

# Results of the survey of workplace violence in health and social services in CR (except Prague) from 2010

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# Method of acquisition and data processing

The data obtained are based on an anonymous questionnaire survey made for a randomly selected respondents in organizations in the field of health and social care. The actual questionnaire was available both in electronic and written form.

Based on a questionnaire of ILO.

The collected data includes information about the workplace (name, region, type of service, size), personal data of respondents (gender, age, job), information on working stroke (act of violence - the consequences of injury) and their circumstances.

Of the 155 organizations contacted were provided staff data from 88 organizations (57 %). Of these were 56% from health services (HS) and 44% from social services (SS).

# Personal data and data on the workplace

<b><u>Organizations by founder?</u></b>	<b>HS (%)</b>	<b>SS (%)</b>
state organization	16	33
region organization	55	51
private	16	0

Total were obtained data from 1 052 respondents (of which 78 % women).

In both sectors, working globally about half of the workers in shift work (53% of HS and 45% SS), with clients or patients regularly meets the majority of workers (86% HS, 98% SS).

# The frequency of workplace violence on respondent during the last year (VII. 2009 – VI. 2010)

	<u>HS</u>	<u>SS</u>
physical violence	16 %	22 %
verbal attacks	44 %	54 %
bullying / mobbing	13 %	11 %
sexual harassment	2 %	5 %
racial humiliations	1 %	1 %

# Physical violence

<b><u>Who attacked?</u></b>	<b>HS (%)</b>	<b>SS (%)</b>
client/patient	88	100
their relatives	8	0
<b><u>Type of attack?</u></b>		
with a weapon	3	4
<b><u>Location of the incident?</u></b>		
inside the institution	72	96
in the flat of client/patient	11	4
outdoors	15	0
<b><u>Were you injured?</u></b>		
yes	17	30
<b><u>Have you been on sick leave?</u></b>		
yes	2	0

# Physical violence

<b><u>Were the cause investigated?</u></b>	<b>HS (%)</b>	<b>SS (%)</b>
yes	15	25
<b><u>Who carried out the investigation?</u></b>		
management of organization	45	86
police	50	0
<b><u>Have measures been taken against repeat attacks?</u></b>		
yes	22	46
<b><u>If you did not inform anyone about it, why not?</u></b>		
it was not important	44	50
I was afraid of negative consequences	3	17
it would be useless	39	17

# Verbal attacks

<b><u>Who attacked?</u></b>	<b>HS (%)</b>	<b>SS (%)</b>
client/patient	60	71
their relatives	11	9
<b><u>Location of the incident?</u></b>		
inside the institution	79	90
in the flat of client/patient	9	4
outdoors	7	3
<b><u>Were the cause investigated?</u></b>		
yes	12	31
<b><u>Who carried out the investigation?</u></b>		
management of organization	81	91
police	7	0
trade unions	5	0

# Verbal attacks

<u>If you did not inform anyone about it, why not?</u>	<u>HS (%)</u>	
<u>SS (%)</u>		
it was not important	43	54
I was afraid of negative consequences	14	8
it would be useless	31	35



# Has your employer any specific strategies/procedures for:

<b><u>Safety and health protection at work?</u></b>	<b>HS (%)</b>	<b>SS (%)</b>
yes	77	91
no	9	5
does not know	14	4
<b><u>Cases of physical violence at work?</u></b>		
yes	38	62
no	21	13
does not know	41	25
<b><u>Cases of verbal violence?</u></b>		
yes	23	54
no	27	18
does not know	50	28

# What measures to address workplace violence in your workplace exist?

	<u>HS (%)</u>	<u>SS (%)</u>
alarms, mobil phones	43	60
limited public access	13	7
screening of patient / client	6	10
modification of the environment (eg. lighting, noise control, temperature, access to food, cleanliness, privacy)	8	11
specialized training	2	3

# How big is your fear of violence at your current workplace?

	<u>HS (%)</u>	<u>SS (%)</u>
no	46	38
mildly	27	32
bigger	16	23
strong	6	6
very strong	4	1