



11th International Conference



ALGARVE
PORTUGAL

Focus on Humans in a TECHNOLOGICAL World

25-28th September 2022

book of
ABSTRACTS

Psychosocial Risks at work in employees exposed to demanding communication with clients at employment offices in the Czech Republic

Vladimira Lipsova^{1,2}, Karolina Mrazova¹, Katerina Batrlova³, Martin Stepanek³, Jana Zonova¹, Tomas Navratil²

1 - National Institute of Public Health, Czech Republic

2 - Department of Occupational Medicine, General University Hospital in Prague and First Faculty of Medicine, Charles University, Prague, Czech Republic

3 - Occupational Safety Research Institute, Czech Republic
vladimira.lipsova@szu.cz

Aims: Psychosocial risks in the workplace result from the nature and organization of work, interpersonal relationships in the workplace and the balance of work and family life. This research project aims to prepare a set of intervention tools to improve the level of psychosocial risks at work in employees exposed to demanding communication with clients at employment offices in the Czech Republic.

Methods: A special questionnaire was prepared and electronically administered to employees in 5 selected employment offices in the Czech Republic in 2021. Total number of 1448 questionnaires were analyzed.

Results: The study group included 92 % women and 8 % men. The biggest age group was 50 to 64 years of age (33 %). For 58 % of respondents, communication with the work team/supervisor has the greatest impact on their job satisfaction. If there is a conflict or escalation of communication when dealing with a client at the counter at the employment office, only 1.7% of respondents state that they have a system in place to indicate and monitor the potential of dangerous clients.

Conclusion: Our results (more will be included in the full paper) showed some very problematic parts of psychosocial risks at the workplaces of employment offices. These will be targeted with tailored intervention techniques.

Affiliation: Supported by Ministry of Labour and Social Affairs, Institutional Support for long-term conceptual development of the research organization for the years 2018-2022 and is part of the project Possibilities of intervention measures for employees exposed to demanding communication with clients in public administration with a focus on employment offices.