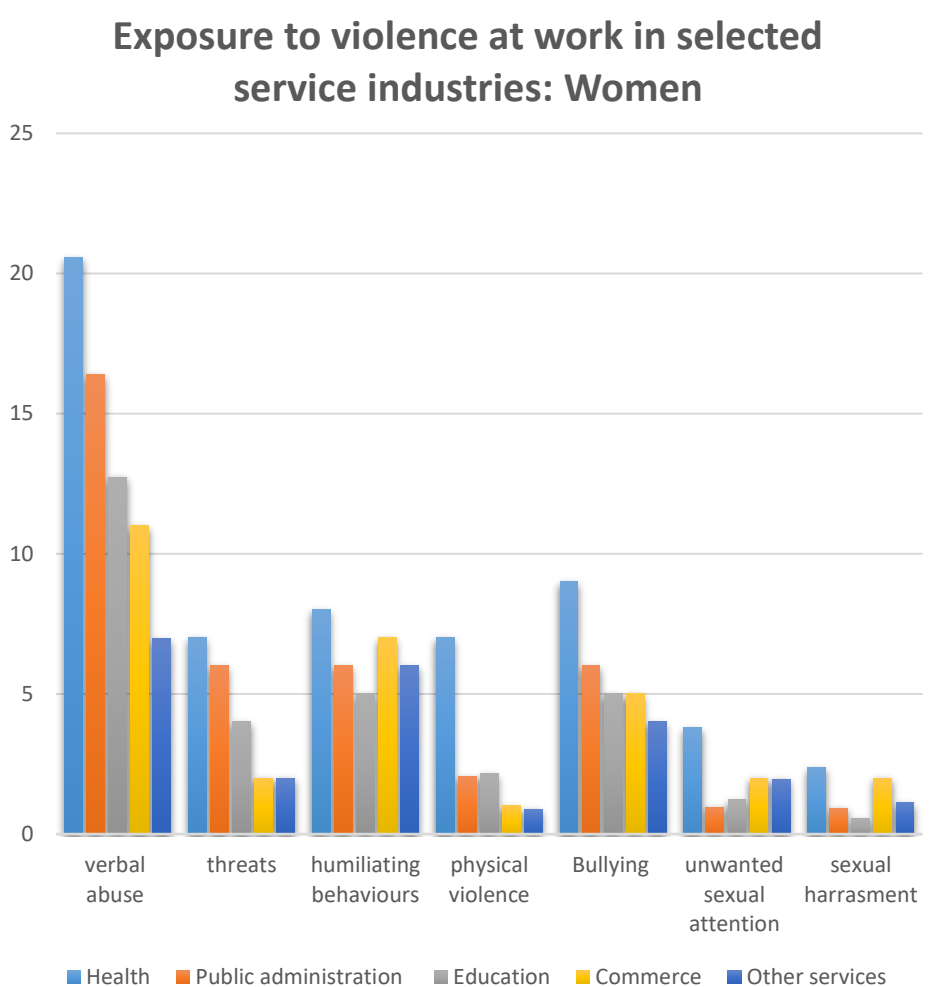
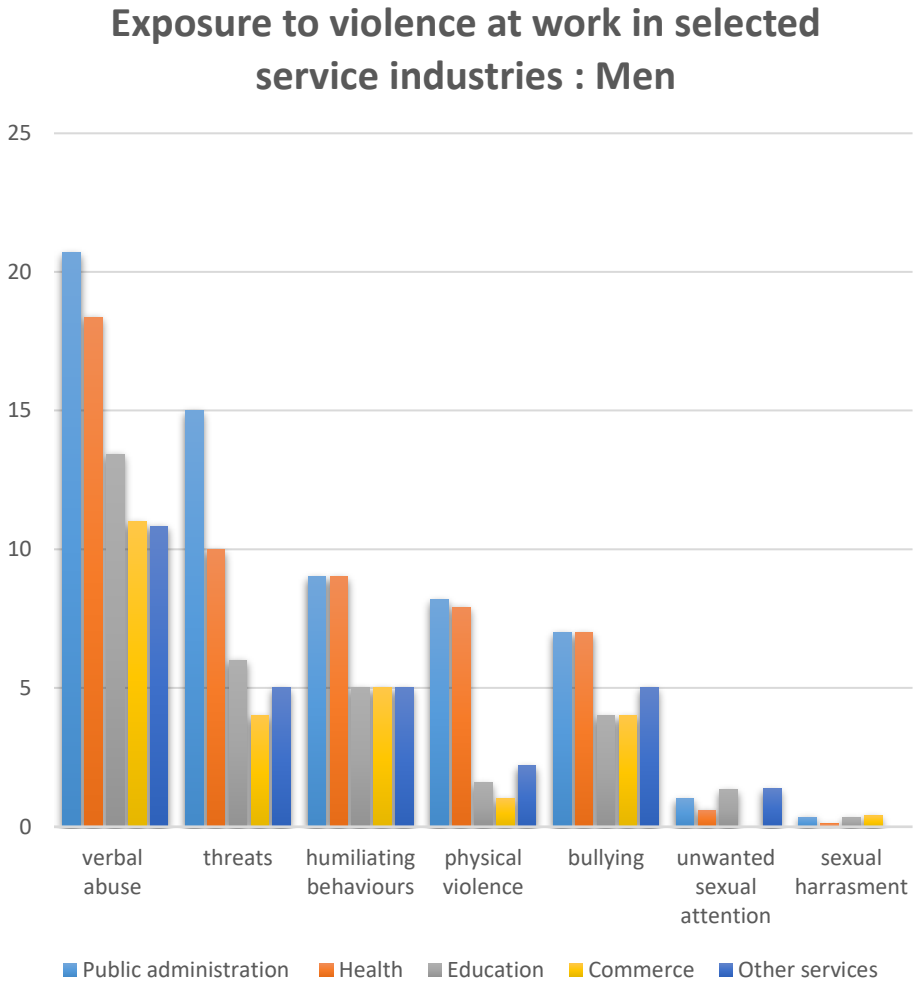
Violence in EU28 by occupations



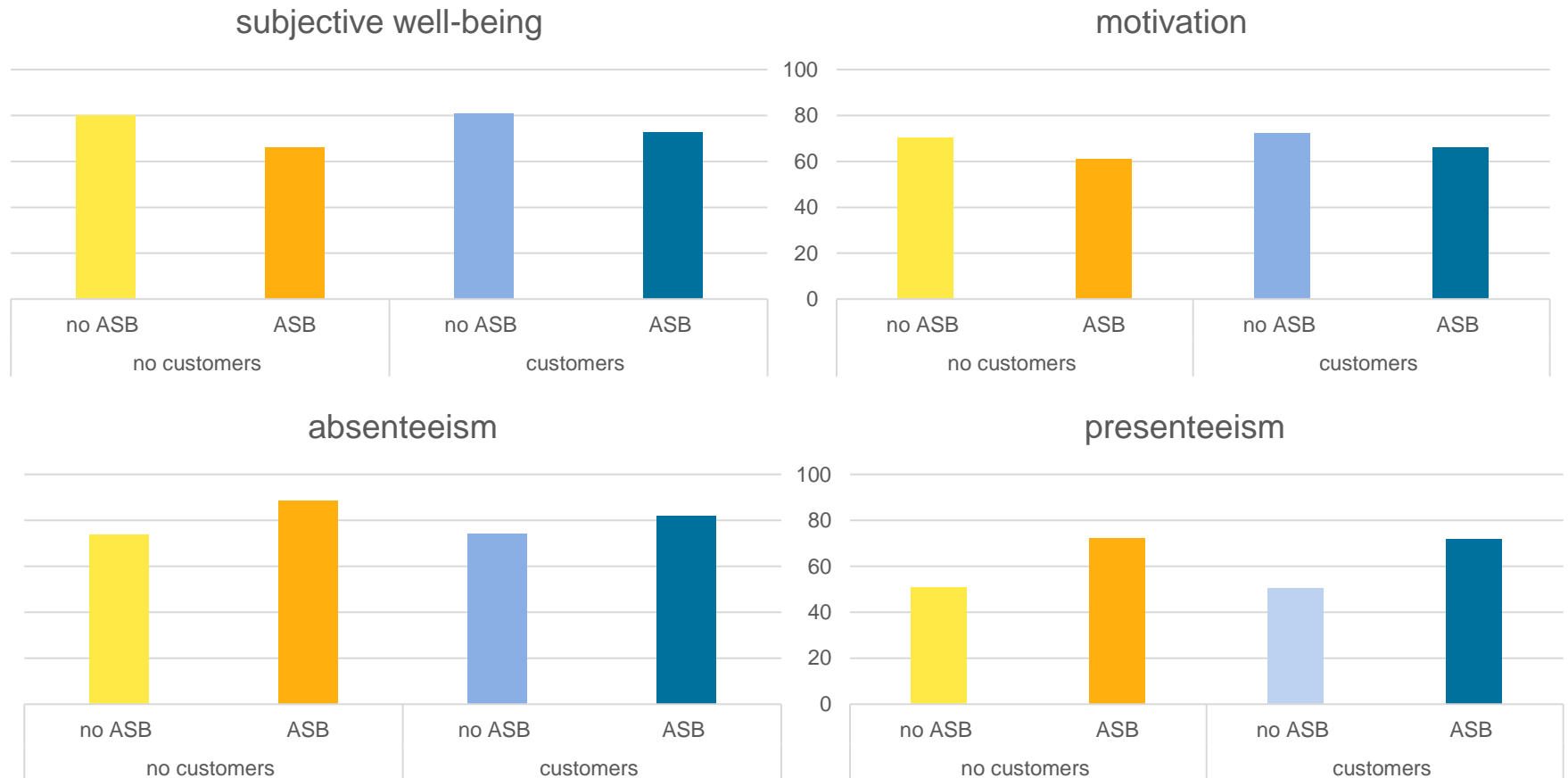
Violence at work in the EU28 – age; ownership type



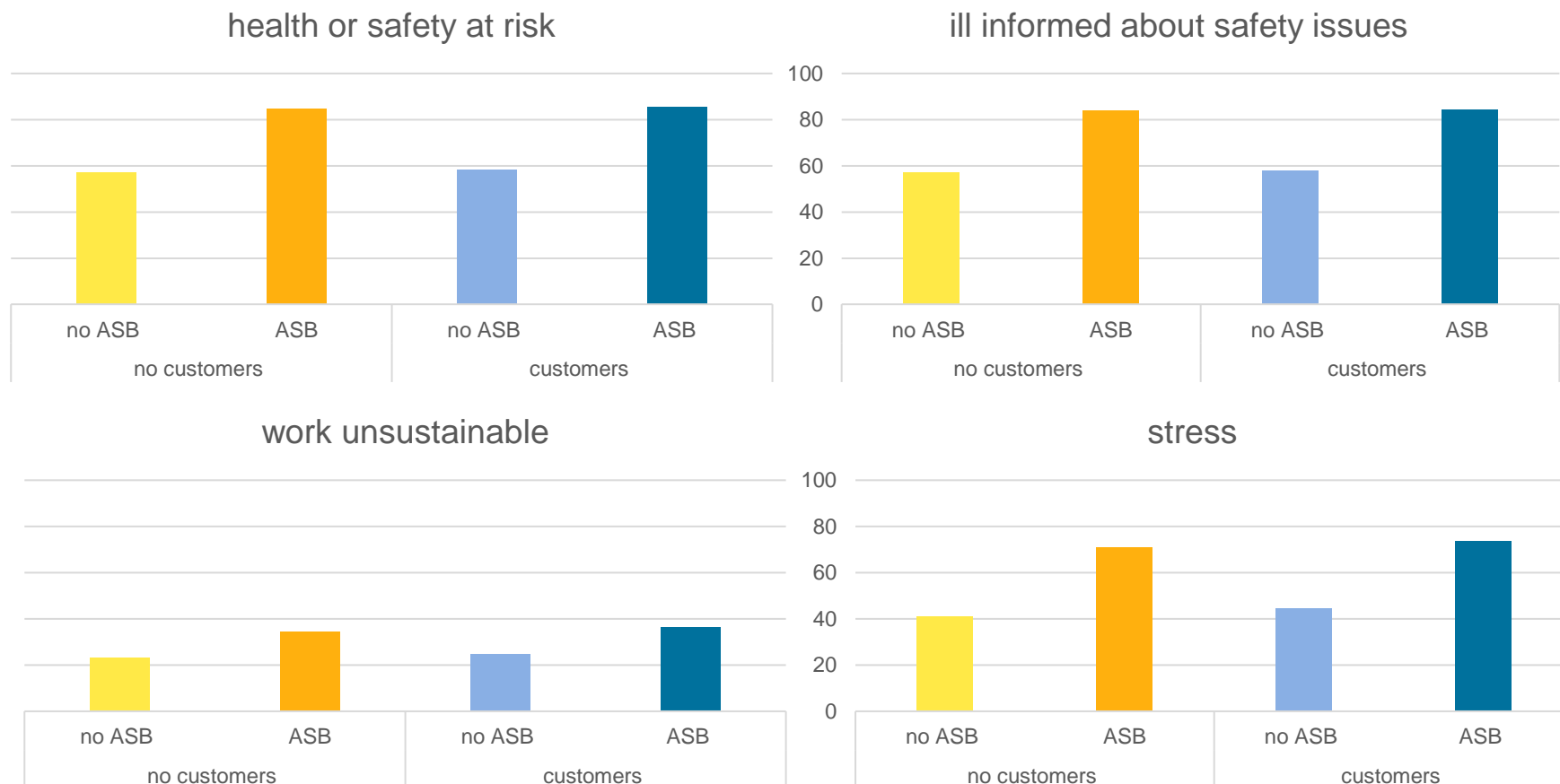
Men and women exposure to violence in selected service industries -



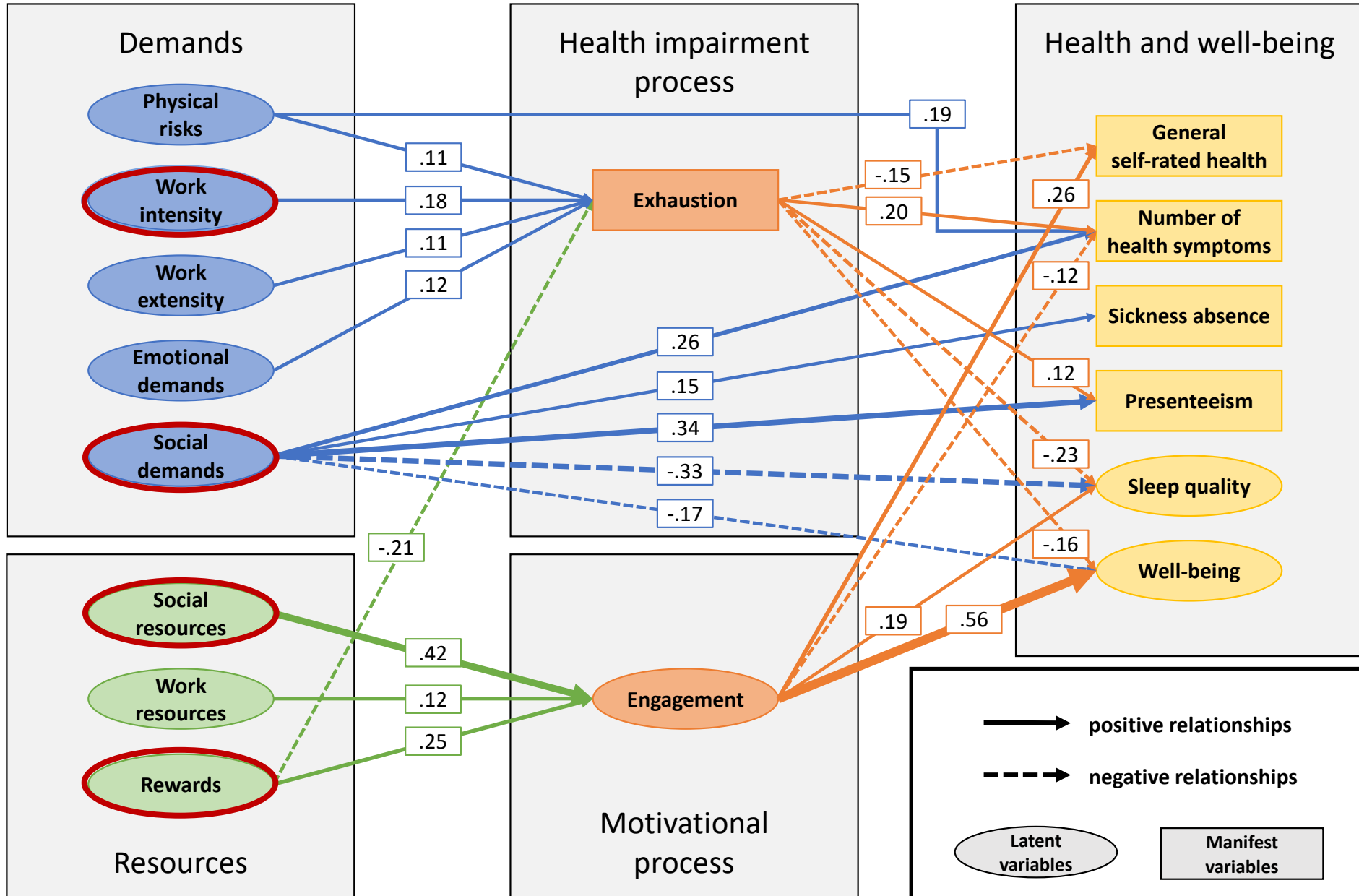
Impact of anti-social behaviour (ASB)



Impact of anti-social behaviour (ASB)



Violence and health and well being



Job quality framework

Physical environment

- Posture-related (ergonomic)
- Ambient
- Biological and chemical

Social environment

- Social support
- Management quality

Work intensity

- Quantitative demands
- Pace determinants and interdependency
- Emotional demands

Skills and discretion

- Cognitive dimension
- Decision latitude
- Organisational participation
- Training

Working time quality

- Duration
- Atypical working time
- Working time arrangements
- Flexibility

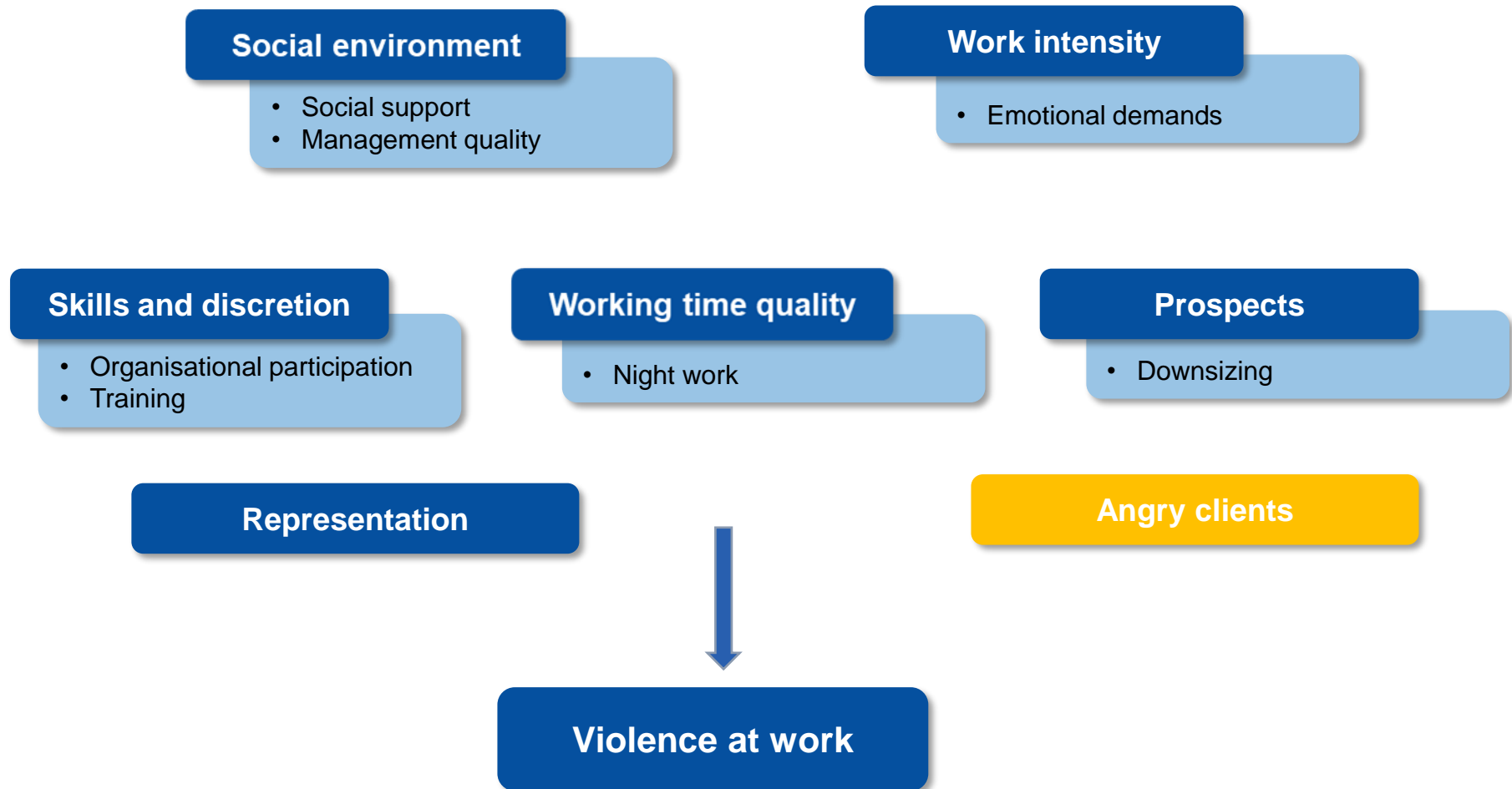
Prospects

- Career prospects
- Employment status
- Job security
- Downsizing



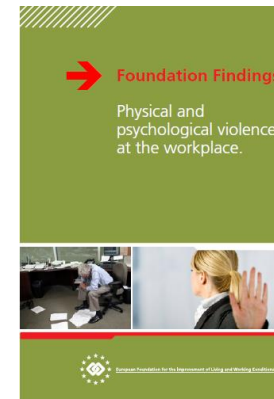
Violence at work

Link between job quality and anti-social behaviour



In summary

- Big differences in prevalence of violence
- Workers working with customers are substantially more exposed
- Public administration, health, education and transport among sectors with highest exposure
- Workers with highest exposure are younger and more likely to be on fixed term contracts
- Violence impacts on health and well-being and productivity
- Job quality is linked to exposure



RESEARCH REPORT



Working conditions
**Working conditions and
workers' health**



- For more information:
www.eurofound.europa.eu

- New data collected on
violence at work during the
pandemic – EWCS
Extraordinary



Table 1: Integrative elements of the different model components

Demands	
Physical risks	Ambient, biochemical and posture-related risks
Work intensity	Working at very high speed or to tight deadlines
Work extensity	Weekly working hours; long working days
Emotional demands	Handling angry clients and emotionally disturbing situations
Social demands	Harassment and discrimination
Resources	
Social resources	Support from colleagues; support from supervisors; recognition; justice in organisation
Work resources	Control over job; skill discretion; participation
Rewards	Fair pay; career prospects; job security
Motivational and health-impairing processes	
Exhaustion	Feeling exhausted at the end of the working day
Engagement	Full of energy (vigour); enthusiasm (dedication); time flies (absorption)
Health and well-being	
Self-rated general health	Appraisal of one's general health as 'very bad', 'bad', 'fair', 'good' or 'very good'
Number of health problems	Hearing problems, skin problems, muscular pain, backache, headaches/eye strain, injury(ies), anxiety, overall fatigue
Sickness absence	Days absent from work due to sick leave or health-related leave
Presenteeism	Days worked while sick
Sleep quality	Difficulty falling asleep, waking up during sleep, feeling of exhaustion and fatigue
Well-being	Feeling cheerful, calm, active, fresh and rested; life filled with interesting things

The relationship between awareness and reporting

Ideal case of low reporting and high awareness does not (**YET**) exist in the EU28!

	High awareness	Medium awareness	Low awareness
High reporting	FI BE DK IE NL SE UK	FR AT DE	CZ EE LV LT
Low reporting		MT ES	CY ES GR HR HU IT PL PT RO SI SK

The relationship between awareness and reporting

- Awareness → identify an incident as harassment
- Underreporting
 - limitation for accurate information gathering
 - policy based on incomplete knowledge
- Legislative definition of violence and harassment helps claimants
- Importance of social dialogue