



# **Violence at work**

***Evidence from European Foundation research***

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***Multisectoral seminar on third party violence***

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## Foundation data sources on workplace violence

- **European Working Conditions surveys** (1990 onwards). Five yearly.
  - ▶ Most recent wave, Fourth European Working Conditions survey. Fieldwork Sep-Nov 2005. Nearly 30,000 individual respondents interviewed face-to-face in their own homes in EU-27, Croatia, Turkey + Norway/Switzerland.
  - ▶ Includes a series of questions on exposure of respondent ‘in previous twelve months’ to threats of violence, physical violence from co-workers, physical violence from non co-workers, bullying/harassment, sexual harassment etc
- **Literature review:** *Preventing violence and harassment in the workplace*, Authors: Hoel, Cooper and di Martino, 2003
- **EWCO/EIRO observatories.** Regular updates on this and other subjects from network of national correspondents.
  - ▶ See [www.eurofound.europa.eu/ewco/health/harassment/](http://www.eurofound.europa.eu/ewco/health/harassment/)



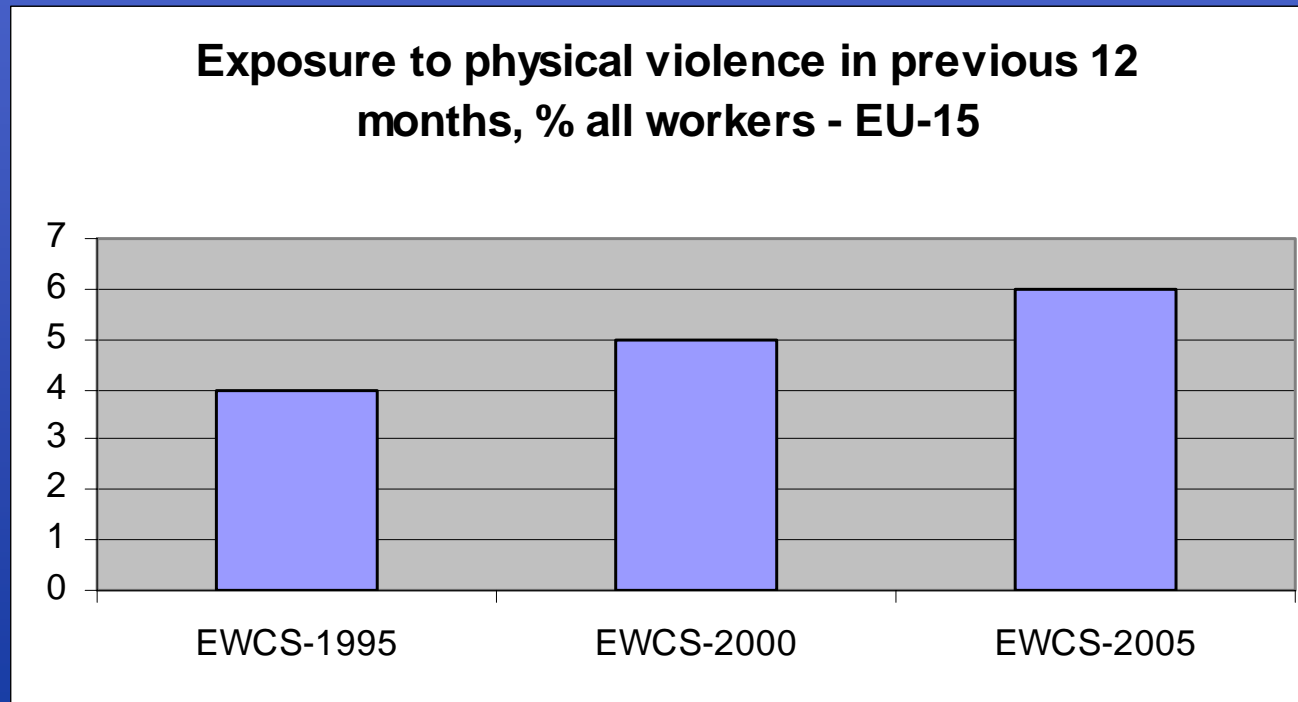
## Violence and harassment

Approximately one in ten workers report that they have suffered violence, bullying or harassment at work in the previous year





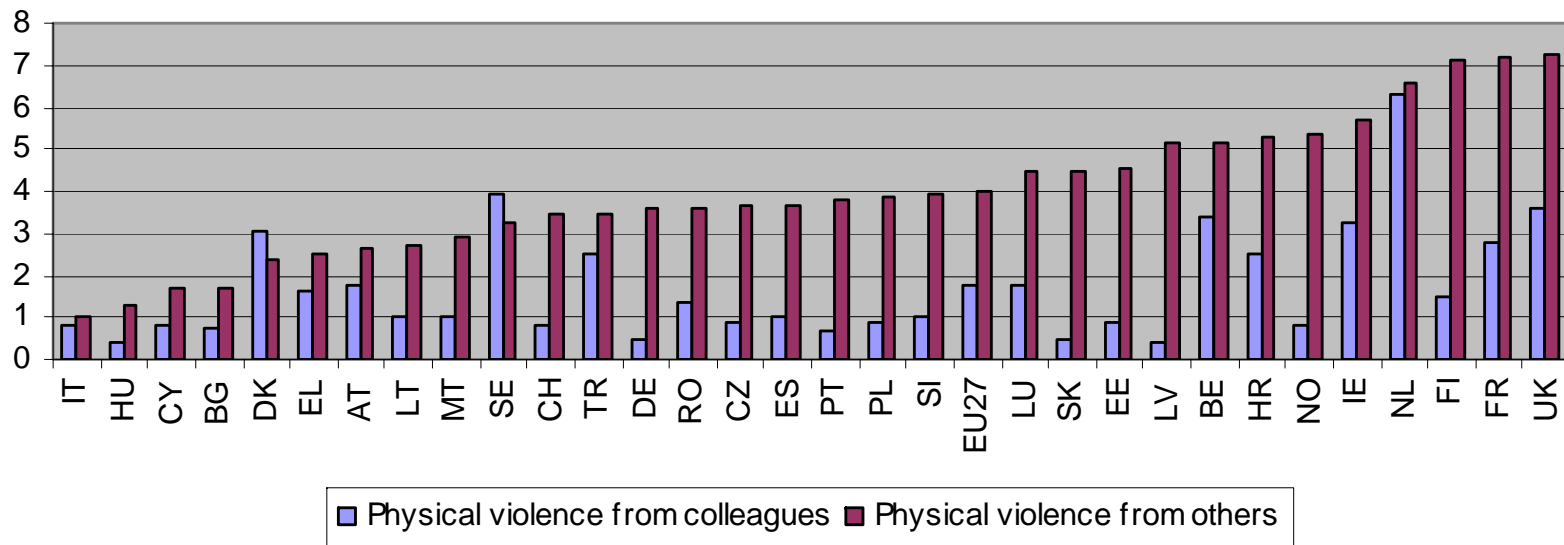
## Exposure to physical violence ... minority experience but increasing





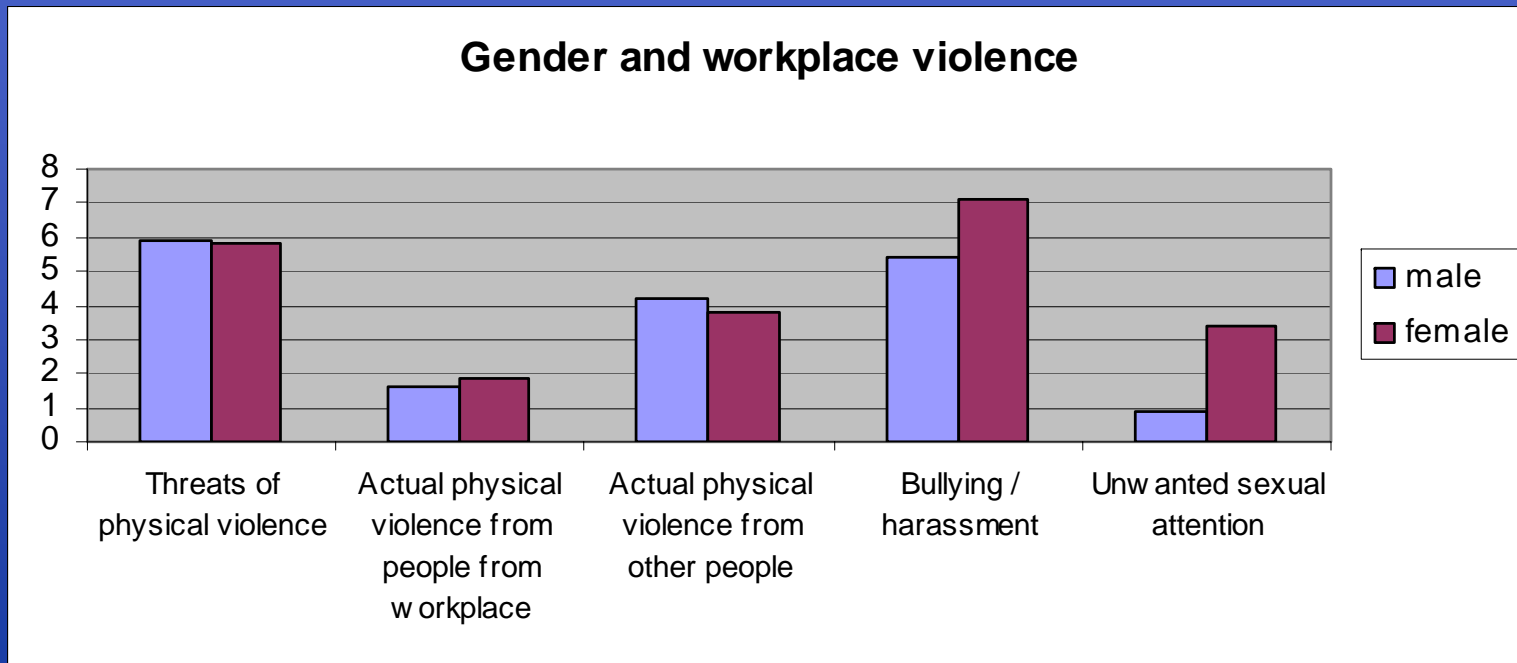
## Third-party violence more common than violence at hands of colleagues...

% of workers exposed to violence in previous 12 months



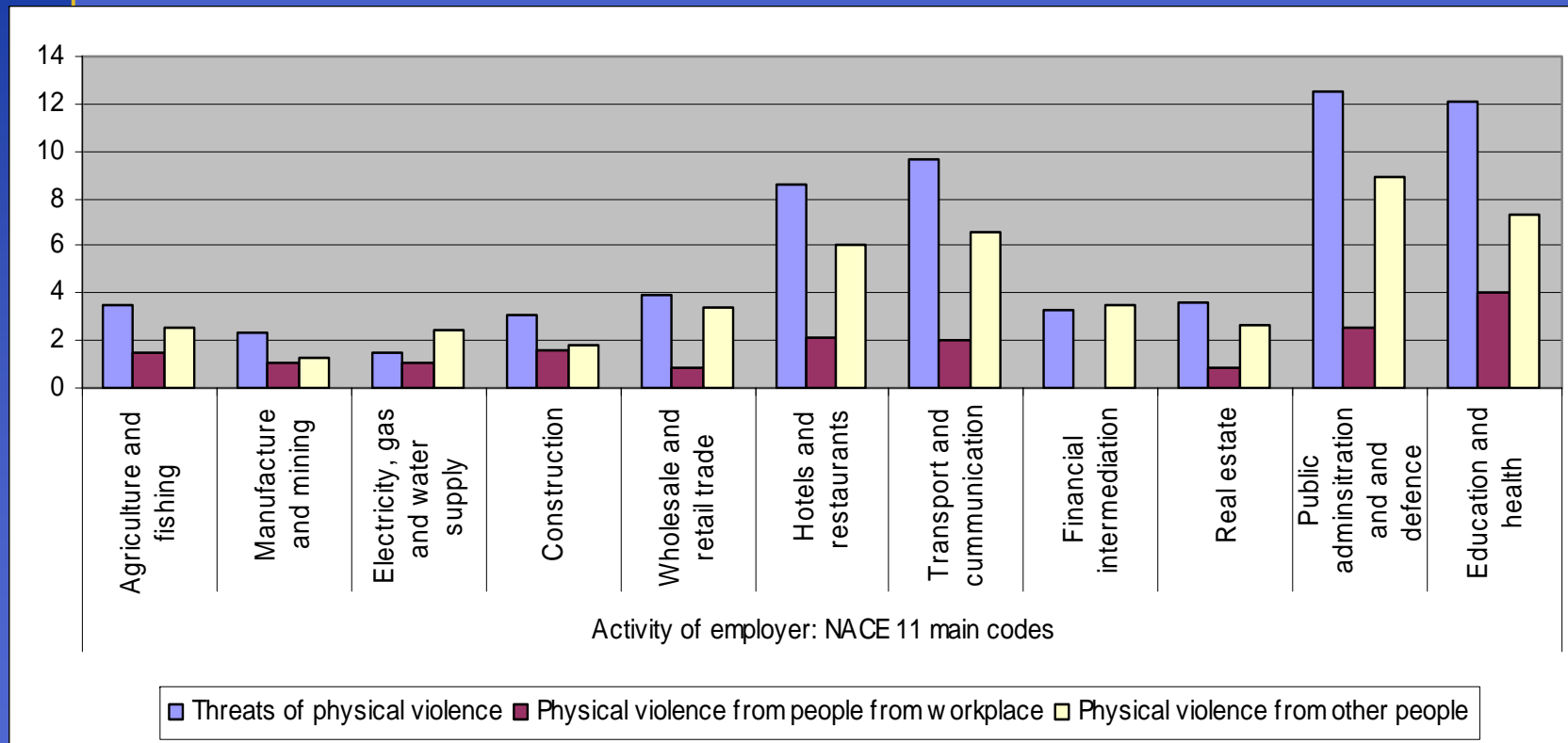


## Exposure to violence by gender, EU-27





## Exposure to violence by sector, EU-27





## Exposure to violence by establishment size, EU-27

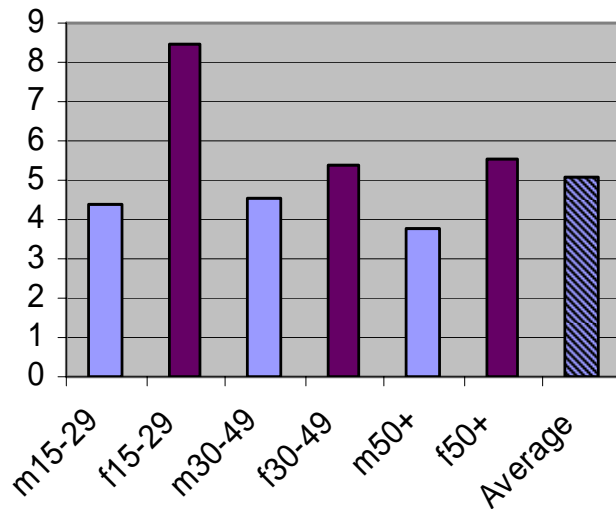




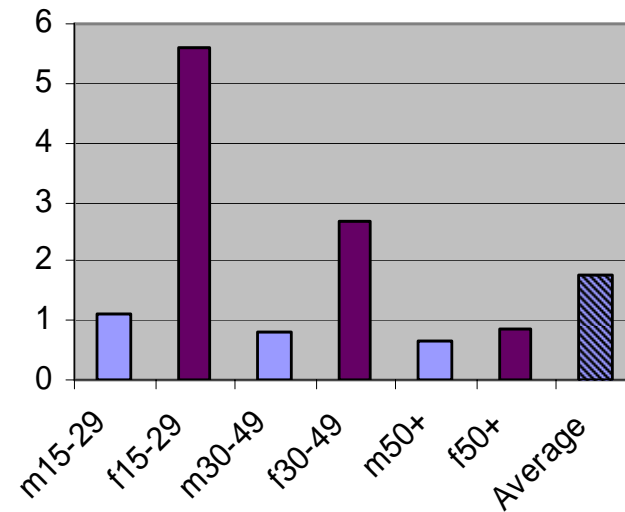


## Psychological violence – harassment and sexual harassment

**Bullying / harassment by gender / age, %**



**Unwanted sexual attention by gender / age, %**





## Third-party violence ... by NACE 2 sector

Rank	Threats of physical violence	%
1	Health and social work	16.7
2	Land transport	14.4
3	Recreational, cultural and sporting activities	13.1
4	Public admin, defence, soc. security	11.8
5	Education	11.8
	<b>Physical violence from others</b>	<b>%</b>
1	Health and social work	11.7
2	Land transport	11.4
3	Recreational, cultural and sporting activities	11.1
4	Air transport	9.3
5	Public admin, defence, soc. security	9.1
	<b>Unwanted sexual attention</b>	<b>%</b>
1	Recreational, cultural and sporting activities	7.4
2	Land transport	4.7
3	Hotels and restaurants	4.0
4	Health and social work	3.5
5	Financial intermediation	3.0

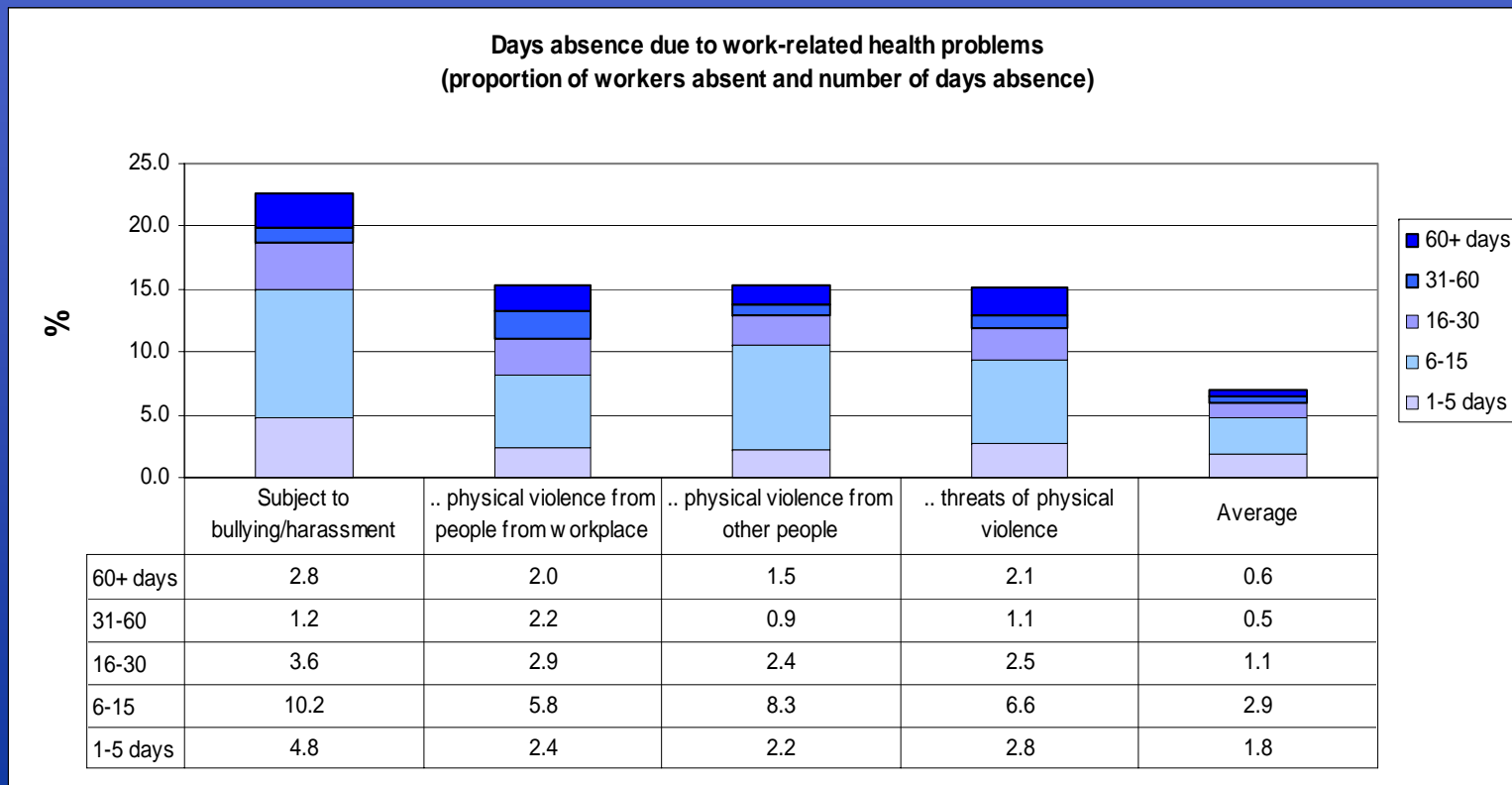


## Costs of workplace violence

- Costs to the organisation
  - ▶ Absenteeism
  - ▶ Poor staff retention, high turnover
  - ▶ Lost productivity
    - Typical workplace bullying case in UK estimated to cost €40,000, without litigation (Hoel, 2003)
  - ▶ Image



## Costs of workplace violence





## Conclusions

- Incidence of workplace violence appears to be on the increase ...
- Clearly higher levels of exposure to violence in certain sectors – health/social services, public administration, transport, hotels / restaurants
- Significant - and often avoidable - costs to individuals, companies / organisations and society at large