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PSYCHOSOCIAL RISKS AT WORK IN EMPLOYEES EXPOSED TO DEMANDING COMMUNICATION WITH CLIENTS AT EMPLOYMENT OFFICES IN THE CZECH REPUBLIC

PSYCHOSOCIAL RISKS IN THE WORKPLACE

Psychosocial risks in the workplace result from the nature and organization of work, interpersonal working relationships and the balance between work and family life.

In July 2021 a new research project was launched with the aim to prepare a set of intervention tools to decrease the level of psychosocial risks at work in employees exposed to demanding communication with clients at Employment Offices in the Czech Republic.

PROJECT GOAL

- **benefit to employees;**
- **improvement of psychological resistance (resilience);**
- **increasing job satisfaction;**
- **increase in performance.**

QUESTIONNAIRE SURVEY

- **Anonymous**
- **November 2021**
- **1160 respondents**

Mandatory part:

- **demographic data (7 questions)**
- **work with the client (10 questions)**
- **resilience (10 questions)**

Optional areas:

- **communication with supervisor and team (9 questions)**
- **nature of work (8 questions);**
- **work organization (9 questions);**
- **job evaluation (5 questions);**
- **work changes, digitalization and unexpected crisis situations (4 questions).**

DEMOGRAFICS

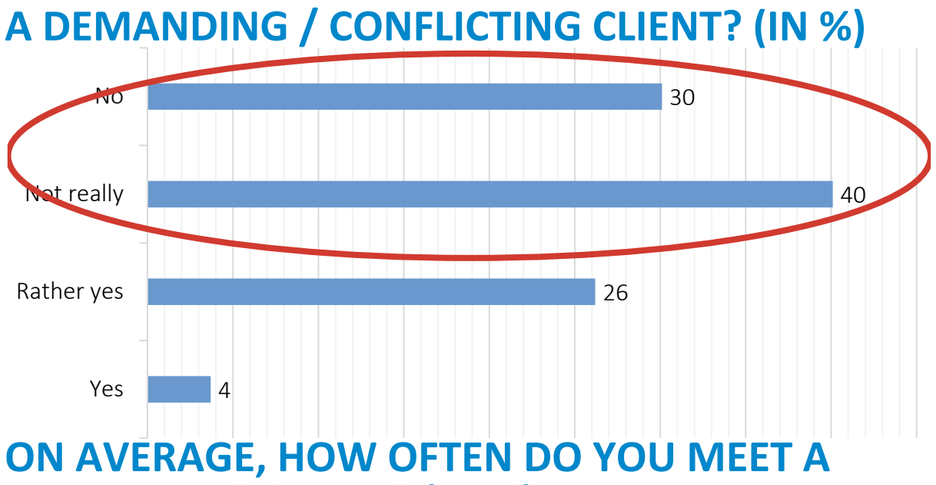
- **The study group included 93% women and 7% men.**
- **The biggest age group were respondents between 50 to 64 years (33%).**
- **The largest group of respondents had secondary education with a high school diploma (56%), 33% of respondents had university degree.**

AVERAGE LEVEL OF SATISFACTION CALCULATED FROM ALL COMPLETED QUESTIONNAIRES

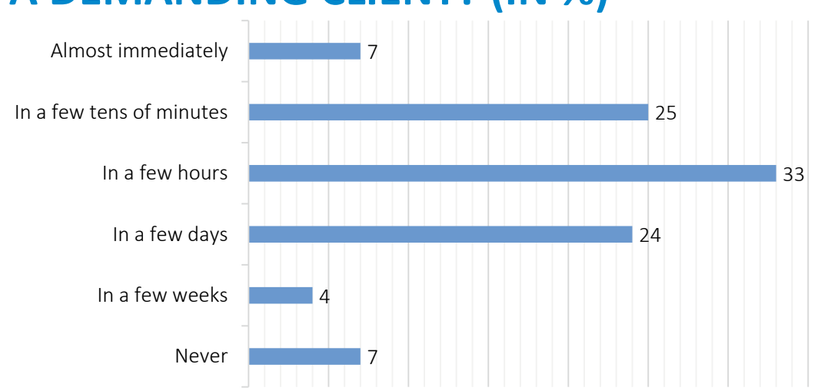
(Possibility to answer on a scale of 1–10)

Satisfaction - area	Mean	Std. deviation	N
Workplace communication	7,84	2,13	677
Job characteristics	7,15	2,06	524
Organization of work	6,91	1,90	446
Communication with clients	6,22	1,96	1168
Job evaluation	5,68	2,30	400
Work changes	4,99	1,95	199

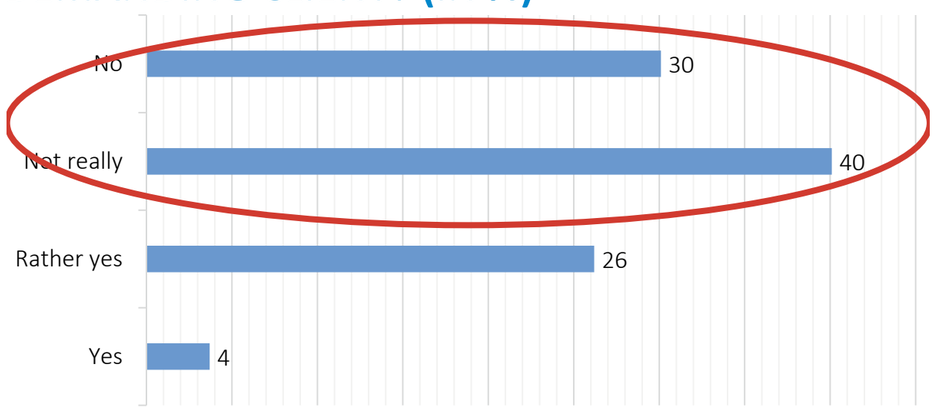
DO YOU FEEL THAT SUFFICIENT MEASURES ARE TAKEN FOR YOUR SAFETY WHEN WORKING WITH A DEMANDING / CONFLICTING CLIENT? (IN %)



HOW FAST CAN YOU RECOVER AFTER MEETING A DEMANDING CLIENT? (IN %)



ON AVERAGE, HOW OFTEN DO YOU MEET A DEMANDING CLIENT? (IN %)



CONCLUSION

- **Our results showed some very problematic areas in the field of psychosocial risks at the workplaces of Employment Offices. These areas will be targeted with tailored intervention techniques.**

Preventive measures

- **security issues**
- **recognizing the demanding/conflicting clients according to previous experience**
- **build the individual's psychological resilience**
- **understanding of the response to a critical event**
- **normalize the stress response**
- **teach appropriate ways of adapting to stress**
- **individual psychotherapeutic interviews**

This result was financially supported by institutional support for long-term conceptual development of the research organization for the years 2018–2022 and it is a part of the research task 10-S4-2021-VÚBP "Possibilities for intervention measures for employees exposed to demanding communication with clients in public administration with a focus on employment offices", solved by the Occupational Safety Research Institute in cooperation with the National Institute of Public Health in the years 2021–2023.