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
Workplace violence and harassment

Physical

Psychological

Sexual

One-off or systematic

By one or more individuals

Amongst colleagues, between superiors and subordinates, or third parties

Definition

Criminal offence

Abuse

Threats

Humiliation

Mobbing

Bullying

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

Graph showing the comparison of violence at work between men and women across different types of harassment and abuse. The categories include verbal abuse, unwanted sexual attention, threats, humiliating behaviour, physical violence, sexual harassment, bullying/harassment, and any form of violence. Women report higher exposure in all categories compared to men.
Working with customers increase the risk of experiencing violence at work - EU 28

- Working without customers
- Working with customers

- sexual harrasment
- unwanted sexual attention
- physical violence
- bullying/harrasment
- threats
- humiliating behaviour
- verbal abuse
- anti-social behaviour

Graph showing the increase in risk of violence at work with and without customers.
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

- Agriculture
- Construction
- Industry
- Other services
- Financial services
- Commerce and hospitality
- Education
- Transport
- Health
- Public administration and defence

[Bar chart showing percentages of violence in different industries]
Violence in EU28 by occupations

- Skilled agricultural, forestry and fishery workers
- Craft and related trades workers
- Managers
- Clerical support workers
- Elementary occupations
- Technicians and associate professionals
- Professionals
- Plant and machine operators, and assemblers
- Service and sales workers

- no customers
- customers
Violence at work in the EU28 – age; ownership type

- Graph showing the percentage of violence at work by age group (under 35, 35-49, 50 and over) and ownership type (self-employed with employees, self-employed without employees, employee, indefinite contract, employee, fixed term contract, employee, other or no contract).

- The data indicates that the percentage of violence increases with age, particularly in the under 35 age group.

- Ownership type shows a variation in the percentage of violence, with self-employed with employees having the highest percentage and employee, other or no contract having the lowest.

- Another graph showing the percentage of violence by sector (private sector, public sector, joint, not-for-profit, NGO or other) and customer presence (no customers, customers).

- The data indicates a higher percentage of violence in the public sector compared to the private sector, especially when customers are present.

- The trend shows that the presence of customers increases the percentage of violence in all sectors.
Men and women exposure to violence in selected service industries -

Exposure to violence at work in selected service industries: Men

Exposure to violence at work in selected service industries: Women
Impact of anti-social behaviour (ASB)

subjective well-being

motivation

absenteeism

presenteeism
Impact of anti-social behaviour (ASB)
Violence and health and well being

Demands
- Physical risks
- Work intensity
- Work extensity
- Emotional demands
- Social demands

Resources
- Social resources
- Work resources
- Rewards

Health impairment process
- Exhaustion

Motivational process
- Engagement

Health and well-being
- General self-rated health
- Number of health symptoms
- Sickness absence
- Presenteeism
- Sleep quality
- Well-being

Note: The width of the arrows indicates the strength of the estimated paths. For clarity, paths with standardized estimates of |β| < .10 are omitted. For additional information also see the caption embedded in the figure.
Job quality framework

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

Skills and discretion
- Cognitive dimension
- Decision latitude
- Organisational participation
- Training

Social environment
- Social support
- Management quality

Work intensity
- Quantitative demands
- Pace determinants and interdependency
- Emotional demands

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

- **Social environment**
  - Social support
  - Management quality

- **Work intensity**
  - Emotional demands

- **Skills and discretion**
  - Organisational participation
  - Training

- **Working time quality**
  - Night work

- **Prospects**
  - Downsizing

- **Representation**

- **Violence at work**

- **Angry clients**
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
• For more information: [www.eurofound.europa.eu](http://www.eurofound.europa.eu)

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

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

<table>
<thead>
<tr>
<th>High awareness</th>
<th>Medium awareness</th>
<th>Low awareness</th>
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<tbody>
<tr>
<td>High reporting</td>
<td>FI BE DK IE NL SE UK</td>
<td>FR AT DE</td>
</tr>
<tr>
<td>Low reporting</td>
<td>MT ES</td>
<td>CY ES GR HR HU IT PL PT RO SI SK</td>
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Eurofound
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