



PREVENTING VIOLENCE AND HARASSMENT IN THE WORKPLACE

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Presentation

- Foundation resources and activities
- Project: Violence and harassment in the workplace (2002/3)
 - ▶ Concept development
 - ▶ Mapping the phenomenon
 - ▶ Costs of workplace violence
 - ▶ Contributing factors
 - ▶ Regulatory approaches
 - ▶ Some recommendations



Foundation activities and resources

1995/2000: Survey data from Second and Third European Working Conditions survey

2002/3: Project, report: Preventing violence and harassment in the workplace

April 2003: Joint Foundation / Belgian govt EU presidency conference

December 2003: First European Working Conditions Observatory seminar (see report, www.eurofound.eu.int/ewco) for practitioners

2004: Topic report on violence and harassment in the workplace

2005: Survey data from the Fourth European Working Conditions survey (EU-25, candidate countries, Switzerland + Norway)



CONCEPT DEVELOPMENT

Violence

Physical violence	Psychological violence
<ul style="list-style-type: none">-From fellow workers-From clients / customers	<ul style="list-style-type: none">Harassment<ul style="list-style-type: none">-Harassment related to sex-Sexual harassment-Bullying-Mobbing-Racial harassment



Concept development: some trends

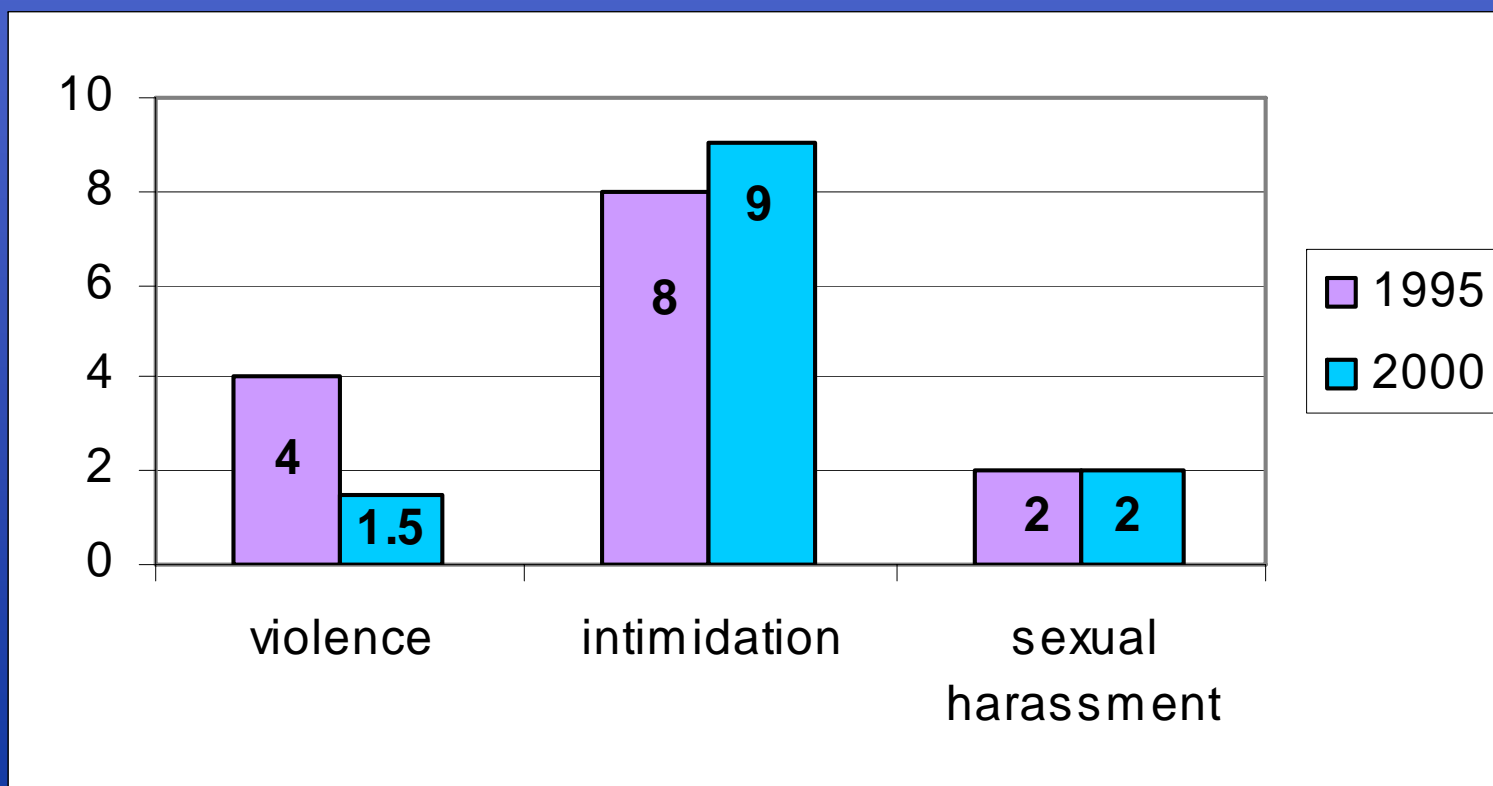
- Stress on notion of 'dignity'
- Fusion of bullying and mobbing and of other related terms, eg. acoso psicologico, harcelement moral
- (*for harassment*) Repeated acts, cumulative impact
- Intentionality a vexed question – 'for the purpose or / and with the effect of violating the dignity'



MAPPING THE PHENOMENON



European WCs Surveys: Workers subjected to

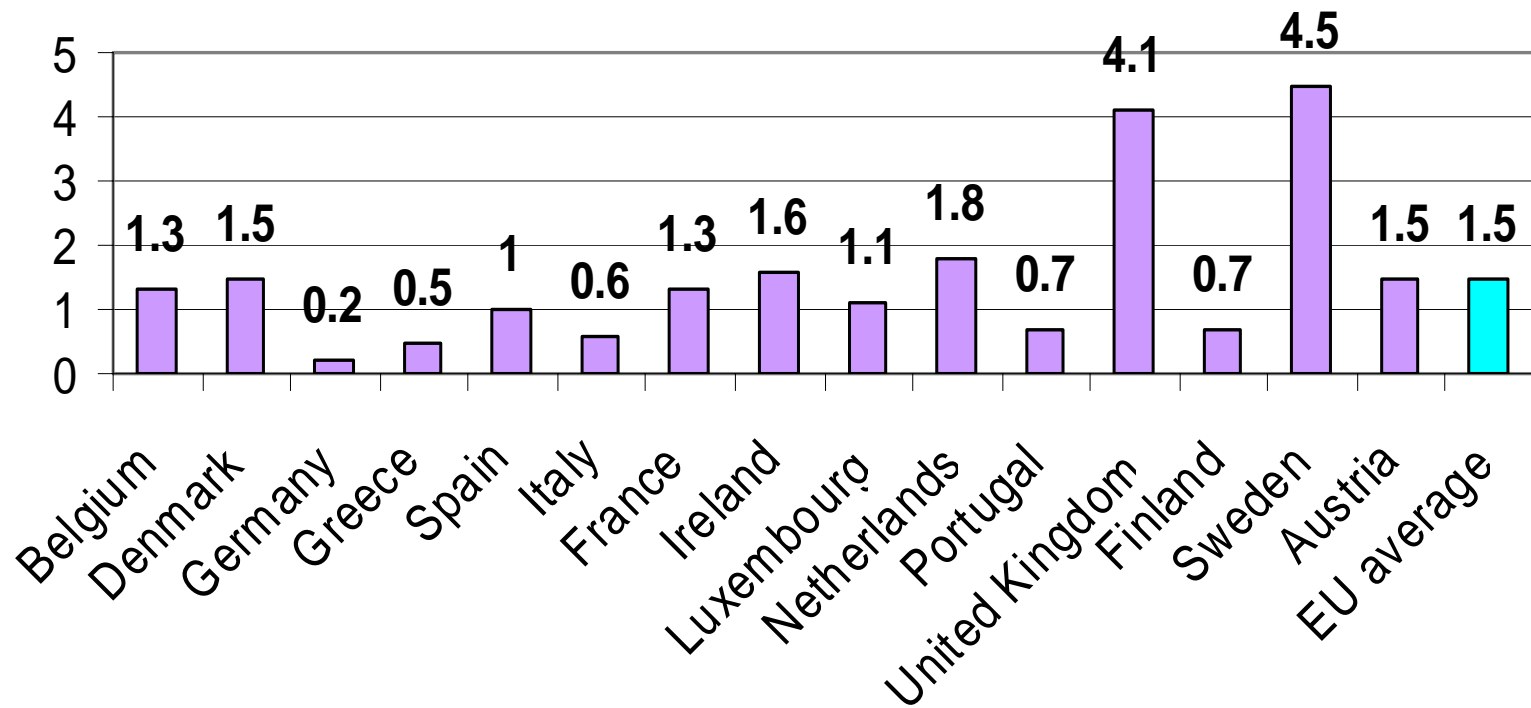




Physical violence

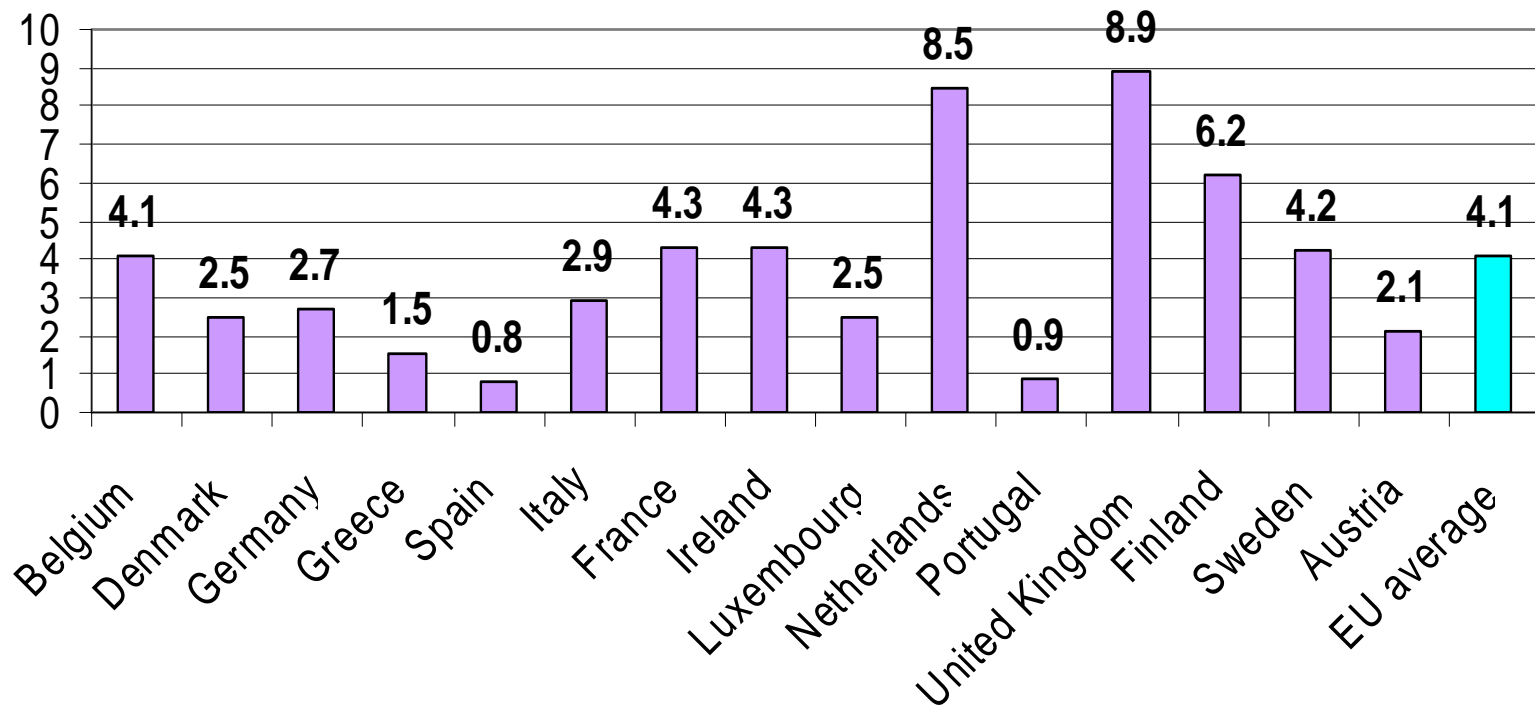


Workers Subjected to Physical Violence from people from their workplace, by country (2000)





Workers subjected to physical violence from other people, by country (2000)

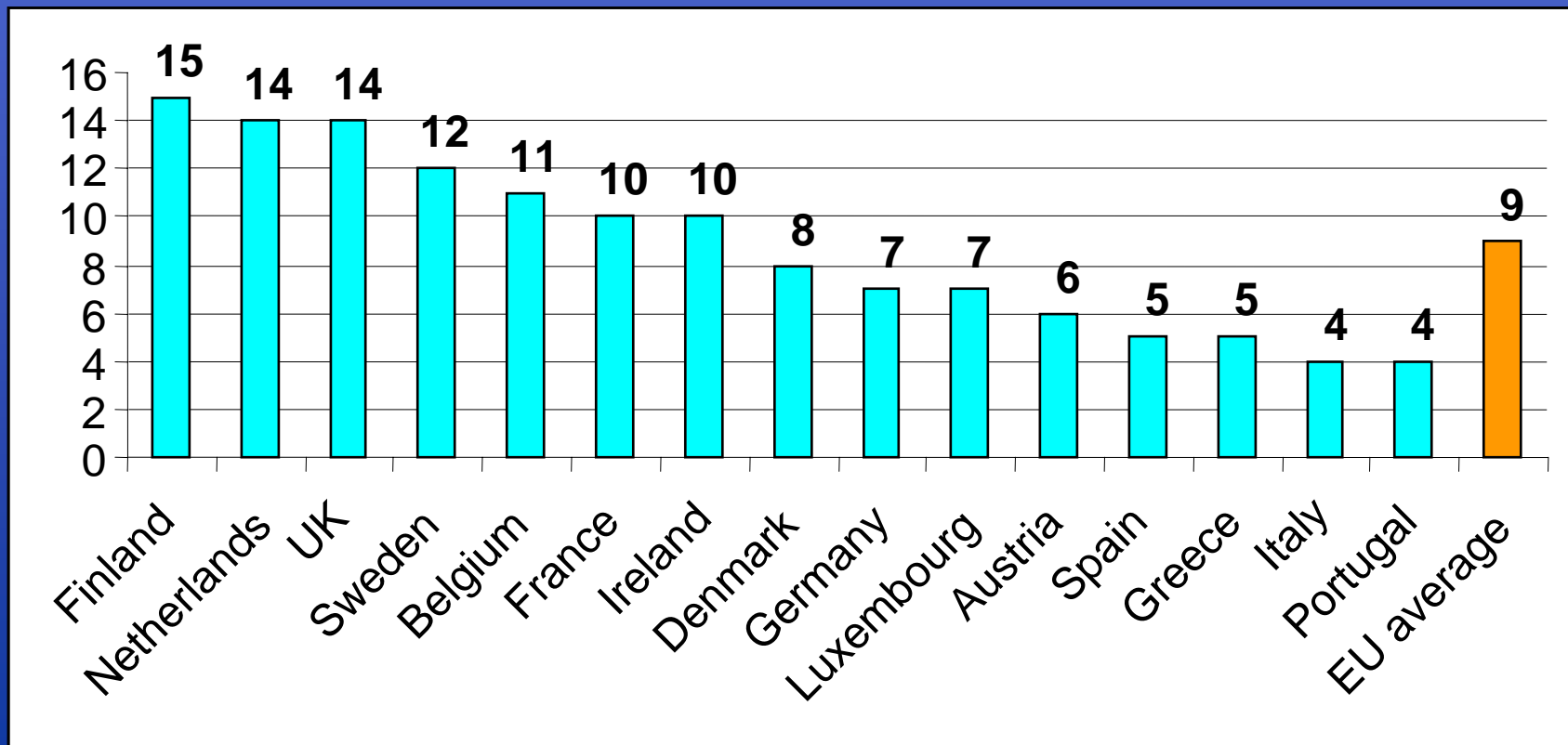




Moral harassment

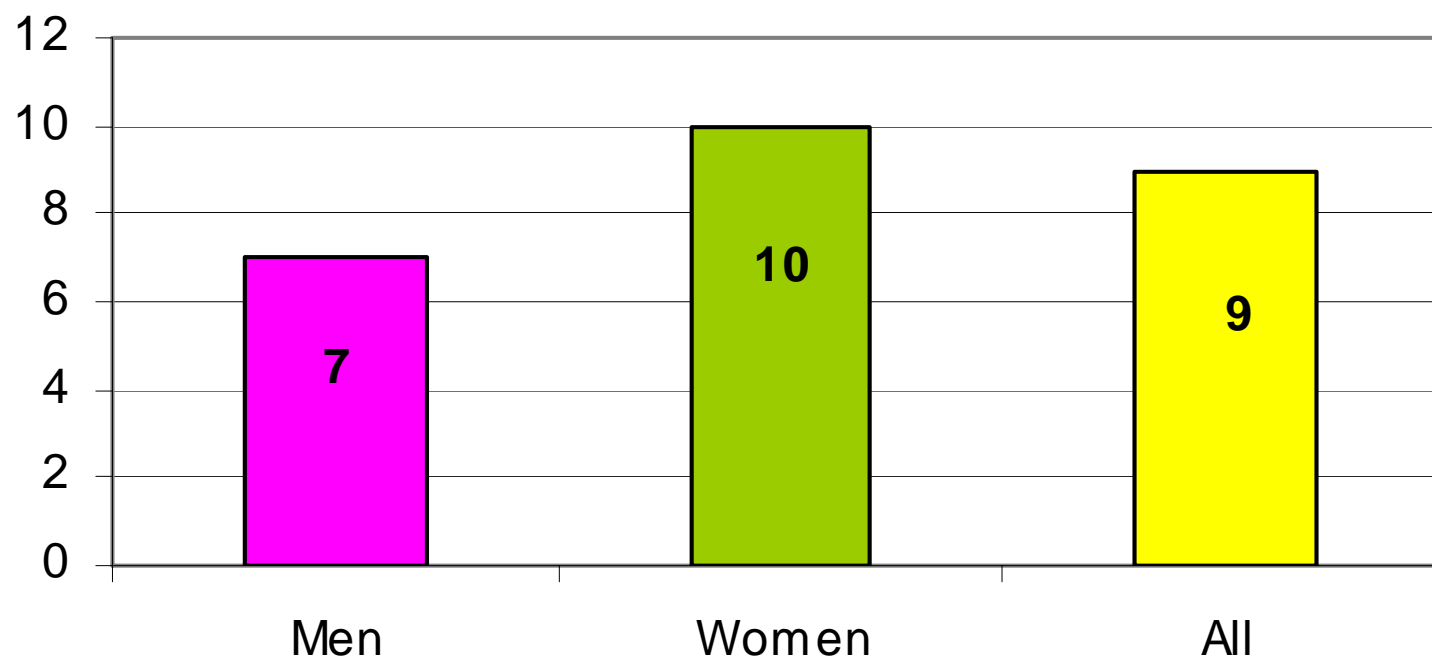


Workers subjected to intimidation, by country (2000)



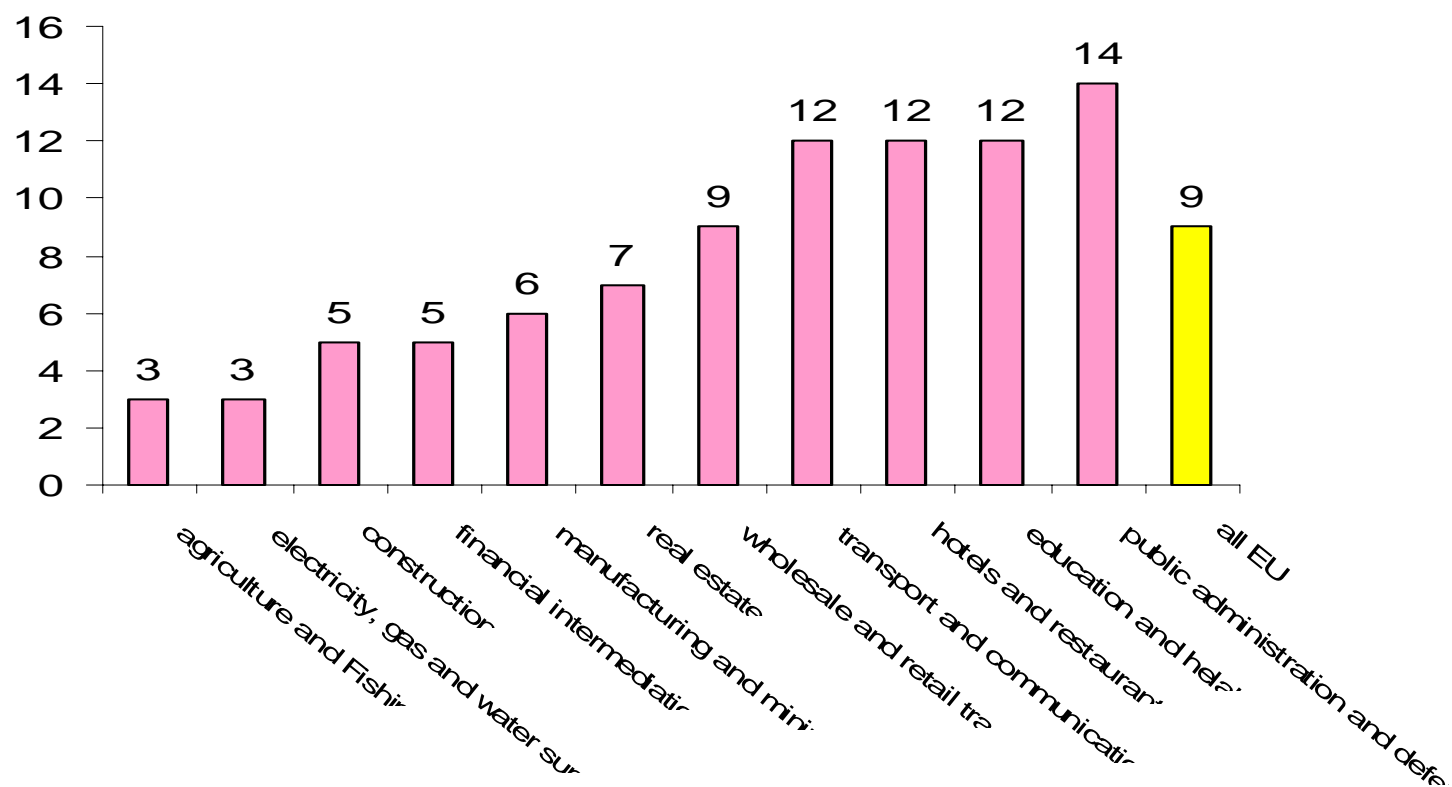


Workers subjected to intimidation, by sex (2000)



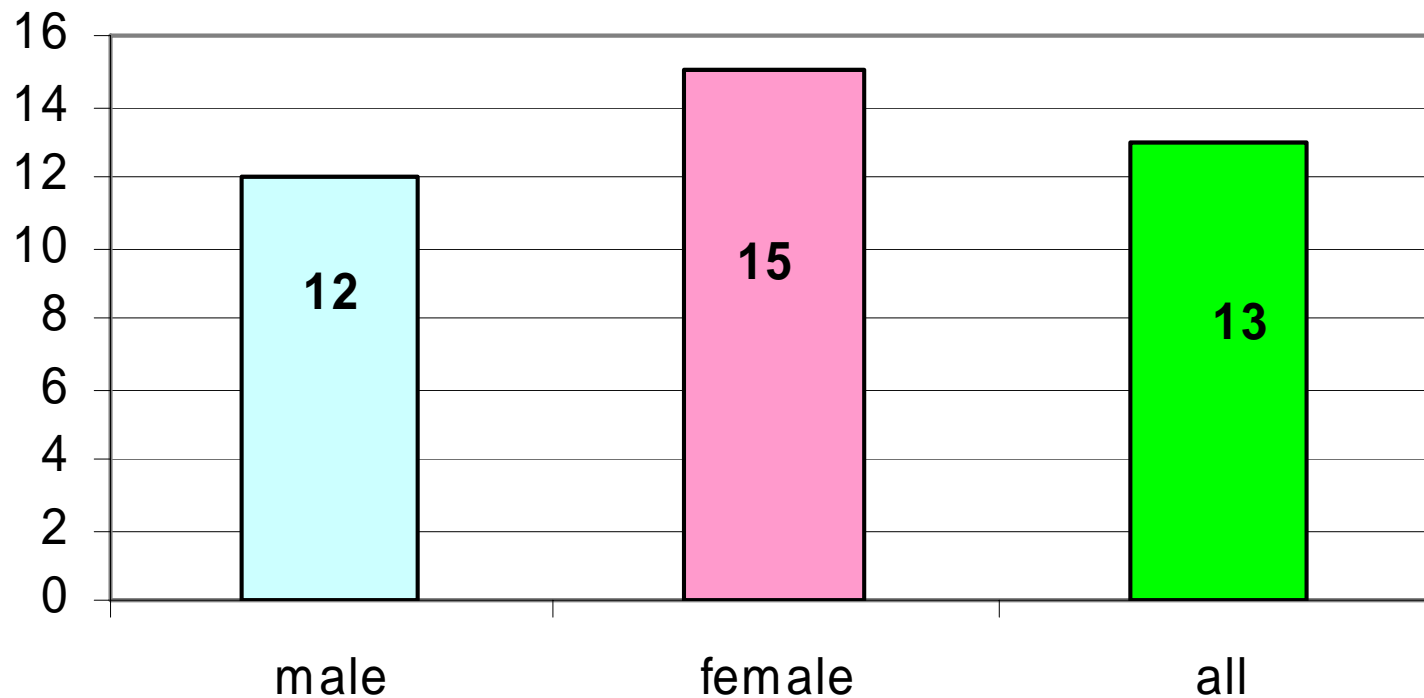


Workers subjected to intimidation, by sector (2000)





Workers aware of existence of intimidation in their workplace (2000)

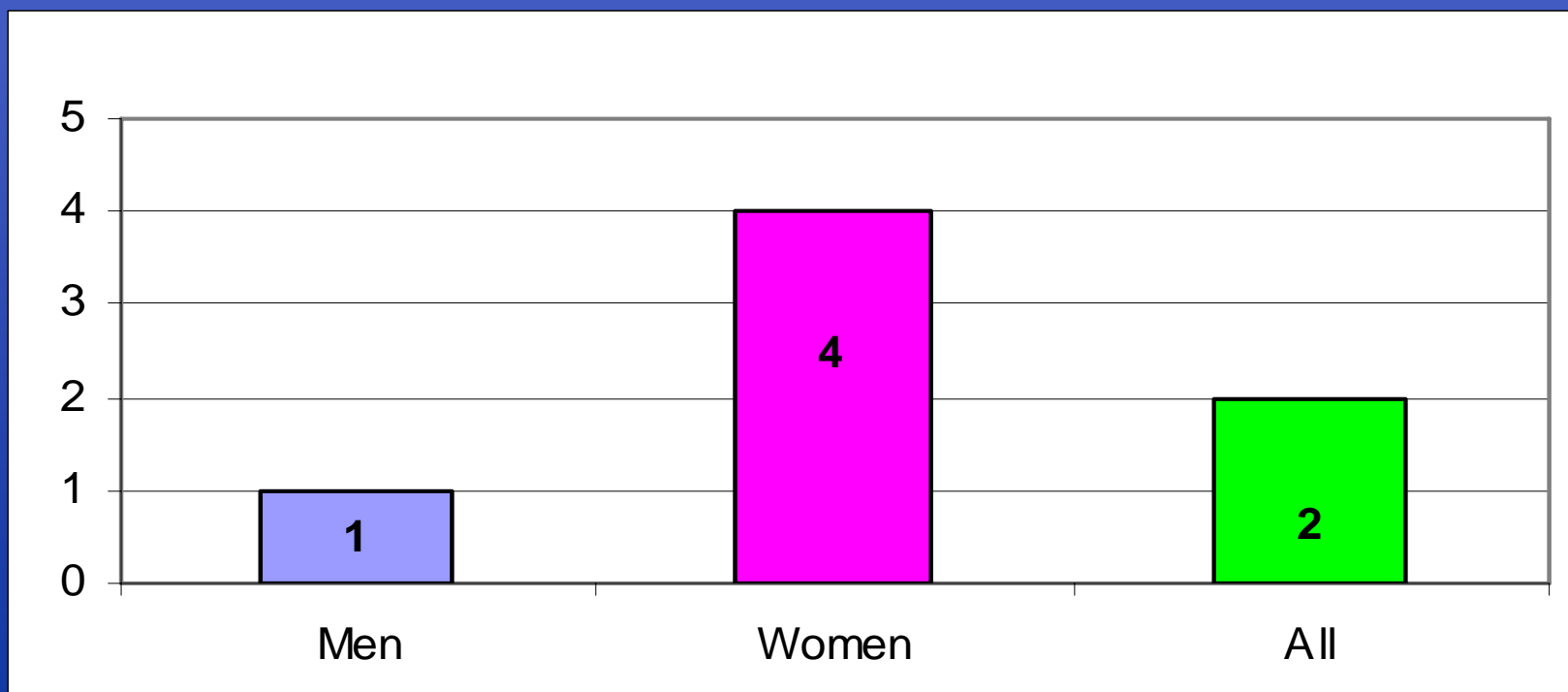




Sexual harassment

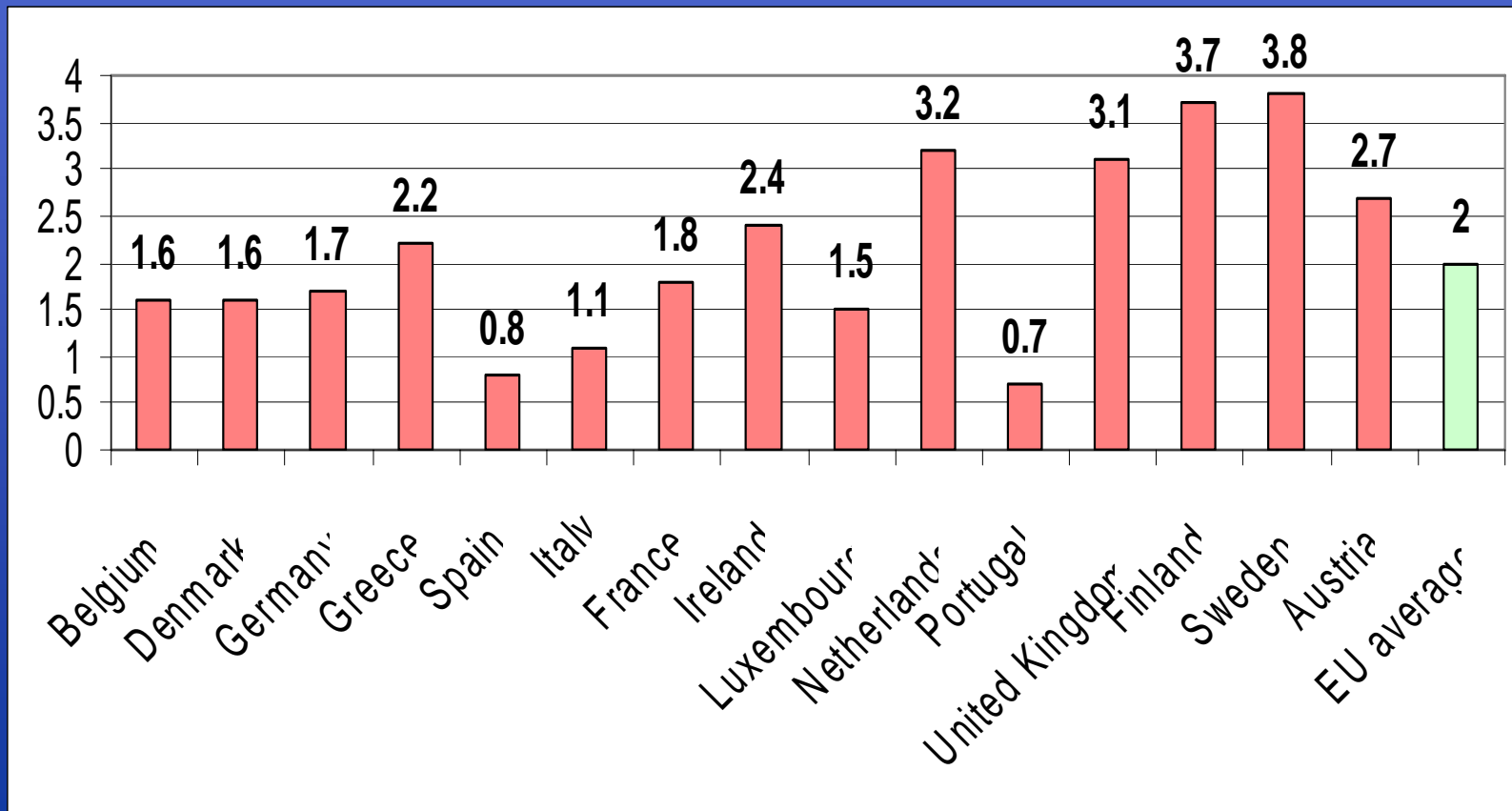


Workers subjected to unwanted sexual attention, by sex (2000)



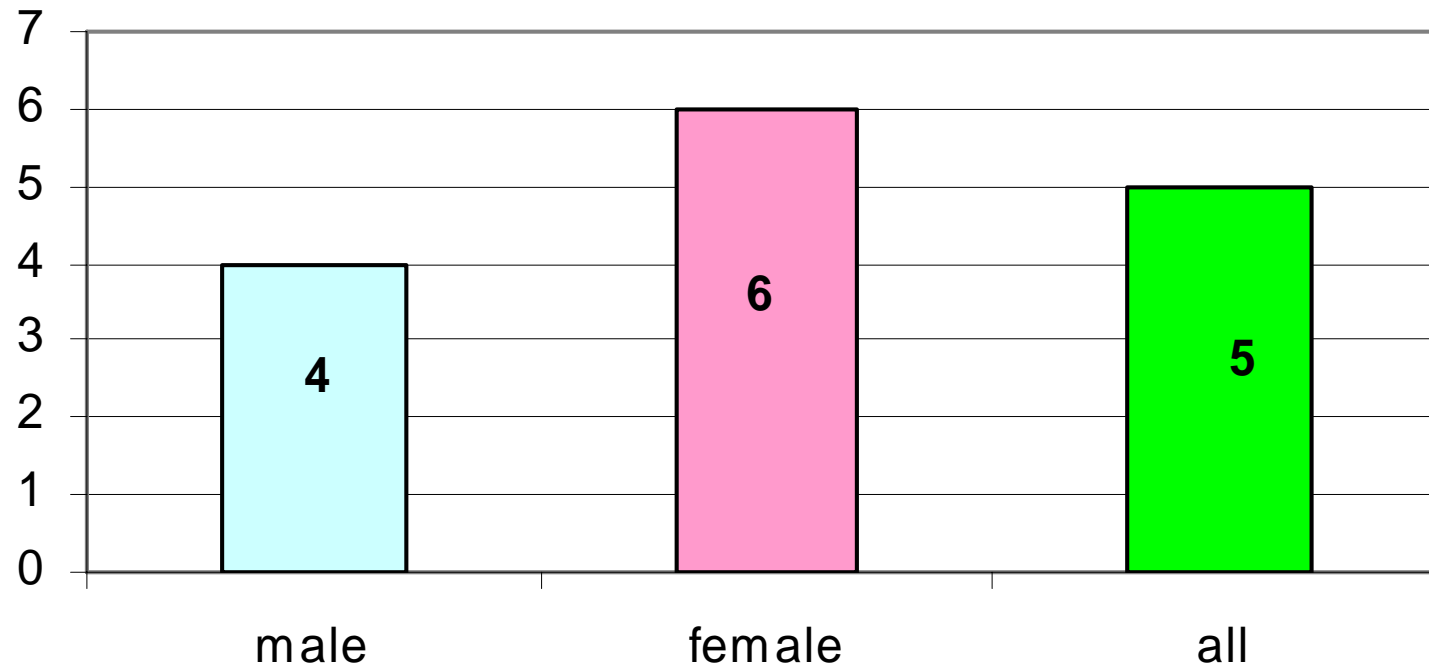


Workers subjected to unwanted sexual attention, by country (2000)



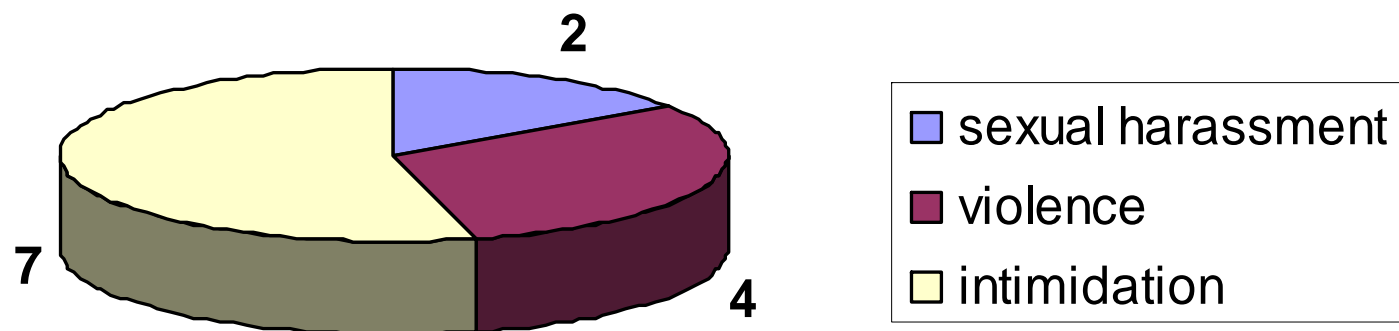


Workers aware of existence of unwanted sexual attention in their workplace (2000)





First WCs Survey in the CCs (2001) Workers subjected to





THE COSTS OF WORKPLACE VIOLENCE



- Costs to individuals:
 - ▶ fear, pain, general reduction in quality of life, grief to friends and family, loss of income and medical costs;
- Costs to organisations:
 - ▶ Sickness absence, premature retirement, replacement costs, grievance and litigation/compensation costs, reduced performance and productivity



- Estimates of costs to organisations:
 - ▶ Every victimised individual costs 30,000 –100,000 EUR annually (Leymann, 1990);
 - ▶ Typical case of workplace bullying in UK local authority, estimated cost (without taking into account productivity losses etc) = 42,000 EUR (Hoel, 2003)
 - ▶ Victims have an average of 7% lower productivity (Hoel and Cooper, 2000)



- Costs to society:
 - ▶ Absenteeism, premature retirement, long term unemployment and welfare dependency, quality of working life.



WHAT ARE THE FACTORS CONTRIBUTING TO WORKPLACE VIOLENCE?



- **Individual factors** (young, female more exposed)
- **Situational factors** (job insecurity, working with customers, alone at night, with valuables, with people in distress..)
- **Organisational factors** (leadership, work pressure, power differentials ...)
- **Societal Factors** (economic change, downsizing, general levels of violence and perceptions of)



- No unambiguous profile of individuals, groups, or organisations most at risk of physical violence and harassment

BUT

- Some groups are more vulnerable (gender, age, race, disability, occupation, sector)
- Violence and harassment involve complex and dynamic processes



SEARCHING FOR A REGULATORY RESPONSE



- EU regulatory dynamics
- Diversity of Member States' approaches:
 - ▶ New special legislation (Sweden 1993, Holland 1994, France, Belgium 2002)
 - ▶ Collective agreement (Denmark 2001)
 - ▶ Non-legislative measures, eg. Codes of practice, supplementing other existing legislation (Ireland, UK)



SOME KEY RECOMMENDATIONS



- EU guidelines, training manuals and awareness-raising material
- Systematic evaluations and monitoring of anti-harassment and violence programmes (from the company level upwards)
- Effective dissemination of good practice documentation



- Member States must tackle the issue of overlapping competences and loopholes amongst bodies and authorities
- Further research targeted at specific groups, sectors, occupations and types of violence



Thank You!

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